

**E-TENDER
FOR
RE-DESIGNING, DEVELOPMENT OF WEBSITES
OF
NATIONAL SCIENCE CENTRE, DELHI
&
IT'S SATELLITE UNITS;
REGIONAL SCIENCE CITY, LUCKNOW,
KURUKSHETRA PANORAMA & SCIENCE CENTRE,
KURUKSHETRA
&
PALAMPUR SCIENCE CENTRE, PALAMPUR
WITH
FOUR YEARS
COMPREHENSIVE MAINTENANCE**



Ministry of Culture
Government of India

NATIONAL SCIENCE CENTRE
(A UNIT OF NATIONAL COUNCIL OF SCIENCE MUSEUMS)
BHAIRON ROAD, NEAR GATE NO - 4,
PRAGATI MAIDAN, NEW DELHI - 110 001

E-TENDER (RFP) DOCUMENT

for

Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Science Centre, Delhi (Bilingual) & their Satellite Units based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year.

INDEX

S. No.	Nomenclature	Page No(s).
1.	Disclaimer and Disclosures	4
2.	Tender schedule	5-6
3.	General Information and Instructions	7
4.	Instructions for Online Bid Submission	9
5.	Introduction (Annexure- A)	12
6.	Eligibility Criteria	12
7.	Scope of Work	15
8.	Earnest Money Deposit, Retention Money/Security Deposit	15-16
9.	Proposal Evaluation / Selection Criteria / Technical Evaluation / Overall Evaluation	17-24
10.	Timelines, Defect Liability Period, Deliverables, Terms of Payment	24-27
11.	Other Terms & Conditions	27-31
12.	Bill of Quantities	32
	Website Re-Design Revamping and Re-Development with 1 Year Warranty – Annexure AA.1	33-50
	Post 1 (one) Year Warranty 2 nd to 4 th year AMC for Website -Annexure AA.2	51-52
	SSL Certificate and Copyright for Website NSC, Delhi – Annexure AA.3	53
13.	Technical (Techno-Commercial Bid) (Annexure – B)	54-56
14.	Financial Bid Format (Annexure ‘C’)	57-58
15.	Cost Break Up Sheet (Annexure ‘C- 1’)	59
16.	Agency Experience (Private/PPP/JV Projects)(Annexure-D)	60
17.	Formation for availability of Technical Team (Annexure-E)	61
18.	Format for annual turnover (Annexure –F)	62
19.	Declaration (Annexure – G)	63
20.	Format For Articles Of Agreement (Annexure – H)	64-65
21.	Compliance Matrix GIGW VERSION 3.0 (Annexure –I)	66-75
22.	Extracts of NIC Guidelines for Third Party Security Audit (Annexure – J)	76-77
23.	Sample Report Format for Web- application security Audit (Annexure – K)	78
24.	Details for Website Security Auditing/Testing (Annexure - L)	79
25.	Details of Cloud Sever and Mail Server (Annexure –M)	80
26.	Code of integrity pact (CIPP) format (Annexure – N)	81-84
27.	Check List	85
28.	Bid- Securing Declaration	86

Disclaimer & Disclosures:

National Science Centre, Delhi (NSCD) has prepared this document to give background information on the captioned project to the interested bidders/ agencies/ contractors. While NSCD has taken due care in preparation of the information contained herein and believe it to be accurate, neither NSCD nor any of its authorities, agencies, any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested agencies/contractors are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by NSCD in submitting the Request for Proposal. The information is provided on the basis that it is not binding on NSCD or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

NSCD also reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It further reserves the right to decline to discuss the matter further with any bidder submitting the RFPs.

No contractual obligation on behalf of NSCD, whatsoever, shall arise from this RFP unless and until a formal contract is signed and executed by duly authorized officers of NSCD and the bidder in due course after invitation of tenders.

NSCD also reserves the right to modify any / all of the terms of this RFP process giving due notification through the CPPP portal.

NSCD will not be liable for any costs incurred by the Bidders in the preparation of the RFP & its presentation. The preparation of Bidder's proposal will be made without obligation by NSCD to acquire any of the items included in the Bidder's product, or to select any Bidder's proposal, or to discuss the reasons why a particular Bidder's proposal is accepted or rejected.

All information included by the bidders in their proposal will be treated in strict confidence.

National Science Centre, Delhi,

Request for Proposal (RFP)

Tender No: NSCD/18011/E-Tender-13/2025-26

Name of the work: Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Science Centre, Delhi (Bilingual) & their Satellite Units, based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

All bids must conform to the guidelines set out in the RFP Document.

On-line Digitally signed e-tenders (RFP) under QCBS (Quality and Cost Based Selection) method are invited in Two Bid System from competent Company/Firm/Agency/Consortium, who satisfy the eligibility criteria enumerated in the Tender Documents (RFP), and having experience of similar nature of work of Design, Re-Vamping and Development of Websites (Bilingual). Interested Agencies may download the tender documents from the Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app> or from the Council's website www.nscd.gov.in as per the following schedule:-

SCHEDULE:

1	Bid Document Published Date	11 th July, 2025 (17: 00 PM)
2	Bid Document Download Start Date	11 th July, 2025 (17: 15 PM)
3	Pre-Bid queries Start Date	11 th July, 2025 (17:30 PM)
4	Last date of submission of Pre-bid queries	15 th July, 2025 (18:00 PM)
5	Date, Time and Place of Pre-Bid meeting Pre-bid meeting will be held in hybrid mode. However, if any agency want to attend the meeting physically, they can come to NSC, Delhi on stipulated date and time.	15 th July, 2025 (11:30 AM) Link for Pre Bid Meeting:- https://calendar.app.google/FyGnSP42cUFyWkBh8
6	Bid Clarification End Date	15 th July, 2025 (18:00 PM)
7	Bid Submission Start Date	16 th July, 2025 (10:00 AM)

8	Bid Submission End Date & Time	30 th July, 2025 (15:00 PM)
9	Technical (Techno-Commercial) Bid Opening Date	31 st July, 2025 (15:30 PM)
10	Date, time and Place of Technical Presentation	<i>To be notified later</i>
11	Financial Bid opening Date and time	<i>To be notified later</i>
12	Estimated Cost of work (with GST)	<i>₹30.00 Lakhs (Rupees Thirty Lakhs only) excluding four years Annual Maintenance Charges which will be renewed every year after satisfactory services</i>
13	Earnest Money Deposit (EMD) @ 2.5% of estimated work value	<i>₹75,000/- (Rupees Seventy Five Thousand only)</i>
14	Period of completion of work with live hosting on web domain https://nscd.gov.in/	150 days

1. Tender document can be downloaded from Central Public Procurement Portal (CPPP) website “<http://eprocure.gov.in>” or from the Council’s website <https://nscd.gov.in/>.
2. **Visit of the NSCD & its satellite unit’s websites:** Bidders are advised to visit the NSCD website (<https://nscd.gov.in/>) and ascertain the nature and quantum of work before tendering.
3. Submission of the Bid: This Tender is an e-Tender and bids are to be submitted through CPP Portal (<http://eprocure.gov.in>) only. Bids submitted in physical forms will be summarily rejected.
4. Details of EMD, submission of tender, etc. are indicated in the RFP/tender document.
5. The online bid both Technical (Techno-Commercial) Bid and Financial bid duly furnished in Cover -I and Cover-II respectively should be uploaded by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders.
6. NSCD reserve the right to amend / withdraw any of the terms and conditions in the RFP Documents or to reject any or all RFPs without giving any notice or assigning any reason. NSCD also reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. NSCD shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the concept/ technology interface/system etc. shall be of prime consideration for selection of the appropriate set of concept/ technology interface /system collectively considered as a complete solution.

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 “**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. Bid should be submitted along with the **Earnest Money Deposit (EMD) of ₹75,000/- (Rupees Seventy Five Thousand only)** by way of crossed Demand Draft/Pay Order/drawn on any nationalized bank of India payable in favour of “NATIONAL SCIENCE CENTRE, DELHI,”. The EMD can also be submitted by ONLINE TRANSFER to the Bank Account of National Science Centre, Delhi (NSCD) as per details below (Bank charges shall be borne by the Bidder):

Bank Details of NSCD

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Branch Name and Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account Saving Account	Saving Account
Branch Code	2417
GST No. of NSC, DELHI	07AAAAN2541C1Z5

After fund transfer, the details such as UTR Number, date etc. shall be typed in the letter head of the Bidder and uploaded separately in Cover-I.

Earnest Money deposit in the form of Bank Guarantee bond or any other bond shall not be accepted and shall be rejected straightway. 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 or within 2 (two) months from the date of the opening of the financial bids, whichever is earlier. No interest will be paid on the Earnest Money deposited with NSCD.** Earnest Money deposit in respect of the successful bidder/s will be retained with NSCD until entire execution of the order as per terms of the tender including defect liability period and two years Comprehensive AMC period. If the successful bidder fails to execute the order strictly as per the Council’s Scope of Work, Bill of Quantities, Technical Specifications and Terms & Conditions in full within the stipulated completion time of the order, the Earnest Money Deposit retained with the Centre shall be forfeited forthwith after cancellation of the concerned order.

6. **Validity of Bids:** The Bids should remain valid for 90 days from the date of opening of financial bid.
7. **Rejection of Bids:** Canvassing by the Bidder(s) in any form, unsolicited letter and post-tender correction may invoke summary rejection of their bid(s). Conditional tenders will also be rejected. Non-compliance of applicable General Information and Instructions will disqualify the Bid.
8. 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.
9. The Bidders shall fill up the Prescribed Format for submission of **Technical (Techno-commercial) Bid as per “Annexure-B”** format duly signed by the authorized signatory.
10. The Financial Bid shall be filled in and signed by the authorized signatory online as per format **“Annexure-C” 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. Tender must be uploaded in two separate covers marked **Cover-1** (Technical Bid) and **Cover-2** (Financial Bid/BOQ). The contents of Cover-1 and Cover-2 shall be as follows: -

Cover-1

- i) “Technical (Techno-Commercial) Bid” (as per **Annexure-B** format) duly filled in and digitally signed with official stamp.
- ii) All relevant documents related to “Technical (Techno-commercial) Bid” as per **“Annexure-B”**.
- iii) The scanned copy of the Demand Draft for ₹75,000/- (Rupees Seventy Five Thousand only) as Earnest Money Deposit. In case of online transfer of money, the UTR No. of the transaction shall be prepared in the letter head of the bidder/consortium and uploaded.
- iv) The scanned copy of “Scope of Work, Bill of Quantities, Terms & Conditions etc. (**Annexure-A**)” duly signed by the Authorized Signatory with official stamp as a token of acceptance of the same by the bidders.
- v) Bid-Securing Declaration to be typed in official letter head duly signed with official stamp.

Cover-2

- i) The “Financial Bid (BOQ)” (as per Detailed Scope of Work and Bill of Quantities) i.e. Schedule of Price Bid in the item-wise tabular format duly filled in and digitally signed.
- ii) **Cost Break-up Sheet as per Annexure C-1** in .pdf duly filled in & signed with seal. **The Rate quoted in the BoQ sheet (Cover 2(i)) & the total of Cost Break-up sheet should tally failing which the bid will not be considered.**

The Cover-1, i.e., Technical (Techno-commercial) Bid shall be opened by NSCD at the first instance and evaluated by the competent authority. At the second stage, the Cover-2 containing Financial Bid of only techno-commercially acceptable offers shall be opened for further evaluation and ranking before awarding the contract at a later date to be intimated later.

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>

A. REGISTRATION

1. Bidders are required to enroll 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.

B. 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.

C. PREPARATION OF BIDS

1. Bidders should take into account the original e-NIT/RFP and any subsequent corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers 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.

D. SUBMISSION OF BIDS

1. Bidders should log-into 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 have to select the payment option as “online or offline” to pay the requisite Earnest Money Deposit (EMD) and enter detail of the instrument.
4. Bidders should submit the EMD as per the instructions specified in the tender document. The original EMD instrument/ UTR Number in case on online transfer of EMD amount should be posted/couriered/given in person to NSCD, 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. However, concession for submission of EMD shall be applicable to the Tenderers/Bidders registered with NSIC/MSME as per prevailing Govt. guidelines. **The Tenderers/Bidders should upload document of the firm for claiming such exemption.** Tenderer/Bidder must upload relevant docs. if the bidder is registered under NSIC/MSME

5. 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 (rate quote sheet for website development), open it and complete the blue 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.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. 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.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. 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.
10. 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.

E. 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 bharti.nscd@gmail.com, mavank.chaurasia@gmail.com, nscdelhi10@gmail.com with proper credentials of the bidders before the bid clarification date thereafter no queries will be entertained.

NATIONAL SCIENCE CENTRE, DELHI
BHAIRON ROAD, PRAGATI MAIDAN
NEW DELHI-10001

TENDER No. NSCD/18011/E-Tender-13/2025-26

Name of the work: Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Science Centre, Delhi (Bilingual) and their Satellite Units, based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

INTRODUCTION

National Science Centre, Delhi (NSC, DELHI), an autonomous society under the Ministry of Culture, Government of India inaugurated on January 9, 1992. The primary objective of the Centre is to engage, educate, and entertain the visitors through thematic exhibitions, interactive educational activities and outreach programs.

The objective of this document is to participate organizations/ agencies who could revamp, re-design and host the existing website of NSCD and its satellite units namely Regional Science City, Lucknow (RSCL), Kurukshetra Panorama & Science Centre, Kurukshetra (KPSC) & Palampur Science Centre, Palampur (PSCP) with suitable theme design following the latest web trends along with migration of existing pages in both English and Hindi. The design and functionality of the website should be strictly complied with Guidelines for Indian Government Website (GIGW) and the GIGW version can be referred by visiting <https://guidelines.india.gov.in/guidelines/>. The guidelines are based on the UUU trilogy i.e. Usable, User-Centric and Universally Accessible.

Through the website, NSCD is going to enhance its digital footprint by incorporating diverse areas of information compilation, analysis, incorporation of social media platforms, new technological advancement, web-analytics etc.

1. ELIGIBILITY CRITERIA:

Minimum eligibility conditions for the organization intending to participate in the development process (documentary evidence will be required):

- i. The vendor should have either ISO 9001:2008 for Website Development/ Software Development/ Software Maintenance or ISO 27000 or CMMI Level 3 Certification.
- ii. The agency/ firm should have a minimum of 5 years of experience in website development. Work Order with Completion Certificate to substantiate the claim should be submitted.
- iii. The agency/ firm should have past experience developing and designing professional and creative websites (Bilingual i.e. Hindi & English) for at least 10 reputed clients two of which must be a PSU/ GOI/ University/ Institute/ Organization and remaining similar to GOI Institutes over the last 5 years.
- iv. Experience in creating and maintaining websites in Hindi as per Official Language Policy is a must.
- v. Firms/Companies should have an average annual financial turnover of ₹75/- lakhs over last three financial years (2022-2023, 2023-2024, and 2024-25).
- vi. The Bidder should have the requisite work experience of **completing** similar projects during the last 5 years ending last day of month previous to the date of issuing of tender as per the details given below:

One similar work of value not less than ₹24/- lakhs

or

Two similar works of value not less than ₹18/- lakhs

or

Three similar works of value not less than ₹12/- lakhs

- vii. Intending bidder is eligible to submit the bid provided he/she has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority, of having satisfactorily completed similar works of magnitude specified above. **Submission of Completion Report/ Testimonial for Completion is a must, without which the work will not be considered for evaluation.**

“Similar work” means Website Design and development, Web services development, based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites).

- viii. Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:
 - a. Made misleading or false representation in the forms, statements and attachments submitted in proof of the qualification requirements; and/or.
 - b. Record for poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.

- ix. Awareness and experience of the latest smart technologies for website development is required.
- x. Should not have been blacklisted by any Central/ State Government/ Public sector Undertaking, Govt. of India. **(Signed copy of Self-declaration to that effect should be submitted along with the technical bid/proposal).**
- xi. Should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services.
- xii. Competencies:
 - a. Past experience in creating and maintaining very professionally and exceptionally creative websites.
 - b. Excellent I.T. skills and project management skills.
 - c. Strong editorial team with communications skills to write clearly and compellingly in Hindi.
 - d. Ability to juggle priorities and deadlines and perform well under pressure;
 - e. To respond quickly to the maintenance requirement in the post commissioning phase;
 - f. Awareness on the latest smart technologies for website development;
 - g. Ability to regularly maintain, update the developed website.
- ix. Bidders should demonstrate his or her developed projects with all functionalities during the presentation stage.
- x. The bidder should have at least five (5) employees strength/ resource personnel who have technical competence for website development/ revamp. They should possess the requisite qualification (B.E./ B.Tech./ MCA/ BDes/ Fine arts any relevant) and relevant experience.
- xi. The bidder should have valid GST Registration Number, PAN etc., whichever is applicable (Signed copy of proof may be enclosed).
- xii. In addition to above mentioned selection criteria, each bidder needs to give a prototype presentation of a sample website based on the scope of work presented in this document. During the presentation, NSCD may welcome further suggestions, enhancements etc. pertaining to the scope of this project. The schedule of prototype presentation shall be provided by NSCD.

