

भारत सरकार, गृह मंत्रालय
नारकोटिक्स कंट्रोल ब्यूरो
वेस्ट ब्लॉक 1, विंग नंबर 5, आर.के.
परम. नई दिल्ली - 66



Government of India
Ministry of Home Affairs
Narcotics Control Bureau
West Block 1, Wing No. 5, R.K.
Puram, New Delhi - 66

File No. XVII/1/website/2021-22

Date 04/12/2021

Invitation of online bids for Design, Development and Maintenance of New Website for Narcotics Control Bureau on GeM portal

Sir,

1. "Online bids" on GeM portal under two bid system from Registered/Approved vendors/firms are invited by the Narcotics Control Bureau for Design, Development and Maintenance of New Website for Narcotics Control Bureau of this RFP. Manual bids shall not be accepted. Tenders from black listed/ banned firms shall not be accepted. Tender document available on GeM portal:-

CRITICAL DATE SHEET

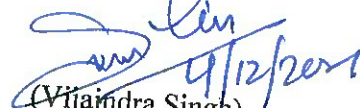
SL.	DESCRIPTION	DATE & TIME
1	Published Date	06/12/2021 (1600 HRS)
2	Bid representation for clarification	Up to 96 hours from bid start time
3	Bid Submission End Date	16/12/2021(1600 HRS)
4	Technical Bid Opening Date	20-12-2021 (1630 HRS)
5	Technical Presentation	Will be intimated in due course after technical evaluation by technical committee
6	Opening of Financial Bids	Will be intimated in due course after technical evaluation by technical committee

2. The address and contact numbers for sending online bids or seeking clarifications regarding this RFP are given below:-

The Director General
Narcotics Control Bureau
West Block No. 1. Wing No. 5,
R. K. Puram, New Delhi-66
Tele:011-26761144, Fax: 011- Fax No. 26185240
Website: narcoticsindia.nic.in

3. This RFP is divided into the parts as follows:-
- (f) **Part I**- Contains Introduction and General information of NCB etc.
 - (g) **Part II**- Scope of work Contains essential details to the items/ services required, such as the Schedule of the Requirements.
 - (h) **Part III**- Terms and conditions, selection process and delivery timelines.
 - (i) **Part IV** – Contains annexure.
4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.
5. You are requested to comply with all the terms and condition mentioned in the RFP and certificate in this regard is to be endorsed on the quote submitted by your firm. Relaxation/ deviation of terms/ conditions if any, should be clearly brought out for consideration, however acceptance of same will solely be at discretion of **Narcotics Control Bureau**.
6. Bid documents may be scanned with 100 dpi with black and white option, in PDF format which helps in reducing size of the scanned document.
7. Bids shall be submitted online only at GeM portal.

Yours faithfully,


(Vijendra Singh)
Deputy Director Admin
NCB

No. XVII/1/website/2021-22
Government of India
Ministry of Home affair
(Narcotics Control Bureau)

Request for Proposal

**for Design, Development and Maintenance of
New Website for Narcotics Control Bureau**

*Deputy Director (Admin)
Narcotics Control Bureau
West Block-1, Wing -5
R.K.Puram New Delhi-110066
Tel:91-11-26171110
E-mail:-narcoticsbureau.nic.in*

Table of Contents

S.NO.	Description	Page No.
1	<i>Introduction</i>	3
2	Scope of work and requirement analysis	4-16
3	Timeline for completion of activities	17
4	Eligibility Criteria	18-19
5	5.1 Technical Proposal	20-21
	5.2 Financial proposal	22
6	Submission of Proposals	23
7	Opening of bid	23
8	Selection Process	24-25
9	Terms and Conditions	28-30
10	Important dates	32

Table of Annexure

S.No.	Description /Formats	Annexure	Page N0.
1	Authorization Letter	Annexure-I	30-31
2	Format for Vendor Particulars	Annexure-II	32
3	Vendor's Experience	Annexure-III	33-34
4	Format for Technical bid	Annexure-IV	35-36
5	Format for financial bid and Bid Security Declaration	As per GeM	37
7	Instructions for online Bid Submission	As per GeM	38

Design, Development and Maintenance of website Narcotics Control Bureau (NCB)

Request for Proposal

1. Introduction

The Narcotics Control Bureau is an Indian central law enforcement and intelligence agency under the Ministry of Home Affairs, Government of India. The agency is tasked with combating drug trafficking and the use of illegal substances under the provisions of Narcotic Drugs and Psychotropic Substances Act.