The eligibility criteria along with prototype presentation will be the deciding parameter for the marking in technical bid of bidders for this project.

2. SCOPE OF WORK

Sl no.	Scope of Work	Annexures
1	Website Re-Design, Redevelopment, Hosting and Maintenance with 1 year warranty	Annexure AA.1
2	Post Warranty, 1 st Year AMC for website	Annexure AA.2
3	Post Warranty, 2 nd to 4 th year AMC for website	Annexure AA.2
4	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during the warranty period and maintenance years.	Annexure AA.3
5	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during warranty period	Annexure AA.3
6	Post warranty, 1st year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website	Annexure AA.3
7	Post warranty, 2 nd to 4 th year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website	Annexure AA.3
8	STQC certification for website valid for a period of 5 years	Annexure AA.3
9	Cloud based Mail server and web hosting with the mentioned server configuration, features and as per the Scope of Work for one year	Annexure AA.3
10	Cloud based Mail server and web hosting with the mentioned server configuration, features and as per the Scope of Work for next four years	Annexure AA.3
11	Migration / transferring whole website (i.e. programme source code, database any other configuration for running website as per NSCD requirement) from existing cloud Service Provider to New Cloud web hosting Service Provider location.	As in tender document and Scope of work and the inputs provided by NSCD authorized officials.

All eleven items are essential and integral part of this tender. Bidders should visit the current website (<https://nscd.gov.in/>), the detailed scope of work for website, Server hosting spaces, mail services, Copyright/ VAPT/ WSA certification for warranty and four years post warranty period, STQC certification for website etc. Bidders should bid and submit the break-up as per Annexure 'C'.

Detailed Scope of work for Revamping, Redesign and development of NSCD websites is provided in the Annexures AA.1 - AA.3.

4. EARNEST MONEY DEPOSIT (EMD)

- i. Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of ₹75,000/- (**Rupees Seventy Five Thousand only**) (i.e., 2.5% of estimated cost of the work) in the form of Account Payee Demand Draft/Banker's Cheque/NEFT transfer to NSCD's bank account as per bank details provided in the term sheet. EMD instrument must remain valid for a period of 90 days beyond the final proposal/bid validity period.
- ii. Bids not accompanied by Earnest Money Deposit of the requisite amount with proper validity will be summarily rejected.
- iii. Exemption of depositing EMD is allowed only to the MSME/ NSIC registered bidders.

Document required for availing exemption of EMD for MSME's registered with NSIC:

The following procedure is adopted for the bidders of MSME's registered with NSIC: The MSMEs who intent to claim benefits under MSME act, shall fulfil the following, otherwise they run the risk of their bid being passed over as "INELIGIBLE" for the benefits applicable to MSME's and their bid will not be considered for evaluation.

- a. MSMEs which are specified by the Ministry of Micro, Small and Medium Enterprises under MSME Act 2006 and Public Procurement Policy, 2012 as **Manufacturing/ Service Enterprises should have registered with NSIC under its Single Point Registration Scheme (SPRS). MSME should be registered in the relevant NIC Code for the said work.**
- b. NSIC certificate with monetary limit indicated should be valid on the scheduled date/ extended date of submission of tender. Certificates without monetary limit will not be considered.
- c. The items of Product/ Services mentioned under NSIC certificate should be the same or similar to the tendered items.
- d. The monetary limit stipulated in the NSIC certificate of MSME's should be equal or more than the value of work(s)/Supply is/are "In hand (Progress)" awarded under MSME benefits during the financial year plus estimated cost of this tender for availing EMD exemption.
- e. If monetary limit is less than the value of work(s)/ Supply is/ are "In hand (Progress)" awarded under MSME benefits during the financial year plus estimated cost of this tender, they should obtain "Competency Certificate" from NSIC for participating in this tender as well as to avail MSME benefits. The competency certificate should be uploaded along with the tender document.
- iv. The EMD amount shall not bear any interest payable by the NSCD to the successful bidder/ un-successful bidder.
- v. EMD of successful bidder shall be retained by the NSCD which will get converted into Retention Money/ Security Deposit is submitted by the successful Bidder. Whereas, EMD of the unsuccessful bidders will be returned after expiry of the final proposal/ bid validity and latest on or before the 30th day after the award of the contract.
- vi. EMD shall be forfeited and proposal of bidder shall be cancelled in the following cases:
 - a. if any information or document furnished by the bidder turns out to be misleading or untrue in any material respect.
 - b. if the successful bidder fails to execute the Agreement within the stipulated time as per the format of the Article of Agreement as given in this RFP/ NIT document in **Annexure - H.**

5. RETENTION MONEY/SECURITY DEPOSIT

- i. This shall mean and be 3% of the total cost of work awarded and paid against this contract.
- ii. The Retention Money or Security Deposit will be deposited by the successful bidder within 7 days from the issue of LOI which will be inclusive of the Earnest Money already deposited by the successful bidder along with the bid/tender.

- iii. The Retention Money or Security Deposit so retained shall not carry any interest thereon.
- iv. 50% of the Retention Money or Security Deposit shall be refundable to the successful bidder after satisfactory completion of the Defects Liability Period post actual successful completion of the work in all respect & handing over as detailed under TERMS OF PAYMENT.
- v. Balance 50% of the Retention Money or Security Deposit shall be refundable after satisfactory completion of the Comprehensive Annual Maintenance Contract detailed under TERMS OF PAYMENT.
- vi. In case of cancellation of the contract, this retention money shall be forfeited and amount necessary to make up this amount shall be recovered from any money due to the successful bidder under this or any other contract with NSCD.
- vii. In case, the successful bidder causes any damage to the property of the Client, the NSCD shall have discretionary rights to execute the repair of damages and recover the amount from the successful bidder or to adjust the equivalent amount from the successful bidder's Security Deposit.
- viii. In case of death of successful bidder, Security Deposit shall be returned /refunded to the legal heir of the successful bidder after adjustment of dues, if any post the actual completion of the work & upon expiry of the specified guarantee/defects liability period as well as satisfactory completion of CAMC period of four years post the Defect Liability Period.

6. PROPOSAL EVALUATION/ SELECTION CRITERIA

A three-stage procedure under Quality Cum Cost Based (QCBS) Evaluation will be adopted in evaluating the proposals

- i. **Eligibility Criteria Evaluation:** Any short coming of the documents will lead to rejection of the bid and other envelope will not be opened.
- ii. **Technical Presentation Evaluation:** The agencies qualifying on the basis of their credential's evaluation will only be called for Technical Presentations which can be at a very short notice of even three days.
- iii. **Financial Evaluation:** Only the bidders/ firms securing the minimum qualifying marks based on Eligibility Criteria Evaluation and Technical/ Presentation Evaluation as described in details below will be eligible for their Financial Bid Opening & Financial Evaluation.

A. Pre-Bid Conference:

A pre-bid conference will be conducted after the tender is uploaded at Central Public Procurement Portal (CPPP) for clarifying issues and clearing doubts to bidders for this tender.

The date, time and place of pre-bid conference will be in the schedule table.

Date:15.07.2025, Time:11:30 AM,

Link:- <https://calendar.app.google/FyGnSP42cUFyWkBh8>

Venue: Meeting shall be conducted in Hybrid mode. A Google Meet Virtual Conferencing link as follows: <https://calendar.app.google/FyGnSP42cUFyWkBh8>

Each Bidder shall inform the details of participating members **as per Table 1.2 format** in the pre-bid conference in the following format through email to Store & Purchase Section at nscdelhi10@gmail.com & bharti.nscd@gmail.com / mayank.chaurasia@gmail.com latest by 15.07.2025 11.00 A.M., Request received after the said date and time will not be considered. Maximum two persons from each bidder will be allowed in the pre-bid conference.

Table 1.2

Sl. No.	Name	Company Details	Designation	Contact number	Email Id for Google meet (to send invitation)

Any change in the schedule mentioned above due to unavoidable circumstances will be communicated by NSCD in advance.

B. Technical Evaluation

The proposals submitted by firms would be examined by the committee formed by NSCD. The proposal **should be submitted along a brief synopsis**. It should contain all documents to support the eligibility criteria, a brief report on at least 3 best bilingual websites (one of which shall be GOI/ PSU which the applicant might have created and/or maintained must be enclosed (including the screenshot of the websites) and any other relevant information including certifications which demonstrates the capability of the firm/ organization/ agency regarding the website development in sync with the requirement of the NSCD's website. All the document should be submitted as per **Annexure B and Check List**.

If shortlisted by the committee after the technical evaluation, the firm/ organization/ agency will have to make a detailed presentation before the committee regarding their proposal, technology and concept. The firm/ organization/ agency will be then selected/ invited at the discretion of the NSCD, based on the presentation for next bidding phase. Decision of the NSCD in this regard would be firm and final.

- C. A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any finance/budget proposal being opened and compared. The bidders need to score a minimum of 70 percent of the total obtainable score in the evaluation of technical proposal (as per the marking scheme given in the **Technical cum Creative Evaluation Marks section**) in order to qualify for the opening of the financial bid.

In the Second Stage, the finance/ budget proposal of all organizations, who have attained minimum **70 percent score** in the technical evaluation, will be compared. The contract will be awarded to the organization offering the highest score using a cumulative analysis. Financial Bids of only those companies, who have passed the first technical evaluation stage and presentation, will be opened and considered for financial evaluation.

During the first stage participants' technical proposals and presentation are examined against the following evaluation criteria:

- i. The Evaluation Committee appointed by the Client shall carry out its evaluation applying the evaluation criteria specified in the bid document. Evaluation of the application would be done as per the documents submitted. Bidders/ agencies who are in the trade and are fulfilling the eligibility criteria as per the documents required, would only be called for thematic presentation which can be at a very short notice of even three days.
- ii. Further during the technical presentation, the evaluation would be carried out on Quality and Cost Based Selection (QCBS) basis where the Technical cum creative evaluation would be given up to 100 marks.
- iii. Each responsive proposal shall be attributed a technical score. On the basis of the technical assessment, **agencies securing minimum 70 marks out of 100 will be shortlisted** and the financial bids of **only** the shortlisted agencies will be opened. The date and time of opening of the financial bids will be intimated to the selected/ shortlisted agencies through CPP portal.
- iv. Each of the short-listed bidder needs to prepare and present on the overall approach, design and methodology including schedule for the complete scope of work and proposed design of the NSCD website to the Technical-Financial Evaluation committee/ panel of NSCD. The bidders will inspect the official NSCD web site at URL <https://nscd.gov.in> and prepare a presentation of approximately 30 minutes (maximum) duration inclusive of Q&A session to be given to the Technical-Financial Evaluation committee/ Panel.
- v. Date, time and venue of the Presentation to Technical-Financial Evaluation committee / Panel will be communicated in due course of time. The presentation will be in Hybrid mode through google meets.

Maximum two persons from each bidder will be allowed in the Presentation to Technical-Financial Evaluation committee / Panel. The following format as per **Table 1.3** will be used for the presentation.

Table 1.3

Sl. No.	Name	Company Details	Designation	Contact number	Email Id for Google meet (to send invitation)

Any change in the schedule mentioned above due to unavoidable circumstances will be communicated by NSCD in advance.

The presentation will be of two sections as mentioned below with broad expectation of the presentation mentioned therein. Any doubts on the above can be clarified in the Pre-bid conference.

Sr. no.	Presentation to Technical-Financial Evaluation committee / Panel	Broad Expectations
1	<p>Section -1 : Overall approach and methodology, including schedule</p>	<p>The bidder shall cover the following:</p> <ul style="list-style-type: none"> i. Overall Approach in line with Scope of Work ii. Methodology covering tentative project plan iii. The overall tentative schedule (Gantt/ WBS Chart) shall indicate the cumulative number of days expected to complete the overall task with breakup for each activity. iv. Please note the total number of days starting from project kickoff, content finalization, design of three mocks, development including in house testing of Web Site for Acceptance/ Signoff by NSCD shall not exceed maximum 90 days (including weekends and holidays) from the date of LOI/ Work order, whichever is earlier.
2	<p>Section -2: Demonstration of proposed sample design of NSCD web site for English as well as Hindi</p>	<ul style="list-style-type: none"> i. The proposed design shall be modern, professional and responsive and should be demonstrated during the presentation in the following screen layouts: <ul style="list-style-type: none"> b. Laptop/ Desktop c. iPad d. Tablet e. Smart Mobile ii. Proposed Index Page of the web site shall be catchy, informative and shall have the option for dashboard for review of the various topics on drill down methodology. iii. Creative utilization of viewing space along with utilization of latest technology/ framework shall be included. iv. Structure, flow of information and navigation options at the web site shall be as user friendly as possible with Good searching options, Multiple ways to explore content e.g. top 10, most rates, most popular, etc., Good Internal Linking, Informative header and footer etc. v. Some other important features expected are Contrasting Color Scheme, Fast Load Times, Well Formatted Content, Browsers consistency, Valid Mark up and Clean Code, Good Error handling etc. vi. All the design to be displayed in the presentation shall comply to GIGW VERSION 3.0. vii. The presentation / design shall cover both English and Hindi version as NSCD web site is bilingual.

D. Technical cum Creative Evaluation Marks

The Technical Bids will be evaluated on the basis of the indicated parameters in the table below:

Evaluation of bids found eligible as per pre-qualification criteria would be undertaken by Technical Evaluation Committee Constituted by the competent authority as per parameters cited below.

S. No.	Description of Criteria/ parameter	Supporting Documents	Maximum marks	Minimum qualifying marks
1	<p>Similar Work Experience:</p> <p>Experience clause as mentioned in NIT Should have completed one similar work of value not less than Rs. 24 lakhs in any of the last 3 years. OR Should have completed two similar works each of value not less than Rs. 18 lakhs in any of the last three years. OR Three similar works each of value not less than Rs. 12 lakhs in any of the last 3 years.</p>	Please note that work orders submitted without proper completion certificate or testimonial for completion will not be considered. The work completion shall be during last three years prior to 1 st December 2020. Please note similar completed work means the completion.	30	30
2	<p>Financial Soundness:</p> <p>Bidders participating shall have average annual turnover for last three financial years (2022-23, 2023-24, a n d 2024-25) should be minimum INR 75 lakhs.</p> <p><u>Awarding of Marks</u></p> <p>Turnover of Rs. 75 lakhs to 100 lakhs = 6 marks Turnover of Rs. 100 lakhs to 125 lakhs = bonus 2 marks Turnover of Rs. 125 lakhs to 150 lakhs = bonus 2 marks</p>	The Audited Profit and Loss Account of last three Financial Years will only be considered for the same as mentioned in NIT	10	6
3	<p>Quality Certificate: Bidders must be certified</p> <p>ISO 9001:2015 & 27001:2013 & CMMI Valid/ active Certificate- 5 marks</p> <p>ISO 9001:2015 & 27001:2013- 4 marks</p> <p>ISO 9001:2015- 3 marks</p>	The copy of valid certificate should be provided by vendor	5	3

4	<p>Team:</p> <p>A minimum team of 15 resource persons is required on direct payroll of the bidder company. Provide the list of name/ designation/ employee Id/ field of specialization/ educational qualification/ total years of working experience in company.</p> <p>15 professionals: - 2marks</p> <p>16 to 30 professionals: - 3 marks</p> <p>Above 30 professionals: - 5 marks</p> <p>Less than 15 people - 0 marks.</p>	A copy from the bidder should be furnished on their letter head	10	5
5	<p>Registered in Central/ State Govt. Organizations/ bodies. (Attach number of documents of empanelment with them)</p> <p>Registered by NIC/ MeITY/ NICS I empaneled vendor for website development and security audit: 5 marks</p> <p>Registered by other state IT empaneled vendor for website development and security audit or NASSCOM registration: 3 marks</p> <p>Private firm not listed in any empaneled vendor: 1 mark</p>	Documentary evidence should be attached	5	3
6	<p>Technical Presentation:</p> <p>Section 1: Overall approach & methodology</p> <p>Bidders are expected to carefully go through the broad expectations as defined in this section for the presentation to Technical- Financial Evaluation committee/ Panel and follow the broad breakup of marks given as below. Decision of the Technical-Financial Evaluation committee/ Panel will be final in awarding of the marks in each of the break up section:</p> <p>i. Overall Approach in line with Scope of Work - Maximum 5 Marks</p> <p>ii. Methodology covering tentative project plan - Maximum 5 Marks</p> <p>iii. The overall tentative schedule shall indicate the cumulative number of days expected to complete the overall task with breakup for each activity. - Maximum 5 marks</p>	Award of marks will be based as per details in RFP	15	10
	<p>Section 2: Demonstration of proposed sample design of NSCD web site for English as well as Hindi</p> <p>Bidders are expected to carefully go through the broad expectations as defined in this section for the presentation to Technical- Financial Evaluation committee/ Panel and follow the broad breakup of marks are given as below.</p>		25	13

	<p>Decision of the Technical- Financial Evaluation committee/ Panel will be final in awarding of the marks in each of the break up section:</p> <p>i. The proposed design shall be modern, professional and responsive and should be demonstrated during the presentation in the following screen layouts:</p> <p>a. Laptop / Desktop b. iPad c. Smart Mobile</p> <p>Maximum Marks: 5</p> <p>ii. Proposed Index Page of the web site shall be catchy, informative and shall have the option from dashboard for review of the various topics on drill down methodology.</p> <p>Maximum Marks: 5</p> <p>iii. Creative utilization of space along with utilization of latest technology / Content framework shall be included.</p> <p>Maximum Marks: 3</p> <p>iv. Structure, flow of information and navigation options at the web site shall be as user friendly as possible with good searching options, Multiple ways to explore content e.g. Top 10, most rates, most popular, etc., Good Internal Linking, Informative header and footer etc. from the admin dashboard.</p> <p>Maximum Marks: 3</p> <p>v. Some other important features expected are contrasting Color Scheme, Fast Load Times, Well Formatted Content, Browsers consistency, Valid Mark up and Clean Code, Good Error handling etc.</p> <p>Maximum Marks: 2</p> <p>vi. All the design to be displayed in the presentation shall comply to GIGW VERSION 3.0 with security audit and quality certification.</p> <p>Maximum Marks: 5</p> <p>vii. The presentation / design shall cover both English and Hindi version as NSCD web site is bilingual.</p> <p>Maximum Marks: 2</p>			
		Total Score	100	70

E. Financial Evaluation

The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) = {(Financial Bid of L1/ Financial Bid of the Bidder) X 100}
(Rounded off to two decimal places)

- ❖ Only fixed price financial bids indicating total price for all the deliverables and services specified in the bid document will be considered.
- ❖ The bid price will include all taxes and levies and shall be in Indian Rupees.
- ❖ Any conditional bid would be rejected.
- ❖ Errors & Rectification: If there is a discrepancy between words and figures, the amount in words will prevail.

F. Overall Evaluation

Under the Quality and Cost Based Selection (QCBS) basis, the **weightage to Technical and Financial Bids would be 70% and 30% respectively.**

The bidder securing the highest Composite Bid Score (i.e. Rank 1) will be adjudicated as the most responsive Bidder for award of the contract. The overall score will be calculated as follows:

$B_n = 0.70 * T_n + 0.30 * F_n$ Where, B_n = Overall score of bidders

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the bidder

In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Contract.

7. TIMELINE

The complete activities are to be finished within 90 days from the date of award of the work as under: -

Activities	Time Frame
Basic template design and approval	20 days from the date of award of the work
Final website design and approval	50 days from the date of award of the work
User Acceptance Testing	20 days from the date of award of the work
Security Audit	30 days from the date of award of the work
Production Deployment on Live server	30 days from the date of award of the work
Maintenance	Ongoing Activity

8. DEFECT LIABILITY PERIOD and COMPREHENSIVE ANNUAL MAINTAINENCE CONTRACT

- i.** Defect Liability Period (DLP) shall be of ONE YEAR from the date of actual satisfactory completion & handing over of the entire job as certified by the authorities of NSCD.
- ii.** The Comprehensive Annual Maintenance Contract (CAMC) will be of FOUR YEARS and will commence from the date of satisfactory completion of the Defect Liability Period.
- iii.** During the Defect Liability Period and the Comprehensive Annual Maintenance Contract Period, the successful bidder within their quoted rates shall service & maintain the entire website with all its functionalities, rectify any or all the observed defects or any or all the defects as pointed out to them or Security agency or from NSCD within a reasonable time, as decided by the competent authority of NSCD.
- iv.** During the DLP as well as the CAMCP, the work must be carried out as Scope of Work and functions mention above. NSCD may add extra tab or submenu with html pages during the redevelopment and Annual maintenance contract.
- v.** A register of visits during DLP & CAMCP as well as a log-book of services rendered/ major works done shall be maintained wherein counter signatures of the authorized NSCD shall be obtained from time to time during the service period. The Log-book will be submitted quarterly duly signed by the authorized official for the work to get the payment during CAMC.
- vi.** A penalty in the form of deduction as deemed fit by NSCD shall be applied and be deductible from the Retention Money / Security Deposit of the bidder for any lapse in providing services, rectifying defects or in case of an inordinate delay in attending the faults/defects or responding to the service/breakdown calls.
- vii.** If the successful bidder fails to rectify the defects within a reasonable time, such defects will be rectified by NSCD by engaging departmental staff or outside Agencies at their discretion, and the cost thereof, as decided by NSCD will be deducted from the Retention Money / Security Deposit/CAMC value of the successful bidder retained by NSCD.
- viii.** The bidder may separately prepare & upload a detailed scope of CAMC with other terms & conditions on their letter head which will be mutually modifiable with the successful bidder during the execution of the work and the DLP.

9. DELIVERABLES AND TERMS OF PAYMENT

Successful bidder must deliver their job as per the list of tasks mentioned above in scope of work and in items in price bid, the associated deliverables as mentioned below will be reviewed and evaluated by NSCD Computer Division at different stages of the project. After acceptance of NSCD Computer Division, corresponding amount as mentioned in price bid will be recommended for payment release.

Sl. No.	List of tasks as per Scope of Work and Line items in Price Bid	Completed by the vendor	Acceptance by NSCD
1	Website Re-Design, Redevelopment, Hosting and Maintenance with 1 year warranty		
2	Post Warranty, 1 st Year AMC for website		
3	Post Warranty, 2 nd to 4 th year AMC for website		
4	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the websites and CMS		
5	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during warranty period		
6	Post warranty, 1st year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website		
7	Post warranty, 2 nd year to 4 th year Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website		
8	STQC certification for website valid for a period of 5 years		
9	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work for one year		
10	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work for next four year		
11	Migration/ transferring mail services and whole website (i.e. program source code, database any other configuration for running website as per NSCD requirement) from existing Service Provider server location to New Service Provider location (eg. AWS).		

- Full source codes (codes, graphical interface, scripts, database etc.)
- Training and Knowledge Transfer during delivery. A know-how booklet and videos about the admin roles and its functionalities.
- Editing and proof reading of the website content.
- All content should be stored and kept confidential and vendor should not reuse / replicate / transfer the same to anyone else.
- The vendor should also provide support for all future upgrades/ initiatives of NSCD related to website.

Total Contract Payment shall be on progressive basis as per the breakup in the following table:

SL No	Percentage of total Payment admissible (after statutory deductions)
1	For Schedule of Rates for Design, development and deployment of website, 70% payment (excluding the retention money/ security deposit) shall be made after successful Go-Live sign-off by NSCD and within 30 days of submission of the final bill by the successful bidder
2	Balance 20% payment (excluding the retention money/ security deposit) shall be made after getting SSL, Copyright and security audit of the website)
3	Balance 10% payment (excluding the retention money/ security deposit) shall be made after getting STQC certification of the website)
4	50% of the Retention Money or Security Deposit shall be refundable to the successful bidder after satisfactory completion of the Defects Liability Period post actual successful completion of the work in all respect & handing over Balance 50% of the Retention Money or Security Deposit shall be refundable after satisfactory completion of the CAMC period of 4 years.

For Schedule of Rates, CAMC of website, payment shall be made on quarterly arrears basis, after production of bills. Statutory deductions/ recoveries viz. TDS, TDS GST, Labour Cess, etc. shall be made as per the relevant provisions from the payment due to the bidder from time to time.

10. OTHER TERMS & CONDITIONS

- i. The successful Bidder shall submit within 7 (seven) days from the date of placement of the work order the duplicate copy of the work order duly signed with official stamp on all the pages as a token of their acceptance of the work order/ LoI.
- ii. In case the successful bidder refuses to accept the offer after finalisation or does not comply with sending of acceptance of the order within 03 (three) days from the date of placement of the order as per the finalised and accepted terms & conditions, earnest money deposit would be automatically forfeited and the order shall be cancelled forthwith.
- iii. **Penalty Clause:**
In case of non-completion of the entire work within the stipulated time, and the delay is not attributable to requirements related to NSCD, **Liquidated Damage (L.D.) @1% per week of the total cost of work awarded subject to a maximum of 10% of the gross value of work done or cost of work awarded, whichever is greater,** shall be recovered from the bill of the successful bidder.
- iv. The quoted rate shall remain unchanged during the entire contract period.

- v. The successful bidder shall be liable for depositing all taxes, levies, cess, etc. on account of service rendered by it to concerned tax collection authorities from the time to time as per extant rules and regulations on the matter.
- vi. The successful bidder shall maintain all statutory registers under the applicable laws. The bidder shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- vii. The Tax Deduction at Source (TDS) shall be affected, as and when applicable, as per the provisions of Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the bidder/contractor/supplier by this Office.
- viii. In case, the successful bidder fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof this Office is put to any loss/ obligation, monetary or otherwise, this Office (National Science Centre, Delhi, Kolkata) will be entitled to get itself reimbursed out of the outstanding bills or the Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.
- ix. **Before submitting the offer, bidders may visit the website of National Science Centre, Delhi (<https://nscd.gov.in>) for planning, designing, nature and quantum of work.**
- x. Bidders should provide the details of their local office, service center in Delhi/ NCR for after sales service and maintenance of the entire system.
- xi. Bidders should provide escalation matrix of their company for this project. Names of all the persons, contact details along with their designation should be submitted.
- xii. Bidder should submit the details of the major projects which they have done in the last Five Years.
- xiii. Notwithstanding anything contained herein above, in case of any dispute, claim and/or legal action arising out of this contract, the same shall be subject to the jurisdiction of courts at Kolkata only.
- xiv. **Arbitration Clause:** All disputes and differences between the successful tenderer and the Council of any kind, except quality of workmanship and materials, whatever arising out of or in connection with the order on the 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 successful Tenderer and the Council.
 - a. The provisions of the Arbitration and Reconciliation Act 1996 or any statutory modification of the rules made there under for the time being in force shall apply to arbitration's proceedings under this Clause.

- b. All disputes or differences which may arise out of in connection with or are incidental to the contract(s) including any dispute or difference regarding the interpretation of the terms and conditions of any clause there of which cannot be amicably resolved between the parties shall be referred to the sole arbitration by an arbitrator appointed under the provision of Indian Arbitration Act and subject to jurisdiction of courts in Kolkata only.

xv. Force Majeure:

- a. Circumstances leading to force majeure:
 - i. Act of terrorism
 - ii. Riot, war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection of military or usurped power;
 - iii. Ionizing radiation or contamination, radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive assembly or nuclear component.
 - iv. Epidemics, earthquakes, flood, fire, hurricanes, typhoons or other physical natural disaster, but excluding weather conditions regardless of severity; and
 - v. For the avoidance of doubt, inclement weather, third party breach, delay in supply of materials (other than due to a nationwide transporters' strike) or commercial hardship shall not constitute a Force Majeure event.
- b. If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/ regulations, order of requisitions issued by any Government Department or Competent Authority of acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non- performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist.
- c. **Right of either party to terminate the contract** : PROVIDED FURTHER that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the NSCD and the Firm/ organization after any event or 60 days in the absence of such an agreement whichever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause the NSCD may at the time of such termination take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

- d. **Notification of Force Majeure:** Service Provider / Consultant shall notify within [10(ten)] days of becoming aware of or the date it ought to have become aware of the occurrence of an event of Force Majeure giving full particulars of the event of Force Majeure and the reasons for the event of Force Majeure preventing the Affected Party from, or delaying the Affected Party in performing its obligations under the Contract.
- e. **Payment in case of termination due to Force Majeure:** The Contract Price attributable in line with Purchase Order / Contract Documents as at the date of the commencement of the relevant event of Force Majeure shall be considered. The Service Provider / Consultant has no entitlement and NSCD has no liability for:
 - 1.1 Any costs, losses, expenses, damages or the payment of any part of the Contract Price during an event of Force Majeure; and
 - 1.2 Any delay costs in any way incurred by the Vendor / Bidder due to an event of Force Majeure.
 - 1.3 Time extension for such cases will be worked out appropriately with mutual consent.
- xvi. **Code of Integrity for Public Procurement and Integrity Pact (CIPP):** All tenderer shall comply with the requirements of Code of Integrity for Public Procurement and Integrity Pact (CIPP) in all tenders above Rs. 10 Lakhs. Failure to sign the integrity pact shall lead to outright rejection of bid. Please refer the CIPP Format in Annexure-N.
- xvii. The Purchase Order will be complete in all respects and supersedes all previous correspondence, record notes, Minutes of Meeting, discussions, and representations.
- xviii. Service Provider / Consultants are requested to carefully study all the Tender documents and tender conditions before quoting their rates. No alteration in the Tender will be allowed after the opening of the Tender.
- xix. The Service Provider / Consultant should read the tender conditions carefully and return one copy to NSCD duly signed by them in token of having read, understood and accepted the conditions.
- xx. Service Provider / Consultant shall give a declaration that they are not under any holiday/blacklist declared by any department of the State or Central Government or by any other Public Sector Organization and that there is no inquiry in respect of any corrupt or fraudulent practice pending against them.
- xxi. Service Provider / Consultant shall keep NSCD indemnified against all penalties, claim and liabilities of every kind for any violation of such Acts, Laws or Regulations etc. by Vendor / Bidder, or his agents or his staff. NSCD shall not be responsible for any compensation payable due to accident or otherwise to any of Vendor / Bidder's workmen & the responsibility of the same lies with the Vendor / Bidder.

- xxii. There will not be any employer-employee relationship between NSCD and the personnel deputed by Service Provider / Consultant.
- xxiii. All rates given in the tender must be expressed both in words and figures and where there is a difference between the two, the rates given in words will be taken as correct.
- xxiv. Any tender received late or not conforming to the terms and conditions prescribed in the Tender Documents will be rejected. Tenders not accompanied by Earnest Money, (unless eligible for exemption) will be rejected.
- xxv. NSCD reserves the right to accept or reject any or all bids without assigning any reason thereof.
- xxvi. **Make in India (MII):** The tender abide with GOI order date 15th June 2017 to give purchase preference to Make In India (MII) product mentioned in order. Document link as follows:
https://dpiit.gov.in/sites/default/files/publicProcurement_MakeinIndia_15June2017.pdf

11. BILL OF QUANTITY

Sl no.	Items	Quantity
1	Website Re-Design, Redevelopment of National Science Centre, Delhi (Bilingual) based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) and Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT), Web security Audit, Certifications (STQC, SSL), Copyrights during 1 year warranty period.	1 job
2	Post Warranty, 1 st Year AMC for website	1 job
3	Post Warranty, 2 nd Year AMC for website	1 job
4	Post Warranty, 3 rd Year AMC for website	1 job
5	Post Warranty, 4 th year AMC for website.	1 job
6	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 1 st Year	1 job
7	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 2 nd Year	1 job
8	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 3 rd Year	1 job
9	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 4 th Year	1 job
10	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 1 st Year	1 job
11	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 2 nd Year	1 job
12	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 3 rd Year	1 job
13	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 4 th Year	1 job
14	STQC certification for website valid for a period Post Warranty, 1 st Year	1 job
15	STQC certification for website valid for a period Post Warranty, 2 nd Year	1 job
16	STQC certification for website valid for a period Post Warranty, 3 rd Year	1 job
17	STQC certification for website valid for a period Post Warranty, 4 th Year	1 job
18	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 1 st Year	1 job
19	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 2 nd Year	1 job
20	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 3 rd Year	1 job
21	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 4 th Year	1 job
22	Migration / transferring mail services and whole website (i.e. programme source code, database any other configuration for running website as per NSCD requirement) from existing Service Provider server location to New Service Provider location (eg. preferably AWS).	1 job

3.1. Website Re-Design, Re-Vamping and Re-Development with 1 year warranty

The NSCD invites bids from reputed firms/ organization/ agency to design and develop a new dynamic website for the organization and its satellite units with latest modules and tools in accordance with the guidelines for Indian Government Websites (GIGW VERSION 3.0) and other government guidelines. The website will be bilingual that is in Hindi and English Language. The successful bidder will study the existing website design, web-content tree, mailing services and scope of work (add-on functions) carefully and minutely.