The Narcotics Control Bureau is the apex coordinating agency. It also functions as an enforcement agency through its zones and sub-zones. Zones located at Ahmedabad, Bangaluru, Chandigarh, Chennai, Delhi, Guwahati, Indore, Jammu, Jodhpur, Kolkata, Lucknow, Mumbai, and Patna. Sub-zones located at Ajmer, Amritsar, Bhubaneswar, Dehradun, Goa, Hyderabad, Imphal, Mandsaur, Madurai, Mandi, Ranchi and Kochi.

a. Objectives of NCB

The Narcotics Control Bureau was created in March 1986 in terms of Section 4 (3) of the Narcotic Drugs and Psychotropic Substances Act, 1985, which envisages an authority for taking measures with respect to such matters under the Act as may be specified by the Central Government, subject to the supervision and control of the Central Government. The notification dated 17-3-1986 constituting the NCB sets out the following charter for the Bureau:

- i Co-ordination of actions by various officers, State Governments and other authorities under the principal Act, the Customs Act, 1962, the Drugs and Cosmetics Act, 1940 and any other law for the time being in force in connection with the enforcement of the principal Act.
- ii Coordination among various Central and State Agencies engaged in drug law enforcement.
- iii Assistance to the concerned authorities in foreign countries and concerned international organizations with a view to facilitating coordination and universal action for prevention and suppression of illicit traffic in narcotic drugs and psychotropic substances.
- iv Coordination of actions taken by the Ministry of Health and Family Welfare, the Ministry of Welfare and other concerned Ministries, Departments or Organization in respect of matters relating to drug abuse.

- v Coordination among various Central and State Agencies engaged in drug law enforcement;
- vi Assisting States in enhancing their drug law enforcement effort;
- vii Collection and dissemination of intelligence
- viii Analysis of seizure data, study of trends and modus operandi.
- ix Preparation of National Drug Enforcement Statistics.
- x Liaison with International agencies such as UNDCP, INCB, INTERPOL, Customs Cooperation Council, RILO etc.
- xi National contact point for intelligence and investigation

This RFP is for the selection of an agency to develop NCB website for a dynamic and responsive design, address security issues, manageability of content while maintaining compliances especially GIGW compliance. The agency should be having proven expertise in System Study, Design, Development, Implementation and Maintenance of Website / Web Portal / Web enabled application using latest available technologies like PHP, Java, .Net, Open Source, CMS such as Drupal etc. Broadly the scope of work includes

2 (A) Scope of Work

- i. Study, Requirement understanding and Analysis with respect to developing new NCB Website.
- ii. Design, Development and Maintenance of Web based applications and integration with technologies.
- iii. Content Management System of the website for progress and current status, media reports, including event photo-shoots, live feeds, social media contents, if any and periodic archiving the old contents automatically, etc.
- iv. Agency would be required to provide onsite/ off-site Warranty, Maintenance, and Technical Support from the date go live on NIC server, and Annual maintenance of website/ application with onsite technical support for minimum one year and can extended for further .
- v. To ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> in full along with mobile compatibility.
- vi. Ensure that the website is security audited by a CERT-IN empanelled agency.
- vii. Identify and execute training requirements for successful execution of project along with preparation of User Manual.
- viii. Creation of manuals and documents for the project executed.

2 (B) Requirement Analysis

It will be a **bilingual** website for this event and it will enable the participants to create there login credentials and apply for either NCB, as per their interest, following the notifications issued by the NCB. Basic constituents of website will be,

2. (C) Front-end related activity

- a. Home page will have sections for Login, Notifications, Activity Calendar, Media, Reports and Archives.
- b. Login credentials creation module for Admin and employee.
- c. Login forms for Missions, administrative authorities and Event Manager for their respective roles.
- d. Data reception forms / pages for each role, wherever required.
- e. Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.
- f. Reports Section for each role.
- g. Archival of the data.

2 (d) Back-end related Activity

- a. Designing database components as tables, structures, views and queries, wherever required.
- b. Integration of these components with the website component.
- c. Database backup and restore utilities.

2 (e) The probable information flow of website

a. Online Process Initiation

1. NCB uploads notification about vacancies, tenders and circulars.
2. NCB uploads various press notes, video, image of important events.
3. Public can upload their information about illegal drug abuse, cultivation, trafficking with images and video with or without showing his/her identity.
4. NCB Admin or Zones admin can upload employee's details i.e. PIMS (personal information management system), Pay slip, GPF, Form 16 and other details.

3 Offline Activity

The NCB will be scrutinized and take necessary action on information received from public on illegal drug abuse, cultivation, trafficking with images and video.

The NCB will scrutinize on feedback received from public.