Sl. No	Features	Description
1.1	Bi-Lingual Website	The website shall be bilingual in English and Hindi. Backend to be developed in a manner which easily enables non-technical users to upload both English and Hindi content with minimal user intervention from single interface in the backend. The upload workflows should ensure efficiency and eliminate duplication of uploader's effort. Hindi Unicode fonts shall be used on the website. Content should be grammatically correct and free from spelling mistakes.
1.2	Responsiveness	The Website should support responsive page design compatible to multiple size screens (computer, tablet, mobile and any other smart device regardless of brand, make or model). Website must be fully responsive with all pages' content and functionalities into appropriate size. A splash Screen may pop up on the landing of the page when admin opt to highlight the message or banner from the CMS. These splash screen may pop be in the format of TEXT/JPEG/image files.
1.3	Design	Creation of a dynamic website with new look and feel. The requirement of design is to provide a modern aesthetics to all landing and internal pages of the website. The detail is given in the section A "Design specification of Pages" .
1.4	Open Source CMs Platform	Website is to be developed on an open source CMS or similar framework which does not include any recurring costs for continued usage of the system. Strong CMS capabilities to deliver administrative support with adding menu/submenu, banner, notice etc in the websites. MVC architecture must be followed for the development of the site. <ol style="list-style-type: none">1. The entire website of NSCD is to be managed by a comprehensive Content Management Service (CMS) framework for regularly updating the information, publishing/un-publishing webpages etc. This CMS shall be accessible through a web browser.2. Enhancement/Maintenance of the existing CMS shall be in Bidder's scope. Addition of new feature / modification of existing features shall be incorporated as per the instructions of NSCD.3. Dynamic Menus - Menus and submenus should be created based on the page- tree as pages are added and subtracted. These should be styled entirely through CMS.

		<p>4. User Privileges - an administrator can grant as little or as much control to content editors or groups as needed. Individual departments of the organization shall do the content management of the website/publishing of content on website and the administrator shall give necessary roles, maker/checker access to them for publishing of respective content on website.</p> <p>5. Rich Text Editor - The CMS should have Rich Text Editor embedded so that CMS user can host/edit HTML pages with minimal efforts.</p> <p>6. Addition / Deletion / Change /Up gradation of Menu item(s) / Submenu item(s) / Content(s) shall be provided as a workflow application.</p> <p>7. The successful bidder will study the existing website design, web-content tree, mailing services, facilities/Menu option. Before inception of the project, the bidder should give the web-content tree. NSCD may add some menu and pages for final submission.</p>
1.5	Role Based User Access	Super admin should be able to create multiple users in the backend and create custom roles for each user in terms of which modules they can access and moderate. i.e. department admins should be able to manage content for their own departments. Role based access should include hierarchal duties such as maker-checker distinctions etc. Users can also be given multiple roles.
1.6	Cross- Browser Compatibility	The design should support cross browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices. Users can open the website on any Smartphone, tab, iPhone and all other capable phones & mobile devices with the gadget compatibility. A robust testing, QA process and UAT shall be performed for each page to ensure the cross-browser compatibility.
1.7	Robust Audit Trail	The website should retain a robust audit trail and should track all backend activities of every user including admin, and all additions/edits made on the new website including but not limited to addition/editing of content, upload of digital content, changes in designations and roles etc. The login trail of the users must be maintained securely and individually.
1.8	Breadcrumb trail	The portal may include a navigable breadcrumb trail. All levels of navigation must be represented and must be active and make sense on its own.
1.9	Dynamic Home page Management	Pop-up module in the backend shall enable admin to manage content presented on a universal website pop-up including titles, text, images, video, call to action button styles, Hyperlinking etc.
1.10	Home Page management	Robust banner management for home page including facility to add images, videos, relational and contextual text content, call to action buttons, hyperlinks and modern animation effects. Admin should be able to add multiple slides in various permutations and combinations of features described above.
1.11	Latest News	Home page should have 'Latest news' section and it must also be maintained independently in an internal page, navigable via the main navigation menu. Admin should have the option of selecting/de-selecting any content or page from backend to be listed in both what's new sections. The Home Page 'Latest news' section will be limited to 7-9 entries with a 'View More' button. Clicking the 'View More' button will lead user to internal Latest news page which will list all items selected in the backend by admin.

1.12	SEO and Meta Tag Management	Each page should provide individual SEO (Search Engine Optimization) management including metatags, meta descriptions etc. At default, SEO management should be unique for each page of the website in the backend. Facility should be provided to add Meta Tags and Meta Descriptions on each article page with English and Hindi option.
1.13	Image and Video Management	Solution should include a robust image and video gallery module, enabling admin to create multiple image and video galleries. Created galleries may be published or stored as drafts. Admin should be able to insert galleries in any page across the website. Video galleries to include options for both self-hosted and video links (YouTube etc.). Galleries should also have a dedicated Media Page where users could find all image and video galleries organized manually via backend. Each rich media content should come with facility to add relevant tags and other relevant meta information. The gallery display page should provide functionality to sort or arrange w.r.t to date, name etc.
1.14	Social Media	Home page must have Social media page (Facebook, Twitter). The social media page will update the tweets and posting of NSCD and give the option to user to like/comment. The post are updated dynamically from the social media pages of the NSCD.
1.15	Future Posting	Any post can be scheduled with a future publish date and time. The targeted content will automatically be published on the website frontend at the pre-set date and time. The date and time can be reconfigured multiple times provided the current set time and date has not already passed. This applies to all posts, articles, pdf etc.
1.16	Archival of Contents	Automatic archiving facility must be provided on expiry of event/tender/announcement/career opening etc. the archive section can also be done manually by clicking option from admin section and also can be renewed. Archive old reports and data should have the option of search facilities w.r.t time, text, year wise, month wise etc.
1.17	Visitor Count	Application should have capability to record the visitor count and same shall be displayed at the prominent place on Website. Website to showcase visitor count at both home pages (English & Hindi). NSCD shall be able get following information with reference to above: <ul style="list-style-type: none"> a. The total period since during which the number of hits has reached. Starting year / month to till now. b. Web Site page Source wise breakup of hits /access to segregate - domestic / international access breakup / pattern with information about source IPs. c. The section / report of the NSCD web Site viewed maximum / minimum number of times. d. The browsing period / time spent by a particular source IP etc.

1.18	Web Analytics	Web analytics reporting and metadata provision must be there with CMS. Every portal pages must include additional code to enable the collection of visitor statistics for the product which is not updated with refreshing the page. Website should include modern frontend user analytics such as total visitors, most vs. least popular pages, Landing pages, exit pages, crash analysis, user device, user browser, user geography, user click-through chart etc. Data should be filterable via custom start-end dates, type of device etc. All the web analytics must be shown at one page with filters search in admin or subdomain domain.
1.19	Metadata and Site-wide Search	All content on website should be searchable including titles, text, Meta tags, alt-descriptions of rich media, etc. Search results to list aesthetically and as per logical hierarchy. Search box should be available to users on all pages of the NSCD website and should be designed keeping consistency of page position for predictable user Experience.
1.20	Content Migration	All content of existing NSCD website to be migrated to the new website. Additional content may be provided by NSCD to be uploaded on the new website as well. Existing content may be provided by NSCD in physical/available format in soft copy such as .txt /.doc/.xls /.pdf /images such documents.
1.21	SSL Integration	SSL certificate shall be integrated by the vendor.
1.22	Feedback/contact form	Website should feature a feedback form on the “contact us” page. All submitted feedback should be emailed to a designated email ID(s) which can be configured from backend and an acknowledgement e-mail should be sent to user in format prescribed by admin.
1.23	Copyright and Licenses	Any kind of license to be used eg. Database, webserver/ Application shall be managed/ supported/ renewed etc. by the vendor whenever/ wherever required. In case any license needs to be procured, it shall be done by the vendor. Copyright should be in the name of National Science Centre, Delhi and done by the vendor
1.24	VAPT	<p>Advanced security features securing the website from any hacking vulnerabilities, threat, penetration, Brute force attacks, etc. Vulnerability Assessment and Penetration Testing (VAPT)/ Website Security Audit- WSA shall be done on Staging server and the observations/gaps may be closed within 30 days of reporting the gaps. In addition, any observation related to Website raised in Information Security/Information System Audit shall be closed by the vendor.</p> <p>All possible security measures should be taken to prevent hacking of the website and the bidder should have contingency plan in place for situation like these. If any vulnerability is raised during the warranty and maintenance years by any security agency like CERT-In, IB etc., the bidder is required to resolve it at the earliest. Security provisions should be as per OWASP guidelines to handle latest vulnerabilities such as:</p> <p>SQL Injection</p>

		<p>Cross Site Scripting (XSS) Broken Authentication and Session Management Insecure Direct Object References Security Misconfiguration Cross Site Request Forgery DDoS Attack The above list is just illustrative and not exhaustive.</p> <p>The bidders shall be solely responsible for Security Audit by a CERT-In empaneled information security auditing organization as and when required as per CERT-In guidelines. The developed website shall work on HTTPS protocol and bidder shall be responsible for obtaining SSL certificate for the same. Any charges borne on account of obtaining and implementing SSL certificate shall be in the scope of bidder. The vendor must do the security audit of the website by any agency that is in the current empanelment of CERT- IN for IT security Audit. The security audit certificate as per Annexure – J and filled document of as per Annexure- K and Annexure- L are to be provided to NSCD. The website must compliance as per security audit and modified accordingly. Total of 5 VAPT audits are required over the five years contract.</p>
1.25	STQC Certification Compliance to Audit/Guidelines	<p>STQC certification shall be obtained by the vendor after development of the website. After development of the website and before deploying the same on production server, the bidder should get the security audit done by a CERT-IN empaneled information security auditing organization as per CERT-IN guidelines. A certificate to this effect should be submitted to NSCD before deploying the website on production server. Any fee/charges incurred on account of CERT-IN certification are to be borne by the bidder. Bidder shall apply all the requisite testing techniques such as Application Development and Unit Testing, Integration Testing, Security Testing, System Testing and Functional Testing. The testing of developed website shall be entirely based upon GIGW VERSION 3.0 guidelines, accepted standards and practices, including W3C compliance and a self-certification by bidder to this effect should be submitted. Bidder should do the STQC certification of the website from the concerned department.</p>
1.26	Staging Server and Web hosting server	<p>Vendor should provide the servers one for go live and another for staging server for testing etc. The link for staging server will be different and configured according to the requirement. Both server will be updated as per requirement. The configuration of the cloud web hosting server and others are provided in Section B.</p>
1.27	Backup	<p>The administration page shall be made available through web login with proper authentication and access control which controls all the above features including backup/recovery/access control settings, user creation, publishing/creating pages, change of menus, design/change of template etc. The content of</p>

		the website would be synchronized for automatic backup every end of the day for last 30 days (not complete backup but only the changes may be recorded keeping the static data intact). Vendor shall take backup of website code and data on weekly, monthly and quarterly basis during contract period (Warranty and AMC). A report regarding the backup should be made available to admin time to time or when required.
1.28	Compliance as per GIGW VERSION 3.0 and others future modification	Compliance of General and Accessibility Guidelines as per Compliance Matrix of mandatory points as per GIGW VERSION 3.0 should be done by successful bidder. The compliance matrix can be obtained from the site https://web.guidelines.gov.in . The successful bidder can also update the site during the warranty and AMC period in accordance to GIGW VERSION 3.0 guidelines and circular as received during time to time from CERT and other government agencies.
1.29	E-governance related section and Employee Corner	<ul style="list-style-type: none"> a) The website should have an e-governance related section accessible only to permanent employees on authentication. Admin of the website should have privilege to add or remove any user. This section should provide facilities for: b) Downloading/uploading/online filling in of forms related to leave, tours, LTC, TA, medical reimbursement etc., Online Staff profiling, Feedback, Registration will be there. e) Accessing circulars, Purchase and stores requests. f) Applying for Guest house, Institute's Resources (vehicle, seminar hall, etc.) training/Workshop, etc. g) Mandatory format for the above said reports and methodology will be given by NSCD in due course of time. h) The employee corner will also give opportunities to all employee to fill the official forms (as stated above) and also the opportunities to take print out of those forms and trails. i) All the activities regarding the final submission of forms will be available to the administration end. The administration can upload the scan copy of the form for their records. p) Admin should have dashboard to control all internal communication, publishing notice, circulars, forms etc. for documentation purpose. q) The details will be provided by NSCD in due course of time as required by the successful bidders. All the employees will get a standard option via mail authentication of Password recovery. The security and integrity must be ensured at all stages. r) A functionality to export and import the data via Excel file or CSV file must be there on the CMS side of the site. This functionality will help to fill the data of employees. The time for uploading the data may extend during the maintenance contract period.
1.30	Web Content Accessibility Guidelines	The website complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 level AA. This will enable people with visual impairments to access the website using assistive technologies, such as screen readers. The information of the website is accessible with different screen readers, such as JAWS, NVDA, SAFA, Supernova and Window-Eyes.

1.31	Additional Important	<ul style="list-style-type: none"> a) Develop Content Management System as per GIGW VERSION 3.0 Guidelines. b) Migration of the existing content on new website with new features and functionalize as per scope of work. c) Content of website shall be provided by NSCD in both languages. d) The website shall be audited by a Cert-In empaneled agency for its vulnerability assessment & penetration testing. This shall be coordinated and executed by the successful Bidder. e) The website shall be with no security error or vulnerability. The successful vendor must ensure and rectify if any vulnerability or security error appeared in the warranty and AMC period. f) The site should have a site-search facility, that searches pdfs, docs, images, text, videos, etc. and also permits searching for staff by name, designation, centres, regional centres, etc. The portal will give opportunities to fill the employee from the CMS end. g) The website should provide a section accessible only to permanent employees on authentication. This section should provide facilities for downloading / uploading and updating Personal records, information of their profiles, Centres information, accessing circulars, notifications and viewing events etc. h) Integrate Social Media icons, NSCD mail, NSCD's Library facility and other linked webpages/ websites /portals and link it with the respective pages. i) The administration page shall be made available through web login with proper authentication and access control which controls all the above features including backup/recovery/access control settings, user creation, publishing/ creating pages, change of menus, design/change of template etc. The content of the website would be synchronized for automatic backup every end of the day for last 30 days (not complete backup but only the changes may be recorded keeping the static data intact). j) The visitor should also be able to register him/herself on the portal to get the newsletter or update and can be integrated with book facilities of ticket on booking portal. k) The Login details of CMS and other dashboards must be made available to the council immediately whenever it is created or modified.
1.32	Maintenance & Updating	<p>Maintenance of website for four years after warranty: The vendor has to deploy sufficient technical, graphics, language experts to maintain and update the website. The website needs to be updated in order to accommodate any future changes and requirements at NSCD eg. Integration of mobile application with website content, integration of cataloging or inventory software or social media apps integration with websites etc.</p> <p>The administration page shall be made available through web login with proper authentication and access control which controls all the above features including backup/recovery/access control settings, user creation, publishing/ creating pages, change of menus, design/change of template etc. The content of</p>

		the website would be synchronized for automatic backup every end of the day for last 30 days (not complete backup but only the changes may be recorded keeping the static data intact).
1.33	Implementation Approach	<ol style="list-style-type: none"> 1. On receipt of work order, the bidder should prepare at least 5 sample layouts for the website along with the presentation and the same should be submitted to NSCD for approval. All changes, suggestion for the layout would be done by the bidder. Further development should only be started after approval. 2. Development should be done based on cyber security guidelines. All existing content of the website should be converted so as to comply with Government of India website guidelines (GIGW VERSION 3.0) including all PDF and HTML files. The website should be subsequently launched. 3. The broad implementation milestones are mentioned below: <ol style="list-style-type: none"> a. Project Initiation b. Preparation of Sample Layout c. Finalization of Home Page/Color/Font etc. d. Website Functionality (Site Map) e. Approval of Functionality f. Content Placement g. Web Guidelines Audit, Security Audit and Submission h. Website Uploading and Launch i. Maintenance of Website <p>Bidder shall also identify training requirements particularly with reference to operation of Content Management System. Identified officials of NSCD would be trained before Go-Live of the website.</p>
1.34	Technology Platform and suggested methodology	<ol style="list-style-type: none"> a. The website shall be developed using latest version of bootstrap which enables the website to be compatible with any viewing device, be it laptop, personal computer, smart phones (having Android, iOS, Windows etc. as operating system), tablets, LCD screens etc. of varied sizes without compromising on the alignment, readability, structure and beautification of the webpage. b. Design and development of the website should preferably be done on PHP Mysql MVC architecture (version 4.0 or above)/Web forms. Server used for hosting the application shall have Windows Server Operating System. c. Ajax framework like KSS (Kinetic Style Sheet), JQuery, MooTools etc. may be used in search or listing purpose in the portal to aware the visitors in an ease way. <p>Suggested Methodology and Technological Features Revamping and redesigning the existing websites:</p> <ol style="list-style-type: none"> a. Frontend Development: Design, Layout, Content and Images b. Backend Development: Programming and admin panel creation c. CMS, Server setup and hosting d. Integration of social media hops of NSCD to the websites

		<ol style="list-style-type: none"> 2. Strong CMS capabilities to deliver administrative support with adding menu/submenu, banner, notice etc in the websites. 3. The website and its component must use HTML 5 mark-up for developing, structuring and presenting web content. 4. The developer should design the content and interface of websites and Web applications for small and medium screen sizes. Thus, when the user arrives at an optimized website from a mobile device, the website organizes the user interface (UI), filters and adapts the content for a tablet or a smartphone, and re-organizes the content for a desktop version. <ol style="list-style-type: none"> e. Responsive Web design with HTML5 and CSS3 must be followed for the mobile optimization. All optimized versions and the desktop must serve the same HTML from the same website and same set of URLs. Websites and web applications are optimized for mobile devices by adapting the layout and design of websites and web applications for small, medium and large screen sizes and for different input methods, such as portrait or landscape orientation, touchscreen input and by keyboard and mouse input. Frontend Development: Design, Layout, Content and Images f. Backend Development: Programming and admin panel creation g. CMS, Server setup and hosting h. Integration of social media hops of NSCD to the websites 5. Strong CMS capabilities to deliver administrative support with adding menu/submenu, banner, notice etc in the websites. 6. The website and its component must use HTML 5 mark-up for developing, structuring and presenting web content. 7. The developer should design the content and interface of websites and Web applications for small and medium screen sizes. Thus, when the user arrives at an optimized website from a mobile device, the website organizes the user interface (UI), filters and adapts the content for a tablet or a smartphone, and re-organizes the content for a desktop version. 8. Responsive Web design with HTML5 and CSS3 must be followed for the mobile optimization. All optimized versions and the desktop must serve the same HTML from the same website and same set of URLs. Websites and web applications are optimized for mobile devices by adapting the layout and design of websites and web applications for small, medium and large screen sizes and for different input methods, such as portrait or landscape orientation, touchscreen input and by keyboard and mouse input. 9. The portal may include a navigable breadcrumb trail. All levels of navigation must be represented and must be active and make sense on its own. 10. The portal must be compatible with the current platforms and browsers including assistive technologies.
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		<ol style="list-style-type: none"> 11. CSS must be completely separate from page content and structure, and referenced as external files from within a page's head element. Inline or embedded styles must not be used. Each page must use and declare UTF-8 character encoding. The Content management system for the portal must have option to add/delete/update all the components of the websites and all dynamic pages developed using CMS must be converted into independent static HTML pages, for the various quality control stages and including when they are put into production 12. Staging Server will be in place to do the Security Audit whenever it is required. Staging site must be in sync and updated with the current active sites. 13. CMS will be provided with authentication page for log in, Registration page, with SSL. 14. The VE portal must include for each language version a full copyright statement identifying all rights holders. 15. All still-image graphics must be optimized and enhanced for the web to reduce file size and download time. Pre-scaled version of the images must be available sever side for tablet or smartphone optimized version of the portal to help reduce user bandwidth use and frequent resizing. Exception may be granted by NSCD in certain situations where the use of proprietary solutions is needed to meet project objects. In this case, the optimized option intended for tablets and smartphone must offer the choice to continue with a main simple text HTML version. 16. The portal pages must not initiate the download of a full-size content image file unless the user has expressly requested it. This requirement is intended to restrict the development of pages that include both image thumbnails and their associated full-size versions that are hidden via CSS until the user focuses on the thumbnail. Such pages are usually very large, require more bandwidth, and force the user to download content in which they have not expressly signaled an interest. 17. Video files MUST be available in variable format sources (e.g., MP4, WebM, Ogg formats) within the video element in order to be supported by various browser agents. If a video file is prepared for delivery in a high-bandwidth environment, an alternate low-bandwidth version must also be prepared and provided to users. 18. The platform should be robust to host with Virtual Exhibition 360 degree and 3d scan objects. The successful bidder will give a demo by uploading 3d scan objects (.obj/.stl files) and virtual exhibitions. 19. The server hosting (with database) should have elastic facilities to meet the demand of no. of visitors. 20. Persistence API or Open Source ORM may be implemented for reducing the load on database server.
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1.35	Website Features	<ol style="list-style-type: none"> 1. Bilingual/Support for other languages – When HINDI is clicked entire content should be displayed in Devanagari/Mangal/Kruti script or any other Hindi font in vogue. The website should also provide multi-lingual translation tool to enable website readability in different language formats selected by user. It is also to be ensured that Hindi/ regional language fonts have been tested on popular browsers for any inconsistency (loss of layout). 2. Multiple Font Sizes – The website should have hyperlinks to scale-up/scale-down font size of the content of webpages. (A- A A+). 3. Search Engine Optimization – The search engine optimization of the new website shall be done in such a way that it appears in the top 10 results of major search engines like Google, Bing, Yahoo etc., preferably on the first position while searching with the names/keywords, which shall be provided by NSCD during the implementation phase. It should also support organic search. The scope of optimizing the search engine shall continue until the validity of this project. 4. Glyphicon for Social Media – Glyphicons are to be provided for social media accounts of NSCD on Twitter, Facebook, and Instagram etc. at the top and bottom right corner for the website. 5. Embedding Maps – The website should have a provision to embed maps for registered office, National centres, regional science centres and District science centers of NCMS in satellite view and maps view. 6. Web Analytics and Visitor Count – Website should have the provision to record number of visitors and should also be compliant to various parameters of web analytics which would help NSCD in making informed decisions about optimizing website content. Least Site Opening Time – Bidder shall ensure that website (Home Page) opens in least time possible i.e. the hyper-references and javascripts should be placed in such a way that the rendering time of the website is not compromised. 8. Detection of Requesting Device and Respective Rendering – The website should have the provision to detect the device from which the rendering request is being received and correspondingly post the response. For example, if the request is coming from any mobile device, the website should automatically detect the device type or browser type and render the mobile view of the website. 9. Screen Reader Access – The contents of the website should be readable using any Screen Access Reader Software to Visually Impaired Users.
1.36	Tender Section/Module	<ol style="list-style-type: none"> a) Enhancement/ Maintenance of the existing Tender Module shall be in Bidder’s scope. b) Facility to upload tender/corrigendum and any other required documents by authorized user. c) Facility to search tender documents as per options mentioned in site. d) Addition of new feature / modification of existing features shall be incorporated as per the instructions of NSCD.

		<p>e) Addition of new feature in Tender module may require changes in CMS, which shall also be managed by the bidder.</p> <p>f) Module should have the flexibility to segregate content into Open Tenders, Technical Evaluation, Financial Evaluation, Award of Contract etc. Post award of contract, the tender will go in archival.</p> <p>g) This list is tentative and not exhaustive and further levels of segregation can be added/deleted.</p> <p>h) There should be separate section of Corrigendum/Addendum for a particular tender published on website.</p> <p>i) A separate form for “Award of Contract” should be made available wherein entries of those purchases are to be made, which were done on nomination basis/direct purchase. The data in this form is to be entered by respective departments through CMS.</p>
1.37	Other Conditions	<p>Enhancement/modification/development of existing website shall be incorporated as per the instructions of NSCD and should be delivered in a timely and professional manner adhering to the deadlines, if any.</p> <p>Website maintenance shall include the following works:</p> <ul style="list-style-type: none"> • Updates to calendar or events. • Update breaking news or upcoming events. • Update photos/gallery, graphics, graphs and charts. • Update Text re-writes and improvements. • Site facelifts and makeovers. <p>Enhancements may require technical changes in CMS (that may require code change) which shall also be managed by the bidder.</p> <p>Sending alerts through Email, SMS etc. For sending email and SMS, email and SMS gateway would be provided by NSCD.</p> <p>All content and media in the website will be copyrighted material of the owner i.e. NSCD.</p> <p>The website should be developed with master header and uniform content pages, so that font, font size, color and other cosmetic appearances should be uniformly maintained throughout the website.</p> <p>Support for maintenance and availability of website shall be in bidder’s scope on 24 x 7 x 365 basis. Provision for helpdesk and technical support on telephone and email on 24 x 7 x 365 for all maintenance related issues regarding website is to be provided.</p> <p>The bidder should provide a single point of contact for all issues regarding website.</p> <p>Mapping of NSCD registered domain name with website shall be in the scope of bidder.</p> <p>The bidder should store and track version of content which should have the facility to roll back previous to versions, if needed. Also, any update made in any content should be date tracked and date of updation should be displayed in right top corner of the content page which is updated facility to review the content is required before the actual publication of the same.</p>

1.38	Guidelines & Terms for the Participating firms:	<ol style="list-style-type: none"> 1. The firm must be registered with Govt. of India/ State as per rules. 2. The domain name (https://www.NSCD.gov.in) is available with the NSCD which is hosted on cloud. The database account for this domain is also available with the institute. It is the responsibility of the firm to check the domain and database account first for support issue of any new web technology opted by the firm for the development of new website 3. It will be the responsibility of the firm for liaison with existing service vendor w.r.t. technical issue with the existing domain name & database account. Necessary help and support will be provided by the organization for the same. 4. The firm will be responsible to provide maintenance and support w.r.t. the website for one year after obtaining the completion certificate from the NSCD. 5. Information/Weblink or any other hidden link of any type for any purpose including that of firm will not be given/ provided in any page of the website. 6. The firm will hand over all the codes and materials used in the website to the organization after the completion of work. 7. The NSCD reserves all rights of the webpages and the institute will have sole ownership of the developed content. The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of organization's materials commercially or otherwise, directly or indirectly except as agreed to by the NSCD. 8. The firm shall also ensure complete confidentiality of the information and data provided to carry out the job. 9. The Vendor shall not sub-let, transfer or assign any part of this order without the prior written consent of NSCD. Copies of sub-contract order shall be forwarded to NSCD. The firm shall not appoint any sub-contractor or sub lease the contract in any circumstances. If violated the conditions, the firm will be terminated from the assignment. 10. For any issues arising during the development process of website, the decision of the competent authority of the Institute will be final and binding to the firm. 11. Conditional offer/ bids submitted by fax/email or after the due date and time will not be accepted. 12. The procuring entity NSCD reserves the right to accept or reject any or all bids without assigning any reason thereof. All information, document, photos and data coming in the possession of firm, as a result of the execution of the job shall all at time remain the property of NSCD. 14. The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise,
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		<p>directly or indirectly except as agreed to by the NSCD. The firm shall also ensure complete confidentiality of the information and data provided to carrying out the job.</p> <ol style="list-style-type: none"> 15. The firm has to complete the job assigned within the joint agreement time and if the job is not completed within the stipulated time, a penalty @ 10% of the cost of the uncompleted job for each day will be imposed on the firm. 16. The firm shall host a server at their end for the entire assignment. 17. TDS as applicable on date will be deducted from firm actual bill submitted for payment. 18. The price accepted by the committee is final and no deviation from it will be accepted in this regard. 19. Pre-requisite - The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The proposal must be complete in all respects and should cover the entire scope of work as stipulated in the document. 20. The bidder should be a Company registered under the Companies Act 1956 for the last 5 years and having its office in Delhi/ NCR region (Signed copy of evidence to be furnished). <p>The bidder must have Local Technical Team for providing the On-Site Support for maintenance of website. In support of this, bidder shall submit signed copy of details of Local Technical Team for on-site support.</p>
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Section A. Design specification of Pages:

The design of the pages must be clear and its content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, speech disabilities, and combinations of these. **The web content of the site is easily accessible on desktops, laptops, tablets, and mobile devices. HTML generated dynamically or otherwise must not be display specific and should adjust to the best view as per the access device. It must focus solely on the structural logic of documents and ignore the stipulation of the visual logic of graphic design and typography.** HTML is used to create structured documents by denoting structural semantics for text such as headings, paragraphs, lists, links and other items. Structural elements available in HTML should be used for their specific purpose; like heading tag should not be used as a means to format something that is not a heading. Doing this messes up the heading hierarchy for various agents such as search engines and assistive technologies like screen readers. Good HTML structure is based on logic, order, and using semantically correct markup. To define the appearance and layout of text and other elements on a web page Cascading Style Sheet must be used.

Screen reader and other assistive technology users have the ability to navigate Web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on.

Following should be considered while designing a page structure:

- I. Display of bilingual information in Hindi and English.
- II. Rich User Interface (Web 2.0) based on framework like Bootstrap.
- III. Interactive multimedia-oriented web page design.
- IV. Multiple banners of inner page.
- V. Should support responsive page design compatible to multiple size screens (computer, tablet, mobile and any other smart device).
- VI. Should be able to support video content without plugins.
- VII. Support to Search Engine Optimization
- VIII. Should support encryption.
- IX. Social media integration and interactivity.
- X. Automated customized reply systems to emails; sms; whatsapp etc.
- XI. Interactive features if any useful.
- XII. Page content must follow a logical structure. Every page starts with the `<!DOCTYPE>` declaration. Every page has a unique title that reflects the content of the page. **Every page head section should include Meta data.** Heading structure on a webpage should be structured in a hierarchical manner - `<h1>` being the most important may be used for page title/heading then `<h2>` may be used for major section heading, `<h3>` for sub sections of the `<h2>` and so on. Tables should be used for representing tabular data only. It should not be used for layout. Lists should never be used for merely indenting or other layout purposes. Nested lists should be coded properly.
- XIII. All pages should have unique TITLE to assist screen readers as well as search engines apart from the normal user. **All pages should have META TAGS (Keywords and Description) related to that page.** Clear heading structure (H1, H2 and H3) should be maintained. This helps the visually challenged user to quickly scan the main content heads of the page. There should be only one H1 tag on a page.
- XIV. Use external CSS as much as possible, **avoid inline styling.** **OPTIMIZED images only be used in sites** by using image editing software. Page should have a clear contrast between foreground and background.
- XV. A **"Skip to content" link must be provided at the top of the page.** This helps the user to directly go to the main content of the page bypassing the repetitive sections like page header, navigations etc.
- XVI. **All functionality of the content like links, menus, forms etc. should be operable through a keyboard interface** as the visually challenged cannot use the mouse
- XVII. **Tables must not be used for layout and presentation purposes.** When used for representing data, tables should be provided with proper header row and captions and the data items should flow left to right, one line at a time.