4 Components of Website

Design and development of NCB Dynamic website
Dynamic Website pages can display different content from the same source code
changes in contents of web page while page is running on client's browser
Every visitor to that page will be greeted by the exact same text, multimedia design or video every time he visits the page until you alter that page's source code.
Dynamic web pages they changed according to run time. Dynamic sites reduce ongoing maintenance costs, make data management very efficient, and enable the addition of any future add-ons such as data feeds or a comprehensive site search
The website should follow the GIGW guideline and certified by STQC, DEITY and GIGW compliance
Proposed Dynamic website of NCB
Home (Header having menu tabs) A Photo of DG NCB B DG NCB Message C Scrolling the Photo gallery D Scrolling the link of important event E Motto of NCB F Search bar (website search facility) G Having Tips Pop up a window for submitted the any information share with NCB with photo or video option for hides or show informer identity.
Global navigation header (side panel) menu About NCB About director office (information provide by Establish section) About NCB Photo with brief details of DG's (information provide by PA to DG) Citizen Charter E-notice Board for public NCB strategic vision (2021-2025) Drug free India (desensitization and reprocessing therapy)

<p>Holistic wellness group therapy Individual therapy HIV and AIDS</p>
<p>National co-operation System will allow uploading / managing the content related to national co-cooperation agreements. Website will allow sharing of content like Video, images to the social media account which is operated by NCB</p>
<p>International co-operation System will allow uploading / managing the content related to international co-cooperation agreements. Website will allow sharing of content like Video, images to the social media account which is operated by NCB</p>
<p>Vacancies/ Carrier Circulars of various vacancies of NCB publish in PDF (hyper link) Blink</p>
<p>About NCB About director office About NCB</p>
<p>Proposed in photo gallery Photograph on various functions and event</p>
<p>DLEA (Drug law Enforcement Act) NDPS Act PITNDPS Act RCS order 2013 Handbook for field officer (PDF) Handbook for Zonal Officer (PDF) As PDF format (can download)</p>
<p>Latest News appear in popup window with scrolled news lines</p>

Photo gallery scrolled on main page and stored in photo gallery with write-up option (Can updated by admin)

Video gallery (Photo and video can play on main page) video also stored in video gallery

Press release upload the press release on popup window or press released tab

Former NCB Head Photo with brief details of former head of NCB

Contact us

NCB Hqrs, Regions, Zones and Sub Zones are shown in India Geographic map with locations blinking with brief details of Regions, Zones and Sub Zones. head name, address, phone number, email address, etc

Submit a Tip if anyone have a tips for NCB with or without shown his/ her identity Use this page to report what appears to you as a possible violation of controlled substances laws and regulations. Violations may include the growing, manufacture, distribution or trafficking of controlled substances. The information will be reviewed promptly by a NCB special agent or a professional staff member.

Most wanted fugitives modules

New website will high light the photos and information of the most wanted fugitives section on the homepage who have been alleged of carious federal violations under the NDPS Act 1985.

The overall list can be viewed by clicking on view more options

UP coming event Page

Website indicates the schedule for upcoming national and international events involving NCB.

E-learning

Upload various resources about various topics/ modules. Drug trafficking

Drug prevention, treatment and care Cognitive behavioral theory (CBT) Etc. Video thumbnails links to social media link like you tube, twitter etc

Rehabilitation

CMS will include the rehabilitation module highlighting the information about Government as well as rehabilitation centers in India

Drug treatment programs.

System will allow uploading/ managing of programs which are organized by the government in collaboration with other national /

<p>international departments.</p> <p>Uploading testimonials of patients who have undergone the treatment and recovered.</p> <p>Initiatives/ programs and schemes undertaken by the government to treat and eradicate drug trafficking</p> <p>System will allow to upload NCB speak/ video on drug rehabilitation</p> <p>Allow user to raise a query to the department by providing few details like name email id and query.</p>
<p>Employee corner</p> <p>Employee login</p> <p>Forgot password/ user id</p> <p>Download pay slip, GPF slip, form16</p> <p>Download any order, notice,</p> <p>Posting details, with tenure</p> <p>Personal information system (Family details) Courses</p> <p>NDPS Act, PITNDPS Act, Rules, Instructions, Vacancy circulars.</p> <p>E-shiksha or e-course, training calendar for various courses</p> <p>(for online course for NCB)</p> <p>Download various forms</p>
<p>Laboratory and forensic science services</p> <p>Website will include the laboratory and forensic science module which will populate a brief information regarding the forensic science and research services provided by the National forensic science university of India and provide a read more hyperlink to navigate the users to the respective website.</p>
<p>Narcotics Drugs photos and brief details of Narcotics Drugs</p> <p>Psychotropic Substances</p> <p>Photos and brief details</p> <p>Precursors Substances photo with Brief details</p>
<p>NCB partners</p> <p>Details of NCB partners with</p> <p>Hyperlink concern organization</p>
<p>Treaty Compliance Promoting the consistent application of the International drug control</p>

<p>Treaties. Evaluation of overall treaty Compliance Country missions Evaluation the implementation by govt of recommendations by the board its country missions</p>
<p>Site and page layout management Website will support the creation. Modification and deletion of templates to enable easy management of site and page layout and navigation Theme/ designing will be done in such a way in which the website looks almost exactly the same while viewing it via AMP(Accelerated Mobile Pages)</p>
<p>Content creation and work flow management</p>
<p>Content publish control</p>
<p>Social media integration Support publishing of video including a social media integration module for data video images on youtube, facebook twitter linkedin etc</p>
<p>Notification Support the creation of an alert to a specific event i.e content amendment, Content expiration date approaching.</p>
<p>Search engine optimization Website includes the ability to alter title tags. Meta description. Alt tag and header. The site will be built to be easily crawled by search engines.</p>
<p>COPE capability Website support hierarchical creation of sites (i.e parent/ child site in the same domain) and enable the child site to either inherit the look and feel of the parent site or have its own style and branding</p>
<p>Extendibility Website will have a well defined framework for extending the functionality of the core product, by adding more modules.</p>
<p>Performance adherence Will be able to provide the following performance features Load balancing Throughput Authorization period of time Role base access control model Creation of user roles</p>