- XVIII. **Frames should be avoided while designing a webpage as frames cannot be easily read by the visually impaired. When used, frames should be titled with text that facilitates frame identification and navigation.**
- XIX. **Attributes of colour, shape and size must not be used to represent information as these would make the content inaccessible to the visually challenged.** For example, we should avoid using statements like "All the text written in red are mandatory"
- XX. **All script function should include a NOSCRIPT tag for those browsers or assistive technologies that do not have script support.**
- XXI. **Enough time should be provided to user to read and interact with content.** In case, content is time-based, same should be informed to user in advance.
- XXII. Website must **clearly reflect the ownership of Government of India through the use of Council Insignia.** Complete lineage of the owner department must be mentioned, preferably at the footer of the page.
- XXIII. **Multi-lingual versions of the sites must be in sync with each other.**
- XXIV. Website must work well in all the major browsers. It **MUST** be ensured that **pages are usable when scripts, applets, or other programmatic objects are turned off or not supported.**
- XXV. The sections and subsection are as per the existing websites and has the facility to add/delete more as per requirement in future with minor modification following tables (Tentative):
- XXVI. The sub-section of the section must appear with transition effect.
- XXVII. The site must **contain Latest News and Latest Events bar** with timely scroll bar.
- XXVIII. **Each page of the website must have the timestamp and visitors no.**
- XXIX. **Online Form must be designed by the developing agency for taking feedback or crowdsourcing.** The form must be designed to minimize errors and must have proper error handling facilities. Basic instructions for filling up a form must be given at the start of the form. Most common is the identification of mandatory fields in a form. If all the fields of the form are mandatory it may be pointed out at the beginning of the form. If the user needs to upload any documents with the submission of the form the same may be pointed out at the beginning. Contextual help may be provided for filling up certain fields. If an input error is automatically detected, the error **MUST** be described to the user in text. It is important to describe the error to the user and how to rectify it or the possible causes of that error. Multiple errors can be highlighted as a list. Also just identifying the error with a graphical sign say a red encircled cross will not be accessible to screen readers. When multiple errors are pointed out at the top of

the form it is helpful to highlight the fields associated with them with colour. **The JavaScript contained in a website's online form is only functional if the page is accessed via a browser that is able to interpret it.** That is, the browser has to support (or enable) JavaScript, and if it does not, the form may be inaccessible. JavaScript is used by developers to show/hide elements, call information from database or form validations. Not only do users without JavaScript miss out on the usability benefits provided by JavaScript validation, the form itself may be compromised by the validation not taking place and as a result data can be incorrect.

Section B. Technical Specification of Cloud based web hosting server and mail server

Cloud based web hosting with the following Cloud Server Configuration, Features and Mail server as per the Scope of Work.	
Configuration	
Disk Space	500 GB
Monthly Data transfer	Unlimited
Dedicated Memory	12 GB or Higher
CPU Core	6 vCPUs or higher
Min IP address	2 (1 Public , 1 Private)
Features (Latest version or compatible to NSCD website is to be provided)	
Server Management Tools	
OS : Linux Ubuntu 22.04 LTS/CentOs	
Domain Aliases	
Web-based control panel	
Subdomains	
Nodejs / MongoDB / Nginx , Apache	As per requirement
Remote Access to Server	
Web-based control panel	
Subdomains	
Development Tools	Core Technologies Frontend : React.js (Latest) + TypeScript (Optional) , , UI Development Redux/Context State Management... Axios/Fetch API Integration Backend : Node.js (LTS) + Express.js Server-Side Logic RESTful APIs/GraphQL (Apollo). Data Communication Database MongoDB (Atlas or Self-Hosted NoSQL Database)
Nodejs / Express.js / MongoDB / Axios / Reactjs / Es6 / JS / Next.js	As per requirement
Other tools	
SMTP	Required
FTP (Secure Version)	Required

Features	(i.e. open source or freeware Programming Languages, databases etc.) Shall be added /installed in hosting period as per NSCD requirement, if any.
Mail Server	Total no. 150 of users 150 GB Mail space with dynamic space distribution. Support POP SMTP, IMAP protocol. Features: Calendar, Schedule, Archiving facilities must be there.

Pls correct the following standards as per the latest versions

The Data Centre should be ISO 27001, ISO 27017, ISO 27018, ISO 9001, certified pCI DSS Level 1, and having the physical location in India.

- i. The successful vendor has to provide fully managed cloud based web hosting. The website shall be hosted by the bidder in any cloud server with robust features within the geographical boundaries of India. The necessary infrastructure related to hosting of website shall be provided by bidder (Server, Operating system, Database, licenses for development framework, if any). The preferred server may be AWS or equivalent with EC2, RDS, S3.
- ii. The hosting agency should be empaneled with Ministry of Electronics and Information Technology (Meity).
- iii. The mail server services should be for @nscd.gov.in and configurable with outlook express and mail portal. The separate admin panel should have all common facilities like creation/deletion and mail box size allocation of each users.
- iv. The details of the infrastructure should be provided to NSCD in writing.
- v. The site should also be hosted in staging server (Development server) for security audit or in development stages. Further it also sync with the production server.
- vi. The Service Provider has to provide the ftp access (Secure) to upload or downloading the files on website.
- vii. Sub domain and configuration of sub domain A record should be configurable from the cloud server dashboard/Console.
- viii. All functions/features of the website should be worked successfully and flawlessly.
- ix. The Data Centre should be ISO 27001, ISO 27017, ISO 27018, ISO 9001, certified pCI DSS Level 1, and having the physical location in India.
- x. Third party mail server should be configured with the cloud web hosting server.
- xi. Hosting agency must have primary data centre (DC) and disaster recovery (DR) setup in India at different seismic zones.
- xii. Hosting environment i.e. Data Centre should be Tier - III certified.
- xiii. The server should have robust fault-tolerant architecture and cyber attacks.
- xiv. The audit and security log report of the web application and hosting server must be provided as required by NSCD.

3.2 Post 1 Year warranty, 1st year to 4th Year AMC for website

Bidders shall quote the post 1 year warranty, AMC charges for re-developed website for 1st year to 4th year in price bid after assessment of all the factors. The scope of work expected during warranty and AMC period is as under:

- Regular technical maintenance of the complete website
- 24x7 Technical Assistance through email and phone and, if required, personal visit at NSC, Delhi.
- Fixing Security Vulnerabilities, whenever any issue is reported or in the case of cyber-attacks.
- The maintenance will be considered part of the implementation process.
- Addressing Server related issues to ensure website uptime by coordinating with server administrator.
- Addressing Website Performance related issues to fix issues like no response, slow response, website crashing etc.
- Monitoring of website uptime and performance tuning.
- Priority support when downtime or hacking, has been identified.
- Rectification of bugs like content formatting issues, image placement, link mismatch etc. must be done immediately, if any reported.
- Implement modifications like changing static images, text, updating your privacy policy, site terms of use, disclaimers etc.
- Addressing Browser Compatibility related issues to ensure smooth functioning of website on updated versions of all popular web browsers like internet explorer, chrome, Firefox.
- Addressing Device Compatibility related issues to ensure smooth functioning of the website on all Personal Computers, Smart Phones, tablets and disabled specific devices.
- Update CSS styling (colors, text size, fonts, etc.), if any required.
- Consultation and guidance on using the website, if any required.
- Complete backup of the source code, database and other files related to functioning of website shall be the responsibility of the vendor at the frequency and schedule as decided and agreed between vendor and NSCD.

- Quarterly Preventive Maintenance of the web site shall be done by vendor for overall health and performance of the website and any exception incident shall be reported to NSCD with actionable items.
- NSCD may ask for Small changes/ modifications in web-site post development and hosting based on requirements, which shall be covered under this scope of work.
- Uploading, Exporting, Importing data/pdf/ pictures etc. for the website.
- NSCD may ask to add/ delete/ update the paged/ menu/ submenu/ galleries/ documents etc. on the website.
- The unwanted code for marketing or promotion or data acquisition etc are used in the development and coding of the website.
- The site should not have the name of bidders credential or address for promotion in any pages.
- Downtime for the maintenance of the site must informed prior to the authorized personnel.
- Any observation via the NSCD officials should be resolved as per job resolving schedule.
- An escalation matrix with job resolving time for the maintenance job must be provided by the bidders.
- The website shall be hosted by the bidder and maintained during the entire period. The bidder will provide the details of development, deployment, hosting and maintenance by time to time or whenever asked.
- No extra cost will be admissible for doing the maintenance work until it is justified and approved by the designated officer of NSCD.

3.3 SSL certificate and Copyright for website NSCD

The bidder shall ensure to arrange and deploy SSL certificate for NSCD web site after re-development and hosting at the designated server. It is the successful bidder's responsibility to address any requirement for SSL deployment, upgrade etc. from NIC or hosting server during the complete period of the contract awarded through this tender. The website will be copyrighted with the NSCD and no copy will be distributed for any means to other vendors or organization or any promotional activity without any permission from NSCD. All the content shall be free from any copyright violation and the successful bidder shall give an undertaking to NSCD towards this.

3.4 Vulnerability Assessment and Penetration Testing (VAPT) / WSA certification for website during warranty period, 1st Year and four years post warranty. (Sl. No. 5,6,7 of table 1.1)

Successful bidder should note that Vulnerability Assessment and Penetration Testing (VAPT) shall be done after Go-Live and the observations/gaps may be closed within 30 days of reporting the gaps. In addition, any observation related to Website raised in Information Security/Information System Audit shall be closed by the successful bidder through an authorized CERT-IN empanelled agency with audit Certificate of the website for five years. The testing may be done on staging server with the same configuration and URL.

A total of 5 minimum VAPT audits are required over the five year contract.

3.5 STQC certification for website valid for a period of five years

Successful bidder is also mandatorily need to ensure that NSCD web site after go live and Successful WSA audit, gets Website Quality Certification from STQC valid for a period of five years.

3.6 Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work and Migration of website (sl. No. 9, 10 in the table 1.1)

Successful bidder should provide the cloud hosting server and mail server as per tender specification and credentials will be required to share with the authorised officials of NSCD. The bidder should submit the details of the web hosting server specification and mail server in details with cost break up.

Tender No. NSCD/18011/E-Tender-13/2025-26

Name of the Work: Website Re-Design, Re development, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Science Centre, Delhi (Bilingual) based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

TECHNICAL (TECHNO-COMMERCIAL) BID

S. No.	Details	Details	Page Nos.
		(to be filled by the bidders)	
General Information			
1.	Name and Full Address of the bidder with Tel. No, E-mail & Fax Number (s) and Contact person		
2.	Name and Address of the lead partner of the consortium to whom the order will be placed. (Applicable only for the Consortium)		
3.	Status of the bidder: - Company / Partnership Firm/ Proprietorship firm/Consortium - Please specify		
4.	In case of Company - please enclose Memorandum and Articles of Association along with certificates of incorporation, if company is a public limited then the certificate for commencement of business also to be enclosed.	Submitted/ Not Submitted	
5.	In case of Partnership Firm - please enclose Certificate of Registration under the Partnership Act, 1932, along with valid partnership deed.	Submitted/ Not Submitted	
6.	In case of Proprietorship or Individual - please enclose a declaration on the letter head	Submitted/ Not Submitted	
7.	Compliance of statutory laws i) Copy of PAN card ii) Copy of Registration Certificate under GST	Submitted/ Not Submitted	

8.	i) Copy of ESI registration certificate, if applicable ii) Copy of EPF registration certificate, if applicable In case of non-applicability of EPF and / or ESI, the applicant shall submit a declaration to this effect. In case self-declaration is found to be false at any stage then contract will be terminated and the firm will be debarred from future tenders for three years.	Submitted/ Not Submitted	
9.	State the Name of the Banker including IFSC Code and Account Number of the Bidder to follow digital mode of payment.	Submitted/ Not Submitted	
Technical Eligibility Criteria			
10.	Details of Earnest Money Deposit (EMD) ₹75,000/- (Rupees Seventy Five Thousand only), through Demand Draft/ Pay Order/ NEFT/ RTGS, in favour of National Science Centre, Delhi.	Submitted/ Not Submitted	
11.	The bidder should have a minimum of 5 years' experience in executing Website for Govt / Private organisation. (Annexure - D)	Submitted/ Not Submitted	
12.	Experience in creating and maintaining websites in Bilingual (English and Hindi). The Hindi version of the website should be as per Official Language Policy is a must.	Submitted/ Not Submitted	
13.	The bidder should have an average annual financial turnover of at least Rs. 75 lakhs in last 3 years. (Annexure - F)	Submitted/ Not Submitted	
14.	The bidder should have executed one single similar work of at least Rs. 24 lakhs or more or two similar works of Rs. 18 lakhs each or three similar works of 12 lakhs each in last three years. (Annexure-D)	Submitted/ Not Submitted	
15.	The bidder should have associated/employed panel of expert(s) having following members for this project: i. Expert in the field of web design and development and its related work, who will act as a Team Leader ii. Website developer iii. Website Designer iv. Server System Analyst v. Support Engineers vi. Other Manpower (Annexure E)	Submitted/ Not Submitted	
16.	Testimonials for empaneled list of NIC/ MeiTY/ NICSI/ state IT bodies	Submitted/ Not Submitted	
17.	Name and details of the service provider for Cloud Server and mail server (Annexure M)	Submitted/ Not Submitted	

18.	Documentary evidences like Work Order, Completion Certificate, Income Tax Return, Audited Report, and Financial Statement, Valid MSME/NSIC Registration Certificate etc. to support. S. no.-10to 16above.	Submitted/ Not Submitted	
19.	Should not have been blacklisted by any Central /State Government / Public sector Undertaking, Govt. of India. (Signed copy of Self-declaration to that effect should be submitted along with the technical bid/proposal).	Submitted/ Not Submitted	
20.	Declaration by the vendor on abiding by code of integrity (CIPP) and disclosure on conflict of Interest.	Submitted/ Not Submitted	

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre, Delhi 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 /

Constituted Attorney

Note:-

- 1) The Technical bids received shall be evaluated on the basis of eligibility criteria.
- 2) Non submission of any of the documents listed in 'General Information and Technical Eligibility Criteria', mentioned above, shall lead to summarily rejection of the offer. No further correspondence in this regard will be made. However, clarification may be asked on the 'General Information' mentioned above.

TENDER NO. NSCD/18011/E-Tender-13/2025-26

Name of the Work: Website Re-Design, Re development, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Science Centre, Delhi (Bilingual) based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year

FINANCIAL BID FORMAT

Rate NOT to be quoted here. To be quoted in excel sheet at CPP Portal

Tender Inviting Authority: National Science Centre, Delhi.						
Contract No: NSCD/18011/E-Tender-13/2025-26						
Name of the Bidder/ Bidding Firm/ Company :						
<u>PRICE SCHEDULE</u>						
(This is a just a format of the actual BOQ template and must not be filled here. The actual BOQ is available in Excel Sheet on CPP portal. Only the relevant columns of the BOQ available at CPP portal should be filled. No other format is acceptable.)						
Sl no.	Scope of Work	Quantity	Basic Rate in Rs.	GST Value %	GST amount	Total amount
1	2	3	4	5	6	7
1	Website Re-Design, Re-development of National Science Centre, Delhi & its satellite units (Bilingual) based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) and Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights during warranty period.	01 Job M				

2	Post Warranty, 1 st Year AMC for website	1 job				
3	Post Warranty, 2 nd Year AMC for website	1 job				
4	Post Warranty, 3 rd Year AMC for website	1 job				
5	Post Warranty, 4 th year AMC for website.	1 job				
6	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty for 1 st , 2 nd , 3 rd & 4 th Year AMC	1 job				
07	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 1 st , 2 nd , 3 rd & 4 th Year AMC	1 job				
08	STQC certification for website valid for a period Post Warranty, 1 st , 2 nd , 3 rd & 4 th Year AMC	1 job				
09	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 1 st , 2 nd , 3 rd & 4 th Year AMC	1 job				
10	Migration / transferring mail services and whole website (i.e. programme source code, database any other configuration for running website as per NSCD requirement) from existing Service Provider server location to New Service Provider location (eg. preferably AWS).	1 job				
	Total in Figures					
	Quoted Rate in Figures					
	Quoted Rate in Words					

Offline Financial Bid shall not be accepted under any circumstances.

COST BREAK UP SHEET

NSCD/18011/E-Tender-13/2025-26

S no.	Scope of Work	Qty.	Basic Rate in ₹	GST Amt.	Total Amount
1	2	3	4	5	6
1	Website Re-Design, Re-development of National Science Centre, Delhi & its satellite units (Bilingual) based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) and Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights during warranty period.	1 job			
2	Post Warranty, 1 st Year AMC for website	1 job			
3	Post Warranty, 2 nd Year AMC for website	1 job			
4	Post Warranty, 3 rd Year AMC for website	1 job			
5	Post Warranty, 4 th year AMC for website.	1 job			
6	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 1 st Year AMC	1 job			
7	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 2 nd Year AMC	1 job			
8	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 3 rd Year AMC	1 job			
9	SSL certificate and Copyright (with the name of National Science Centre, Delhi), for the website and CMS during Post Warranty, 4 th Year AMC	1 job			
10	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 1 st Year AMC	1 job			
11	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 2 nd Year AMC	1 job			
12	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 3 rd Year AMC	1 job			
13	Vulnerability Assessment and Penetration Testing (VAPT) / Web Security Audit (WSA) certification for website during Post Warranty, 4 th Year AMC	1 job			
14	STQC certification for website valid for a period Post Warranty, 1 st Year AMC	1 job			
15	STQC certification for website valid for a period Post Warranty, 2 nd Year AMC	1 job			
16	STQC certification for website valid for a period Post Warranty, 3 rd Year AMC	1 job			
17	STQC certification for website valid for a period Post Warranty, 4 th Year AMC	1 job			
18	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 1 st Year AMC	1 job			
19	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 2 nd Year AMC	1 job			
20	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 3 rd Year AMC	1 job			
21	Cloud based web hosting with the mentioned server configuration, features and as per the Scope of Work Post Warranty, 4 th Year AMC	1 job			
22	Migration / transferring mail services and whole website (i.e. programme source code, database any other configuration for running website as per NSCD requirement) from existing Service Provider server location to New Service Provider location (eg. preferably AWS).	1 job			
	Total in Figures				
	Quoted Rate in Figures				
	Quoted Rate in Words				

EXPERIENCE IN DEVELOPMENT OF WEBSITES AND PORTAL IN THE LAST 5 YEARS
SUPPORTED BY MINIMUM THREE CREDENTIALS

Bidder Criteria

Sl. No	Criteria	Yes / No	Attached Certificates
1	ISO (9001) or ISO 27000 valid and quality Certificate for Software Development/ Software maintenance		
2	CMMI Level 3 Certification		
3	Others		

Bidders Experience (Private/PPP/Joint Venture/Consortium Projects)

S. No	Name of the project	Cost of the Order awarded in INR	Name of the Client	Phone of Contact Person of Client	Starting Date of Project	Completion Date of Project	URL of the project	Whether project is Govt/ Private

(Signature of Authorized Signatory)

FORMAT FOR AVAILABILITY OF TECHNICAL TEAM.

The bidder should mention the employee strength in India. The bidder needs to provide the details of key personnel / support staff as proposed by him for deployment on site for successful completion of this show.

1	Employee Strength	
S.No	Key personnel / support staff	Name and short biodata to be given by the bidder including Qualification/ CTC/ Experience/Expertise
(a)	Team Leader	
(b)	Website developer	
(c)	Website Designer	
(d)	Server System Analyst	
(e)	Testing Engineers	
(f)	Supportive manpower	
(g)	Other Manpower	

The bidder may be asked to produce CV of the employee involve in this project.

(Signature of Authorised Signatory)

FORMAT FOR ANNUAL TURNOVER AS PER THE AUDITED ACCOUNTS TOWARDS THE QUALIFYING EXPERIENCE

S. No.	Financial Year	Turnover in Indian Rupees (INR)
1.	2022-23	
2.	2023-24	
3.	2024-25	

(Signature of Authorised Signatory)

This is to certify that the above information has been examined by us on the basis of relevant documents; books of accounts & other relevant information and the information submitted above is as per record and as per details annexed.

Signature, Address, Seal & Membership No of Chartered Accountant.

NATIONAL SCIENCE CENTRE, DELHI

DECLARATION

We do hereby accept the “Scope of Work, Bill of Quantities, General Terms & Conditions etc. as provided by the National Science Centre, Delhi along with the Tender documents for Website Re-Design, Redevelopment, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights of National Science Centre, Delhi (Bilingual) based on Compliance matrix from GIGW VERSION 3.0 (Guidelines for Indian Government Websites) with 1 year warranty including website maintenance, Web Hosting (cloud based), Vulnerability Assessment and Penetration Testing (VAPT) ,Web security Audit, Certifications (STQC, SSL), Copyrights etc. as per scope of work for 4 years beyond warranty period of 1 year and carry out the work within the stipulated time strictly as per the Scope of work and Technical Specifications of National Science Centre, Delhi as provided along with the tender documents, in the event of placement of any order on us. The NSCD shall be at liberty to cancel the order in full or part, in the event of failure of the above declaration made by us and forfeit the EMD submitted by us.

Signature of the Bidder / Constituted Attorney

FORMAT FOR ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT made at this..... day of (Date) (Month & Year) between the

..... National Science Centre, Delhi, hereinafter referred to as the NSC, DELHI which expression shall include its successors and assigns on the one part and

..... (Name of the successful bidder) trading in the name and style of

..... (Name and complete address of the successful bidder) hereinafter referred to as the Agency, which expression shall include his/their respective heirs, executors, administrators and assigns on the other part. WHEREAS the NSC, DELHI is desirous of getting the work of done and has caused (Name of the work) Notice Inviting E-tender (Including appendix), drawings, schedule of quantities and specifications describing the work and conditions of contract to be prepared by.....

AND WHEREAS the said NIT (including appendix) drawings as per list attached, specifications and the priced schedule of quantities and conditions of contract have been signed by or on behalf of the parties hereto. AND whereas the Successful bidder has deposited in Bank Draft/Pay Order/NEFT/RTGS..... (Exact amount in words) the amount being 10% of the ordered value of the e-tender) with National Council of Science Museums as Security Deposit for the due performance of this Agreement as provided in the said conditions.

NOW IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

- 1. In consideration of the payments to be made to him as hereinafter provided the successful bidder shall upon and subject to the conditions herein contained execute and complete the work within days/months from the date of issue of letter of intent / Work Order (as defined in the scope of work (Annexure - D) of the NIT) and as per the said drawings and such further detailed drawings as may be furnished to him from time to time and described in the said specifications and the said priced schedule of quantities along with the progress of the building work.
2. National Council of Science Museums shall pay to the successful bidder such sum as shall become payable hereunder at the time and in the manner specified in the said conditions.
3. Time is the essence of this agreement and the successful bidder shall proceed with the work, throughout the stipulated period of this contract, strictly according to the CPM/PERT/BAR CHART attached herewith and forming a part of this agreement. At any stage during execution, if any work lags behind the target as indicated in the CPM/PERT/BAR CHART for reasons directly attributable to the successful bidder, he shall pay or allow National Council of Science Museums to deduct from any money due to him a liquidated damage as per Penalty Clause 6 of the General Terms and Conditions of contract.
4. This agreement comprises the work above and all subsidiary works connected therewith, even though such works may not be shown on the drawings, or described in the said specifications or the priced Schedule of Quantities.

5. National Science Centre, Delhi reserves to itself the right of altering the drawings and of adding to or omitting any item of work or of having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate this agreement.
6. The General Terms and Conditions, Scope of Work, Bill of Quantities etc. that are part of the tender document for this work will form an integral part of this agreement.
7. All disputes and differences of any kind whatever, arising out of or in connection with the contract on the carrying out of works (Whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the 42 contract) shall be referred to arbitration as per Clause 25 of General Terms and Conditions of contract (Annexure - B). In case of any legal dispute, other than the arbitration, the court of jurisdiction shall be at the place written in the first line of this agreement.

The provisions of the Arbitration & Reconciliation 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 proceedings under this clause. In witness whereof the parties have set, their respective hands the day, the year, and the place hereinabove written.

**SIGNED, STAMPED AND
 DELIVERED for Contractor
 WITH SEAL**

**SIGNED, STAMPED AND
 DELIVERED for Council
 WITH SEAL**

In presence of the following witnesses:
 (M/s. _____.)

In presence of the following witnesses: (National
 Science Centre, Delhi)

Signature, Name & Address of Witnesses

Signature, Name & Address of Witnesses

.....

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Compliance Matrix GIGW

All the guidelines are mandatory and bidders must ensure that the website is designed and developed to comply with each following mentioned point. The guidelines details and ref no. can be viewed from the GIGW manual at <chrome-extension://efaidnbmninnibpcjpcglclefindmkaj/https://cdnbbsr.s3waas.gov.in/s3c92a10324374fac681719d63979d00fe/uploads/2025/02/2025021775.pdf> and compliance matrix at <https://guidelines.india.gov.in/annexure-ii-matrix-to-check-conformity/>

Sl No.	Quality Guidelines:	Risks Addressed
1	Association to Government is demonstrated using Emblem/Logo in proper ratio and colour, prominently displayed on the homepage/homescreen of the website/app.	Q8
2	Ownership information is displayed on the homepage/homescreen and on all important entry pages/screens of the website/app and each subsequent page/screen is a standalone entity in terms of ownership, navigation and context of content.	Q8
3	Source of all documents, not owned by the dept. that have been reproduced in part or full, is mentioned.	Q3
4	Due permissions have been obtained for publishing any content protected by copyright.	Q3
5	Homepage/homescreen of website displays the last updated/reviewed date.	Q7
6	Complete information including title, size, format and usage instructions is provided for all downloadable material.	Q7
7	Statement: With respect to each, Circular, Notification, Document, Form, Scheme, Service and Recruitment notice, the following should be clearly listed on the Website: Complete title Language (if other than English) Purpose/procedure to apply (as applicable) Validity (if applicable)	Q7
8	All outdated Announcements, Tenders, Recruitment notices, News and Press Releases are removed from the website and/or placed into the archives as per the archival policy.	Q7
9	All information about the government organisation, useful for the citizen and other stakeholders, is present in the 'About Us' section and a mechanism is in place to keep the information up to date.	Q6, Q7
10	Website has a 'Contact Us' page providing complete contact details of important functionaries in the government organisation and this is linked from the homepage/homescreen and all relevant places on the website/app.	Q6, Q7

Sl No.	Quality Guidelines:	Risks Addressed
11	Feedback is collected through online forms and a mechanism is in place to ensure timely response to feedback/queries received through the website.	Q10
12	Website provides a prominent link to the 'National Portal' from the homepage and subsequent pages belonging to the National Portal load in the new browser window.	Q7,Q9
13	The website has been tested on multiple browsers. Hindi/Regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).	Q9
14	The website has a readily available Help section linked from all pages of the website.	Q6, Q7
15	Website uses Cascading Style Sheets (CSS) to control layouts/styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes.	Q9
16	Website is readable even when style sheets are switched off or not loaded.	Q9
17	Proper page title and language attribute along with metadata for page like keywords and description are appropriately included.	Q9
18	Minimum content as prescribed in the guidelines is present on the homepage/homescreen and all subsequent pages/screens.	Q6, Q7
19	Data tables have been provided with necessary tags/markup.	Q9
20	Content of the web page prints correctly on an A4 size paper.	Q9
21	Website is in the nic.in or gov.in domain. Educational Institutions and Research and Academic Institutions, which are eligible for registration under 'gov.in' may use 'edu.in', 'res.in' or 'ac.in' domains.	Q8
22	API integration with key government platforms (India Portal, DigiLocker, Aadhaar, Single-Sign-On, MyGov, Data Platform, MyScheme) and similar websites of the government organisation must be enabled for seamless exchange of Information and data.	Q7, Q8, Q10
23	The government organisation must ensure a consistent user experience and visual identities across all its websites/apps.	Q1, Q4, Q9
24	Websites/apps must provide integration with popular social media.	Q1, Q3, Q5, Q7
25	The language is free from spelling and grammatical errors.	Q7, Q9

Sl No.	Lifecycle Management Guidelines:	Risks Addressed
1	The government organisation has nominated a WIM as defined in the guidelines.	Q1
2	It has been ensured that all stationery of the government organization as well as advertisements/public messages issued by the government organization concerned prominently display the URL of the web site.	Q2
3	Website has the following clearly defined policies and plans approved by the WIM. Copyright Policy Content Contribution, Moderation and Approval (CMAP) policy Content Archival (CAP) policy Content Review (CRP) policy Hyper linking Policy Privacy Policy Terms & Conditions Website Monitoring Plan. Contingency Management Plan Security Policy	Q3, Q4, Q5, Q7
4	The mechanism is in place to check the accuracy of Hyperlinked Content and clear indications are given when a link leads out to a non-government website.	Q4
5	It is ensured through content moderation and approval policy that Website content is free from offensive/discriminatory language.	Q7
6	Documents/Pages in multiple languages are updated simultaneously.	Q7
7	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.	
8	There are no links to 'under construction' pages.	Q7
9	Documents are provided either in HTML or other accessible formats.	Q9
10	Website is bilingual with a prominent language selection link and uses Unicode characters.	Q9, Q6, Q7

Sl No.	Accessibility Guidelines:	Reference	Risks Addressed
1	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.	WCAG 2.1 - 1.1.1	A1
2	For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a	WCAG 2.1 - 1.2.1	A1

SI No.	Accessibility Guidelines:	Reference	Risks Addressed
	<p>media alternative for text and is clearly labelled as such:</p> <p>Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.</p> <p>Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content.</p>		
3	Captions are provided for all pre-recorded audio content in synchronised media, except when the media is a media alternative for text and is clearly labelled as such.	WCAG 2.1 - 1.2.2	A1
4	An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronised media, except when the media is a media alternative for text and is clearly labelled as such.	WCAG 2.1 - 1.2.3	A1
5	Captions are provided for all live audio content in synchronized media.	WCAG 2.1 - 1.2.4	A1
6	Audio description is provided for all pre-recorded video content in synchronized media.	WCAG 2.1 - 1.2.5	A1
7	Information, structure and relationships conveyed through presentation can be programmatically determined or are available in text.	WCAG 2.1 - 1.3.1	A6, A9
8	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	WCAG 2.1 - 1.3.2	A6, A9
9	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation, or sound.	WCAG 2.1 - 1.3.3	A1, A2, A3, A4
10	Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	WCAG 2.1 - 1.3.4	A4, A5
11	<p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <p>The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</p> <p>The content is implemented using technologies with support for identifying the expected meaning for form input data.</p>	WCAG 2.1 - 1.3.5	A6
12	Colour is not used as the only visual means of conveying	WCAG 2.1 -	A1

SI No.	Accessibility Guidelines:	Reference	Risks Addressed
	information, indicating an action, prompting a response, or distinguishing a visual element.	1.4.1	
13	If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	WCAG 2.1 - 1.4.2	A4, A5
14	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: Large Text: (18 pt. or 14 pt. bold) Large-scale text and images of large-scale text have a contrast ratio of at least 3:1. Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no contrast requirement.	WCAG 2.1 - 1.4.3	A1
15	Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	WCAG 2.1 - 1.4.4	A1, A4
16	If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Customizable: The image of text can be visually customised to the user's requirements. Essential: A particular presentation of text is essential to the information being conveyed.	WCAG 2.1 - 1.4.5	A1
17	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels; Except for parts of the content which require a two-dimensional layout for usage or meaning.	WCAG 2.1- 1.4.10	A6
18	The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent colour(s): User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author. Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	WCAG 2.1- 1.4.11	A6

Sl No.	Accessibility Guidelines:	Reference	Risks Addressed
19	<p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <p>Line height (line spacing) to at least 1.5 times the font size. Spacing following paragraphs to at least 2 times the font size. Letter spacing (tracking) to at least 0.12 times the font size. Word spacing to at least 0.16 times the font size.</p> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	WCAG 2.1-1.4.12	A6
20	<p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <p>Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus unless the additional content communicates an input error or does not obscure or replace other content.</p> <p>Hover-able: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing.</p> <p>Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</p>	WCAG 2.1-1.4.13	A4, A5, A6
21	<p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	WCAG 2.1 - 2.1.1	A5
22	<p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	WCAG 2.1 - 2.1.2	A5
23	<p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <p>Turn off: A mechanism is available to turn the shortcut off.</p> <p>Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt).</p>	WCAG 2.1 - 2.1.4	A5

SI No.	Accessibility Guidelines:	Reference	Risks Addressed
	Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.		
24	<p>For each time limit that is set by the content, at least one of the following is true:</p> <p>Turn off: The user is allowed to turn off the time limit before encountering it; or Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</p> <p>(b) Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, “press the spacebar”) and the user is allowed to extend the time limit at least ten times; or</p> <p>(c) Real-time Exception: The time limit is a required part of a real-time event (for example, an auction) and no alternative to the time limit is possible; or</p> <p>(d) Essential Exception: The time limit is essential and extending it would invalidate the activity; or</p> <p>(e) 20 Hour Exception: The time limit is longer than 20 hours.</p>	WCAG 2.1 - 2.2.1	A4
25	<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <p>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</p> <p>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>	WCAG 2.1 - 2.2.2	A2, A4
26	Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	WCAG 2.1 - 2.3.1	A2
27	A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	WCAG 2.1 - 2.4.1	A6
28	Web pages have titles that describe the topic or purpose.	WCAG 2.1 - 2.4.2	A6
29	If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	WCAG 2.1 - 2.4.3	A6