Delegated admin of role and admin
Reports Will generate annual, monthly and daily reporting that will be done in various formats.
PCI and Compliance Sensitive data such as user credentials. Password and other information will be stored in encryption format.
Master Management Add a new record Edit a record Allow user to create and manage relevant master data in system User data base with encrypted password, name, designation, email, contact no, reporting officer with contact details
Footer section Static content management of following links and related web pages Terms and condition Privacy policy Copyright policy Hyperlink policy Accessibility statement
FAQ Add/ Edit/ Update the content as and when required
Site map Site map of website
Usage statistics Total no. of visitors for website.
Miscellaneous features Disclaimer Copyright policy Hyperlink policy Terms and conditions Privacy policy Website policy Accessibility statement
Publication Upload the various NCB publications i.e. Annual Reports, Narcontrol in PDF, etc

5 Detailed Scope of Work

5. (A) Scope for Website Re-design and development

- a. An overhaul of the website design to make its layout more attractive, user friendly, practical and mobile phone friendly.
- b. Website must be responsive and should be bi-lingual (**Hindi & English**) with uniform and user friendly presentation of the contents.
- c. Website must be designed and developed using latest open source Content Management System (CMS) and deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW).
- d. Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly, Highly user-friendly information architecture (IA) and clear navigation.
- e. The design and development of the new NCB website should be at par in comparison with other international narcotics control websites and other intelligence agencies.
- f. An 'easy to find' tab may be installed in the corner of the homepage to quickly connect website visitors to the top requested services or pages.
- g. A dedicated 'search bar' should be provided on website homepage to extend an overall website search facility.
- h. A hamburger menu icon on the top left corner of the website should be there to condense the traditional top navigation and make website navigation on mobile devices easier and user friendly.
- i. A website 'visitor counter' at the bottom of the homepage should be provided towards generating data on website traffic volume and facilitating future web analytics.
- j. The centre piece of the homepage should be a "slideshow photo gallery counsel" constantly displaying latest imagery on national and international events involving NCB and substantial seizures made by NCB on a PAN India basis.
- k. Featured Campaigns initiated and run by NCB should be highlighted on the homepage.
- l. NCB's strategic vision from year 2021-2025 should be highlighted on the homepage which may include :
 - i. Introduction
 - ii. Value Proposition
 1. Normative and Policy support
 2. Investment plans
 3. Analysis & Research Evidence
 - iii. Department should be able to upload any photo/video content as well
- m. Feedback
 - i. A tab may be provided on the homepage for the visitors wishing to submit qualitative feedback and to report problems, forward public complaints etc.
 - ii. Option for users to keep their identity as Anonymous
 - iii. Department should have provision to view the identity of the person if required in future.
- n. Typeface/Font family
 - i. Universally, the 'Serif' typeface or font family is believed to project stability and trustworthiness. NCB may adopt the same for its website.
- o. RSS Feeds
 - i. A facility of RSS feeds URL may be given on the homepage for those subscribers/visitors who

actively hanker for regular updates on NCB related events.

- p. Hyperlinks to NCB's social media accounts viz. YouTube and Twitter must be given on the homepage.
- q. Email Subscription overlays may be provided to capture email subscribers to NCB's website so as to facilitate forwarding of event updates and bulk messages on June 26th celebrations to general public in a cost effective manner.
- r. In order to project a more humane face, a tab/hyperlink/micro site listing state specific, Government or government authorized treatment centers offering substance de-addiction and rehabilitation facilities and their contact particulars. The department should be able to upload content related to :
 - i. Various initiatives/ programmes & schemes undertaken by NCB to spread awareness on drugs how to combat drug trafficking in collaboration with international departments of narcotics and drug control.
 - ii. NCB speaks/videos
 - iii. Testimonials of drug addicts who have successfully undergone treatments at rehabs.
- s. Towards fulfilling its co-ordination mandate, a tab with hyperlinks to websites of all sister Drug Law Enforcement Agencies (DLEA)/CPAFs/CPOs that have been empowered under the NDPS Act 1985(as amended) to conduct search, seizure and investigation of NDPS cases may be given on the 'Contacts' page.
- t. A tab to "Upcoming events" page/section of the website indicating the schedule of upcoming national and international events involving NCB may be provided on the homepage.
- u. CMS should include Treaty compliance which may include :
 - i. Promoting the consistent application of the international drug control treaties
 - ii. Evaluation of overall treaty compliance
 - iii. Country missions
 - iv. Evaluation of the implementation by Governments of recommendations made by the Board following its country missions
 - v. Evaluation of the implementation by Governments of the recommendations made by the Board in its annual reports.
- v. e-Learning module be provided on the homepage for 'e-shiksha' or 'e-course' for uploading online courses from NCB.
 - i. Dynamic Photo/Video Gallery
 - ii. Dynamic Banner image slider
 - iii. E learning may cover content on following topics like Drug Trafficking
 - 1. Drug Prevention, Treatment and Care
 - 2. Cognitive Behavioral Theory(CBT)
 - 3. EMDR(Eye Movement Desensitization and Reprocessing) therapy
 - 4. Holistic Wellness
 - 5. Group Therapy
 - 6. Individual Therapy
 - 7. HIV & AIDS
 - 8. Psychotropic substances
 - iv. Provision to add more topics when required in future.

- v. Video thumbnails links to social media like YouTube, Twitter etc
- w. All the content will be provided by the department
- x. All current and relevant notifications w.r.t NDPS Act & rules should be available on the website in a readily downloadable manner.
- y. A tutorial/e-knowledge page may be introduced for concept notes/data.
- z. An e-notice board facility may be extended for uploading inter-office circulars, office orders should be there.
- aa. CMS should have feature to generate Annual, Monthly and daily reports in excel, CSV format that will be done through this system on the basis of data available in the system.
- bb. Rights available to the Zonal offices/Regional offices/NCB HQ level to be decided up on the same to be incorporated in the upcoming website w.r.t updation of various information/data.
- cc. CMS should include a social media integration module where the content on the website can be shared easily to the social media accounts linked with NCB like Facebook, Twitter, Instagram etc.
- dd. CMS should highlight twitter feeds/ updates on the homepage and should be updated in real time as and when the relevant updations.

This section provides indicative scope of work for empanelled vendors. However below work is only indicative and would depend upon actual requirements of user department.

6. Design, Development, Implementation, Training and Maintenance of Customized Web Based application/portal solutions/ Web designing. Indicative activities include:

1) Analysis

- a.** Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan
- b.** Detailed discussions with concerned stakeholders to understand the overall objectives of the assignment
- c.** Finalization of Project Objectives/Requirements
- d.** Submission of detailed Project Proposal / Plan Signoff on detailed project plan, activities, timelines etc. from concerned stakeholder

2) Design

- a.** Detailed Requirement gathering and analysis includes CMS design. Apart from uploading the contents the CMS will also enable the user to assign specific timeline for the contents to be displayed on the website.
- b.** Study and analysis of existing /Similar website and include best practices in draft design
- c.** Carry out a System Study to prepare the SRS and FRS
- d.** Detailed High level and Low level application designs
- e.** Information Integration and Consolidation
- f.** Client Sign-off for Requirement Analysis

- g. Preparation of Content Structure/ Information Architecture for the website*
- h. Approval of prototype (design interface) developed by vendor*
- i. Coordination and collection of required content from the concerned stakeholder*
- j. Approval on the content gathered by the client department*
- k. Design should comply on all parameters with guidelines issued by Government of India for websites*
- l. Comply with website security guidelines issued by NIC and DIT, GoI.*

3) Developing the Website

- a. Coding / Temporary Demo server*
- b. Content Population and content management system*
- c. Provide front-end user interface that allows a user, even with limited expertise, to add, modify and remove content from a Web site*
- d. Application Development and Unit Testing, Integration Testing, System Testing and Functional Testing*
- e. Testing of developed website based upon*
 - Compliance to applicable guidelines*
 - Assess the user objective achievement etc.*
- f. Ensure that the website is GIGW Compliance certified by STQC*
- g. Completed website components for UAT*
- h. UAT Sign-off by user department*
- i. Modification based upon user feedback*
- j. Sign off on developed website by user department*

4) Operation and Maintenance support

- a. Identify and execute training requirements for successful execution of project*
- b. Creations of necessary documents and User Manual for training*
- c. Support in handover of website to user department*
- d. Support on Training/ Demo on need basis*
- e. Warranty Maintenance / Annual Maintenance of website*
- f. Warranty Maintenance of website would commence from the date of hosted live on NIC cloud server.*
- g. Annual maintenance of website for technical support would start after completion of warranty period*

5) Designing interface/ mechanism for website so that it can be opened in mobile devices without cutting/deleting any information

6) Implementation of map based Location Assistance system

7) Designing, development and integration

- a. Design of database component of the website and its integration with different modules.*
- b. Generation of SMS and acknowledgement, wherever required.*
- c. Automated/custom generation of necessary reports.*

8. Adherence to Web Application Audit / Compliance and Approval / Security Features

9. Design and Development of Web application Devices having capability to connect directly to Service Provider's central system through laptops, handheld devices, mobile etc. used for financial inclusion at grassroots level. Application should