SI No.	Accessibility Guidelines:	Reference	Risks Addressed
30	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	WCAG 2.1 - 2.4.4	A6
31	More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	WCAG 2.1 - 2.4.5	A6
32	Headings and labels describe topic or purpose.	WCAG 2.1 - 2.4.6	A6, A9
33	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	WCAG 2.1 - 2.4.7	A4
34	All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	WCAG 2.1- 2.5.1	A4
35	For functionality that can be operated using a single pointer, at least one of the following is true: No Down-Event: The down-event of the pointer is not used to execute any part of the function. Abort or Undo: Completion of the function is on the up-event and a mechanism is available to abort the function before completion or to undo the function after completion. Up Reversal: The up-event reverses any outcome of the preceding down-event. Essential: Completing the function on the down-event is essential.	WCAG 2.1- 2.5.2	A4
36	For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	WCAG 2.1- 2.5.3	A9
37	Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: Supported Interface: The motion is used to operate functionality through an accessibility supported interface. Essential: The motion is essential for the function and doing so would invalidate the activity. Functionality that can be operated by device motion or user motion must also be operable by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:	WCAG 2.1- 2.5.4	A5

SI No.	Accessibility Guidelines:	Reference	Risks Addressed
	Supported Interface: The motion is used to operate functionality through an accessibility supported interface. Essential: The motion is essential for the function and doing so would invalidate the activity.		
38	The default human language of each Web page can be programmatically determined.	WCAG 2.1 - 3.1.1	A1, A6, A7
39	The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language and words or phrases that have become part of the vernacular of the immediately surrounding text.	WCAG 2.1 - 3.1.2	A1, A6, A7
40	When any user interface component receives focus, it does not initiate a change of context.	WCAG 2.1 - 3.2.1	A6
41	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	WCAG 2.1 - 3.2.2	A6
42	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	WCAG 2.1 - 3.2.3	A6
43	Components that have the same functionality within a set of Web pages are identified consistently.	WCAG 2.1 - 3.2.4	A6
44	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	WCAG 2.1 - 3.3.1	A6
45	Labels or instructions are provided when content requires user input.	WCAG 2.1 - 3.3.2	A9
46	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	WCAG 2.1 - 3.3.3	A4, A6
47	For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: Reversible: Submissions are reversible. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.	WCAG 2.1 - 3.3.4	A8

Sl No.	Accessibility Guidelines:	Reference	Risks Addressed
	Confirmed: A mechanism is available for reviewing, confirming and correcting information before finalizing the submission.		
48	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes and any IDs are unique, except where the specifications allow these features.	WCAG 2.1 - 4.1.1	A6
49	For all user interface components (including but not limited to form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	WCAG 2.1 - 4.1.2	A6
50	In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	WCAG 2.1- 4.1.3	A6

Sl No.	Security Guidelines:	Risks Addressed
1	The website, web application, web portal or mobile app is Security Audited and an Audit Clearance certificate is issued by NIC, STQC or a CERT-In empaneled vendor before hosting in production environment.	S1-S15
2	Hosting Environment must be secured for ensuring confidentiality, integrity and availability (CIA).	S1-S15
3	Website has clearly defined Security Policy, Privacy Policy and Contingency Management Plan approved by the Web Information Manager.	S1-S15

Extracts of NIC Guidelines for Third Party Security Audit

1. Guidelines

- a. A black box approach of application security audit based on OWASP or other standard is to be adopted for the purpose audit. This may be combined with source code review.
 - b. Security audits are to be conducted in iterative cycles (may be called a level) of testing and code correction till identified safe for hosting.
 - c. In certain cases audit is conducted on a third party URL or on user system. In addition, the auditor, stating that CD contents have been audited, makes the audited contents available on CD in sealed cover to Auditee Organization.
 - d. The Test URL where the test was done as well as the Production URL where the site will be hosted is to be mentioned clearly in the certificate.
2. The Audit Certificate should be complete as to state the permissions on file system/site level required for hosting the site and application.
 - a. Permission includes Read, Execute and Write etc.
 - b. If any other permission is to be given then this also must be clearly stated.
 - c. The certificate to state what permission is to be given at the folder or site level and not to individual files.
 - d. Care to be taken that combined write+ execute permission is not given on any folder/site.
 - e. If there is a requirement in the application for file uploads/ or writing to folders/files, then the absolute URL of the hosting folder needs to be specified along with the permission required.
 - f. In addition, the permission requirement for the rest of the site also needs to be stated. Care should be taken to see that no folder gets a combination of Write + Execute permission.
 - g. Preferably, segregation of dynamic pages or applications into separate folders under a site comprising of static information is to be considered. **Note: Refer Execute Permission in Appendix-1**
 3. The report to mention about the nature of the site: viz: static or dynamic i.e. site with applications.
 - a. If the site is host to Applications with closed user group access, then this is to be stated.
 - b. If the site/application is open for generic visitors, then this is to be stated.
 - c. Kind of authentication used such as Basic or Form Based or certificate based is to be stated
 - d. If the site is host to web based Content Management module as part of the site then this is to be stated.
 - e. The sites as in C. above are to be recommended for SSL deployment for the folder hosting the Closed User group (CUG) application. This is to be done after segregating the CUG application to a separate folder.
 - f. If the site is host to an administration module for administering tender, announcement, auction etc. then this also is to be stated.

4. Non-functional links are to be tested after restoring functionality instead of just being reported as observations on non-functional URLs.
5. Care to be taken in recommending Execute permission for sites. If the applications have not been tested due to non-function and execute permission is recommended, the forms will be subsequently made functional. Therefore, this will mean that applications with vulnerabilities go into production.
6. Clarifications regarding audit report or security certificate or information in the certificate found insufficient to host the site will be sought from Auditor. If required, a revised document may be sought. This is to be stated clearly along with production URL and Staging URL address. The certificate should state clearly as to that, the site is free from application vulnerabilities as per OWASP or any standard prescribed from the competent agency and is safe for hosting

Appendix-1

Execute Permission: The term Execute permission means that a script or application is allowed to execute within the resource context of the host environment.

- a. Ex: An .asp script file hosted in an IIS environment may be given read and Script or Execute access at the site/virtual directory level in addition to Read permission at the file system level.
- b. Whereas a .php script file may be given, read access in an Apache web server host environment.
- c. These permissions may be determined with the help of the developer of the site.
- d. Special care to be taken in case of modules facilitating file uploads. Check should be done that a file once uploaded does not execute within the resource context of the site/folder. Combination of Write + Execute not to be given.

Sample Report Format for Web- application security Audit Conducted for Name of Auditee Organization):

Audit Conducted by (Contact person details with email and mobile): Report

Submitted on (Date):

Test Duration: From (Date): _____ to (Date) _____

URL/IP address of the web Application:

Report Reviewed by:

Report handed over to (Name and contact details of person from auditee organization)

I. Executive Summary

Section –I

Overview of scope, audit-methodologies, tools used, observations, testing methods)

Section - II

List of Vulnerabilities

(Separate table for each IP tested)

IP Address with URL (Description of Machine (IP/OS/Service Running)

S. No.	Vulnerable Point / Location	Vulnerability	Mean of Identification manually /Tool (if Tool mention the name)	Comments / Review of flaw

II. Vulnerability Assessment:

Section –I

Separate Section for each IP

IP with URL: Details of machine IP/OS/Services (For each vulnerable point)

Vulnerable Point: 1/2/3...../n

- a. Vulnerable Point:
- b. Name of Vulnerability:
- c. Steps of Verification of Vulnerability (Proof of concept) with screenshots:

Section –II (if penetration testing is in scope)

For each penetration Penetration –

I/II/III/IV:

Machine Details: (IP/URL/OS/Service) Vulnerabilities

used for exploitations:

Proof of concept with screen shots:(Step by step detail description of penetration) Details of Team engaged for Audit:

S. no.	Name	Email and Phone	Qualification and Certification

Details for Website Security Auditing/Testing

S. No.	Parameters	Description
1	Web Application Name & URL	NSC, Delhi. www.nscd.gov.in with subdomain https://rscl.nscd.gov.in/ https://kpsc.nscd.gov.in/ https://pscp.nscd.gov.in/
2	Operating System Details with version (Eg. Linux, Solaris etc)	
3	Application Server with Version (i.e IIS 5.0, Apache, Tomcat. Etc)	
4	Front-end Tool (Server Side Scripts) (.asp, .php, .jspetc)	
5	Back-end Database (MySql, Oracle, PostgresSQL etc.)	
6	Authorization No. of roles & types of privileges for the different roles	
7	Whether the application contain any content management system (CMS) (if yes then which?)(Eg. Joomla/Wordpress/Drupal etc.)	
8	Total No. (Approximate of Input Forms	
9	Total no. of Input fields	
10	Number of dynamic pages	
11	Number of static pages	
12	No. of login modules	
13	No. of web services, If any	
14	<u>No. of Plugnis if any</u>	
15	<u>Other Please mention</u>	

Detail of Cloud Server

S. No.	Items	Vendor name and address	Item Configuration	Geographical Position	Features
1	Cloud Server with DR details, staging server, CPanel and SSL certificate etc.	NSC, Delhi. www.nscd.gov.in with subdomain https://rscl.nscd.gov.in/ https://kpsc.nscd.gov.in/ https://pscp.nscd.gov.in/			
2	Website cloud service provider				
3	Specification of cloud server				

CODE OF INTEGRITY PACT (CIPP) FORMAT

(To be executed on plain paper and submitted along with Technical Bid for tenders having a value of Rs.10 Lakh or more. To be signed by the same signatory competent/authorized to sign the relevant contract on behalf of NSCD)

Tender no. : NSCD/18011/ETender-13/2025-26

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of _____, 2025

BETWEEN

National Science Centre, Delhi (NSCD), an autonomous organization of Ministry of Culture (MoC) having its headquarters at 33, Block GN, Sector V Kolkata 700091, West Bengal (hereinafter referred as NSCD', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

And

(name and address of the Individual/firm/Company/consortium members through (mention details of duly authorized signatory).hereinafter referred as the "Bidder/Contractor" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns.

Preamble

WHEREAS NSCD has floated a tender (Tender No. :____) (hereinafter referred to as "Tender" and intends to award, under laid down organizational procedures, contract/s purchase order/work order for (name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS NSCD values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS, in order to achieve these goals, NSCD has appointed Independent External Monitors (IEM), to monitor the Tender process and the execution of the Contract for compliance with the principles as laid down in this Agreement. I

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as 'Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and Contract between the parties.

'NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnessed as under:

Article 1: Commitment of NSCD

1. NSCD commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of NSCD, personally or through any of his/her family members, will in connection with the Tender, or the execution of Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) NSCD will, during the Tender process treat all Bidder(s) with equity and reason. NSCD will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - c) NSCD shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
2. If NSCD obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, NSCD will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2- Commitments of the Service provider / Consultant

1. The Service provider/ Consultant commit himself to take all measures necessary to prevent corruption.

He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

1. The Service provider / Consultant will not, directly or through any other person or firm, offer, promise or give to any of NSCD's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
2. The Service provider / Consultant will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelise in the bidding process.
3. The Service provider / Consultant will not commit any offence under the relevant IPC/PC Act. Further the Service provider/ Consultant will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or document provided by NSCD as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

4. The Service provider / Consultant of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly Service provider / Consultant of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. In a tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender. Further, if an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
 5. The Service provider/ Consultant will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
2. The Service provider/ Consultant will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Article 3 - Disqualification from Tender process and exclusion from future contracts

1. If the Service provider / Consultant, either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, NSCD is entitled to disqualify the Service provider / Consultant from the Tender process or terminate the Contract, if already executed or exclude the Bidder/ Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by NSCD. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in the guidelines for holiday listing of NSCD.

The Bidder/ Contractor accepts and undertakes to respect and uphold NSCD's absolute right to resort to and impose such exclusion.

2. Apart from the above, NSCD may take action for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by NSCD.

Article 4 - Consequences of Breach

Without prejudice to any rights that may be available to NSCD under law or the Contract or its established policies and laid down procedures, NSCD shall have the following rights in case of breach of this Integrity Pact by the Bidder(/Contractor(s):

1. Forfeiture of EMO/Security Deposit: If NSCD has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according to Article 3, NSCD apart from exercising any legal rights that may have accrued to NSCD, may in its considered opinion forfeit the Earnest Money Deposit/ Bid-Security amount of the Bidder/Contractor.
2. Criminal Liability: If NSCD obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of PC Act, or if NSCD has substantive suspicion in this regard, NSCD will inform the same to the Chief Vigilance Officer:

Article 6-Equal Treatment of all Bidders/Contractors/subcontractors

1. NSCD will enter into Pacts on identical terms as this one with all Bidders and Contractors.
2. The Service provider / Consultant undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub- contractors/ sub-vendors.
3. NSCD will disqualify Bidders, who do not submit, the duly signed Pact, between NSCD and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 7 - Duration of the pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor 12 months after the completion of work under the Contract, or till the continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Director General, National Council of Science Museums.

Article 8 - Other Provisions

1. This Pact is subject to Indian law, place of performance and jurisdiction is the Head Office/Head Quarters of the Division of NSCD, who has floated the tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Owner/Principal in accordance with this Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 9- LEGAL AND Prior RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard to any of the Provisions under this Pact. Covered

IN WITNESS WHEREOF the parties have signed and executed this Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of Principal/Owner)

(For and on behalf of Bidder/Contractor)

WITNESSES:

(signature, name and address)

(signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the last part of the Agreement

CHECK LIST

S.No.	Nomenclature	Yes/No
1	Whether the Tender documents have been completely read, understood and accepted	
2	Whether soft copy of EMD of ₹75000/- or UTR No. in case of online transfer has been uploaded	
3	Whether hard copy of EMD has been submitted to NSCD	
4	Whether fund transfer details such as UTR Number, date etc. have been uploaded	
5	Whether the Bid is valid for 120 days from the date of opening of financial bids	
6	Whether Technical (Techno-Commercial) Bid” (as per Annexure-B format) has been duly filled in and digitally signed with official stamp.	
7	Whether all relevant documents related to “Technical (Techno-commercial) Bid” as per Annexure-B have been uploaded	
8	Whether the Technical Brochures of each equipment with technical explanation for every feature of the product offered have been uploaded.	
9	Whether the scanned copy of Scope of Work, Bill of Quantities, General Terms & Conditions etc. (Annexure-A and AA.1- AA.3) duly signed by the Authorized Signatory with official stamp as a token of acceptance of the same have been uploaded.	
10	Whether the Financial Bid (BOQ)” (as per Detailed Scope of Work and Bill of Quantities) i.e. Schedule of Price Bid in the item wise tabular format have been duly filled in and digitally signed	
11	Whether the BOQ has been filled up as percentage below/above/at par as per the BoQ	
12	Whether “Cost Break-up” for each quoted components (as per Detailed Scope of Work and Bill of Quantities) duly filled in tabular format and digitally signed with official stamp.	
13	Whether documentary proof for One similar work of value not less than ₹24 lakh of the estimated cost of work. Or Two similar works each of value not less than ₹18 lakhs of estimated cost of work. Or Three similar works each of value not less than ₹12 lakhs of estimated cost of work has been uploaded (Please specify)	
14	Whether Agency Experience (Private/PPP/Joint Venture Projects) (Annexure-D) has been filled up and uploaded	
15	Whether format for availability of Technical Team (Annexure-E) has been filled up and uploaded	
16	Whether format for annual turnover (Annexure-F) has been filled up and uploaded	
17	Whether Declaration as per Annexure-G has been signed and uploaded	
18	Whether the Format for Articles of Agreement (Annexure-H) has been read	
19	Whether comply with the Compliance matrix of GIGW VERSION 3.0(Annexure I)	
20	Post production require to produce the security certificates, STQC and Data as per Annexure K and Annexure L	
21	Whether submit the details of Cloud server and mail server (Annexure M)	
22	Whether submit the details of CIPP (Annexure N)	

(To be typed in official letter head duly signed with official stamp.)

Bid-Securing Declaration

TENDER NO. NSCD/18011/E-Tender-13/2025-26

Date: _____

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the Bank for the period of time of **3 years** starting on _____, if we are in breach of our obligation(s) under the bid conditions, because we:

- (a) have withdrawn our Bid during the period of bid validity specified in the Letter of Bid; or
- (b) having been notified of the acceptance of our Bid by the NSCD during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with ITB 38.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Signed: [Signature & Seal of the bidder]

Name: [insert complete name of person signing the Bid-Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder] Dated on ___ day of, ___ [insert date of signing] Corporate Seal (where appropriate)

[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.