- i. Provide multichannel support (Biometric service points, Internet operated devices, Mobile, etc.).*
- ii. Have standard interface capabilities (standards like ISO, XML, web services).*
- iii. Multiple backend systems interfacing capabilities.*
- iv. Capability of integration with the National Portal*

10. Indicative Deliverables

- *High Level Design/ Architecture Document*
- *Performance Test Reports*
- *Security Test Reports*
- *UI Usability Report*
- *Deployment Script*
- *User Manual/SOP*
- *Technical Manual*

- *Data Backup/ Archival Process*
- *Requirement Traceability Matrix*
- *Source Code*
- *Infrastructure design document*
- *Development and implementation of the online web strategy with major upgrades in the design and content of the current website.*
- *New website hosted and maintained on the new server.*
- *Development of new content for the website (an indicative list mentioned above).*
- *Frequent updates on the website.*
- *Prompt and Proper Maintenance of website.*

11. Timeline for completion of activities

*This timeline is indicative and will be finalized with the successful vendor post selection. This website will be hosted as sub-domain of **gov.in***

1. Vendor will develop the application

- a.** *04 Weeks - Designing of website with full functionality along with CMS*
- b.** *02 Weeks – For fine tuning the website with exhaustive debugging and validating from user end.*
- c.** *02 Weeks – Website auditing, hosting and training.*

2. NCB nodal officer will supervise the flow and working of individual module of website under-construction.

12. Minimum Eligibility Criteria

The Agency should be able to provide a qualified web designing, building and maintenance team, for undertaking this assignment. The Agency team would work closely with the NCB. A confirmation letter from the Agency for being able to provide the qualified team should be attached. Details of the team dedicated to the NCB project should be provided.

The minimum eligibility criteria provided below for ready reference –

Sl. No.	Description	Document / Proof
1	The agency should give details like name, profile etc. The agency should be registered with the Service Tax department and carry a valid PAN/TAN. Proof of the same must be submitted.	<ul style="list-style-type: none">- Copy of Service Tax Registration- Copy of PAN Card- Copy of TAN Card <p>Details are to be submitted in the format given in Tech Bid: Details of the Bidder Organization</p>
2	The agency should produce Articles of Association (in case of registered firms), Bye laws and certificates for registration issued by the Registrar of Companies. (Please upload only relevant portions)	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association
3	<p>The agency's turnover should be more than Indian Rs. 5 Crore average over the last three years viz, 2017-18, 2018-19 and 2019-20. A certificate to this effect from Chartered Accountant in original must be submitted.</p> <p>Bidder should have a positive net worth during the last three financial years (2017-18, 2018-19 and 2019-20.</p>	<p>Copy of duly certified statement from appointed statutory auditor</p> <p>Details are to be submitted in the format given in Tech Bid: Financial Details of Bidder and</p> <p>Copies of Income Tax returns for the last three years (2017-18, 2018-19 and 2019-20.</p>
4	An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of IT services.	Details are to be submitted in the format given in Tech Bid: Declaration that the bidder has not been blacklisted
5	An undertaking (self-certificate) that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.	Certificate from any of the Government body as a proof.

6	<i>The bidder should have completed at-least 5 orders for website development during the past three years i.e 2017-18, 2018-19 and 2019-20. with requisite manpower for a similar scope of work.</i>	<i>Copies of purchase orders in last three financial years i.e. 2017-18, 2018-19 and 2019-20. and linked satisfactory completion certificates may be submitted as supporting documents.</i>
7	<i>The Agencies shall furnish, Earnest Money Deposit (EMD) in the form of Bid security declaration on company letter head</i>	<i>Details are to be submitted with the covering letter.</i>
8	<i>The Agency should hold a valid CMMi Level 5 certificate/ ISO 9001</i>	<i>Copy of Valid Certification.</i>

12.1 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. Ability 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.*

12.2 Essential knowledge and experience:

- a. Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.*
- b. Expertise with HTML and content-management systems and latest trends and technology in website content and social media.*
- c. Strong analytical and research skills, including the ability to analyze audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites.*
- d. Knowledge of the mandate and work of a government department website would be desirable.*

12. Proposal:

Interested Agencies are invited to submit their proposals for the assignment, which must include the following, as detailed subsequently in this document:

- a. Technical Proposal and
- b. Financial Proposal

The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

12.1 Technical proposal

The Agencies are expected to provide the Technical Proposal as specified in the RFP Document. Material deficiencies in providing the information requested for may result in rejection of a proposal.

The Technical Proposal shall contain the following documents:

Sl. No.	Description	Document / Proof
1	<i>Details of agency mentioning the name, address, Email and mobile phone number of the bidder/authorized representative.</i>	<i>Details are to be submitted in the format given in Tech Bid: Details of the Bidder Organization</i>
2	<i>Proof of registration with the Service Tax department and carry a valid PAN/TAN.</i>	<i>- Copy of Service Tax Registration - Copy of PAN Card - Copy of TAN Card</i>
3	<i>The agency should produce Articles of Association (in case of registered firms), Bye laws and certificates for registration issued by the Registrar of Companies.</i>	<i>Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association (Please upload only relevant portions)</i>
4	<i>The Agency should hold a valid CMMi Level 5 certificate /ISO 9001</i>	<i>Copy of valid CMMi certification/ ISO 9001</i>
5	<i>Proof of agency's turnover during the last three years and provisional for 2020-21</i>	<i>A certificate to this effect from Chartered Accountant in original must be submitted. And Copies of Income Tax returns for the last three years</i>
6	<i>An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution and there has been no</i>	<i>Declaration that the bidder has not been blacklisted</i>

	<i>litigation with any government department on account of IT services.</i>	
7	<i>Certificate from any of the Government body that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</i>	<i>Certificate from any of the Government body as a proof.</i>
8	<i>The bidder should have completed at-least 5 orders for website development during the last three years with requisite manpower for a similar scope of work.</i>	<i>Copies of purchase orders in last three years and provisional for 2020-21 and linked satisfactory completion certificates may be submitted as supporting documents.</i>
9	Bid security Declaration must be submitted by bidder on its company letter head	Bid security Declaration must be submitted by bidder on its company letter head

(i) Letter of Technical Proposal Submission.

(ii) Profile and Track Record of the Agency.

(iii) Case studies of large brands handled, with focus on results achieved through web designing and development.

(iv) Detail of award winning web designing and building assignment (s) handled, if any.

(v) Defined deliverables have to be mentioned in the technical proposal with timelines.

(vi) Detail of the team proposed to be deployed to work with the NCB, with qualifications and experience of the team members must be provided.

(vii) An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Agency in the financial proposal **(the cost is not to be indicated in the undertaking)**. The above undertaking submitted by the agencies would be binding on the Agency.

The Technical Proposal shall not include any financial information.

12.2 Financial Proposal

- 12.2. a In preparing the Financial Proposal, Agencies are expected to take into account the requirements and conditions outlined in the RFP document.

Letter of Financial Proposal should include:

- (i) **Total fee**, from the date of issue of work order. For Financial Evaluation, the total fee for the assignment will be considered. This Fee should all include costs/expenses of the Agency for undertaking work as detailed in the Scope of Work.
- (ii) **Break-up of costs** for each of the items of work listed in the Scope of Work are to be submitted on a separate sheet of paper.

It is to be noted that

- a) Taxes / VAT as applicable in India will be paid as per actual and the same are **not** required to be indicated in the financial bid.
- b) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by NCB.
- c) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- d) All prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.

13. SUBMISSION OF BIDS IN RESPONSE TO THERFP

- The bids shall be submitted online at GeM.
- Manual Bids will not be accepted.
- The Bidder has to digitally sign and upload the required Bid Documents one by one as indicated in the Tender Document.
- Bid security declaration must be submitted by bidder on its Letter head in prescribed format available on GeM portal
- FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED.
- No Proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals.

14. Bid representation : As per GeM portal process.

15. Opening of bid

The proposals shall be opened at NCB HQ, by the Technical Committee.

16. Selection Process**16.i Technical Evaluation (QCBS based) criteria for selection of proposal**

The technical evaluation of the bidders shall be made on the following points:

S. No.	Evaluation Criteria	Marks
1.	Annual turnover during each of the last 3 FY (2017-18, 2018-19, 2019-20)	Upto of Rs5 Cr To 10 Cr 3 Marks/ From Rs 10 Cr to Rs 50 Cr – 6 marks From Rs 50 Cr. and above – 10 marks
2.	Executed web design projects / web application development projects with each project of min value Rs 25 lakhs during the last 5 FY	1-4 projects- 5 Marks 5 and above projects- 10 Marks
3.	The bidder must have minimum one of the following: ISO 9001:2015, ISO 20001:2013 - 3 ISO 27001:2013/CMMI level 5	ISO 9001:2015 - 3 Marks ISO 9001 and ISO 20001:2013 - 5 Marks ISO 9001, ISO 20001 and ISO 27001:2013/CMMI level 5– 10 Marks
4.	Total No of resources on bidder's roll	1 to 50 - 1 Marks 51 to 100 - 3 Marks 101 to 150 - 5 Marks 151 or 250 - 10 Marks More than 250 - 20 Marks
5	STQC/ GIGW compliance completed Project	01 to 50 project – 3 marks 50 to 100 project - 6 marks More then 100 - 10 marks
6	Technical Presentation on the understanding of the scope of requirement, methodology for design & development	40 Marks

- ii. The evaluation of Technical Proposal is mark based system as per the criteria specified in table above. Each eligible proposal will be given a Technical Score (TS). The proposals securing minimum of 80 out of 100 Marks shall be technically qualified bidders. They will be notified and invited for attending opening of financial proposal.
- iii. The proposals that does not respond to important aspects of the Terms of Reference or attain the Technical Score of less than 80 Marks out of 100 Marks shall be rejected for further evaluation. These Bidders shall be considered ineligible for further process.

A.Step-3: Evaluation of Financial Proposal

As per GeM process

17. *Submission of the Financial Bid*

As per GeM Process.

18. General Terms &Conditions

1. Bidder should read this condition carefully and comply strictly while submitting the proposal.
2. NCB has reserved the rights to cancel the proposal without any information and reason
3. The bidder should invariably fill up all the columns above and submit the necessary enclosures/documents.
4. Non acceptance/ Non confirmation for the above required aspects shall be liable for rejection of the bid.
5. The qualified bidder has responsible to Development, maintenance, vulnerable assessment, security audit and hosting of the website at NIC Cloud environment.
6. Development, maintenance and hosting of the web site should be in time line.
7. For more information about the NCB, you may visit on <https://narcoticsindia.nic.in/>
8. For any further query you may write to NCB through the-email narcoticsbureau@nic.in
9. 20 % of scope of work can be add or reduce at the time of work or in maintenance tenure.

The Technical Proposals will, in the first instance, be examined in the NCB to ascertain fulfillment of eligibility criteria and submission of required documents.

Presentation: Agencies which full fil the eligibility criteria and have submitted all required documents in their Technical Proposal will be invited to make presentations on their Technical Proposal at a date/time to be specified and conveyed by NCB. The presentation would be made by team members identified to work with NCB.

Bid security declaration : Vendor are required to submit bid security declaration along with Technical Bid

In the Second Stage, the finance/budget will be open and compared amongst the technically qualified bidders.

The contract will be awarded to the organization on the basis of proposal, budget and PowerPoint presentation.

Successful Bidder will be informed of the decision and he/she will be required to sign an agreement with the NCB and provide Performance Bank Guarantee equivalent to **3% of the contract** value within **15 working days** from the date of agreement and valid **for 60 days beyond the warranty obligations**.

Performance Bank Guarantee:- Performance Bank Guarantee is to be deposited by every successful bidder irrespective of its registration status etc. Performance Bank Guarantee should be for an amount of 3 % of the value of the contract. It may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee from a commercial bank. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. Bid Security should be refunded to the successful bidder on receipt of performance security.

19. Payment conditions

- a. Pre-receipted bills shall be submitted in triplicate in the name of User, A/c DDO NCB Hq.
- b. Payment will be made in Indian Rupees.
- c. The NCB shall pay the successful vendor a sum of Rs. _____/- (Rupees _____ only) for the web Design in the manner stated below on the basis of the formula 25% on website layout and CMS design , 25% on the 100% development of web application and 40% on the go live and 10% on compliance of GIGW certificate. The applicable Service Tax on the whole sum shall be payable along with the third installment of 40% by NCB.
- d. The applicable Service Tax on the whole sum shall be payable along with the third installment of 40%.
- e. Full and final payment would be processed against following document
 - (i) Proof of satisfactory completion of work, by Project head of NCB.
 - (ii) Submission of Security Audit Clearance Certificate from CERT-In empanelled agencies.
 - (iii) Guidelines for Indian Government Websites (GIGW) compliance certificate by STQC as determined by NCB.
- f. Payments shall be subject to deductions of any amount for which the Vendor is liable as per the penalty clause of this tender document. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act,1961 and any other taxes as may be applicable.
- g. Payment shall be subject to deductions of any amount for which the vendor is liable as per the penalty clause of this tender document. Further , all payments shall be made subject to deductions of TDS (Tax Deduction at Source) as per the income- Tax Act 1961 and any other taxes as may be applicable.

20.1 General Terms and Conditions

- (i) Getting the Security Audit by CERT-IN empanelled agency and obtaining all necessary certificates and to ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' {<http://guidelines.gov.in/> in full}, will be the responsibility of the service provider including the cost involved.
- (ii) Identify and execute training requirements along with preparation of User Manual will be the responsibility of the service provider including the cost involved.
- (iii) Mere submission of RFP, shall not confer any right whatsoever on the submitting entity.

- (iv) The RFP shall remain valid for a period of 6 months from the date of publication of RFP.
- (v) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by NCB.
- (vi) Every page of RFP must be self attested by bidder.
- (vii) Neither the issue of this invitation for RFP nor any part of its contents is to be taken as any form of commitment or acknowledgement on part of NCB to proceed with any RFP or any entity and NCB reserves the rights to annul or terminate the process or reject any RFP at anytime or stage without assigning any reason.
- (viii) Bid Security Declaration submitted by bidder on its company Letter Head.
- (ix) Incomplete proposals are liable to be rejected.
- (x) If the service provider does not deliver the work to the satisfaction of the Customer within the stipulated time (as per para 08) a penalty of Rs. 5,000/- per calendar week shall be imposed on the service provider . An additional penalty of Rs. 1000/- per calendar day shall be imposed on the service provider if the work is not completed in additional period of two weeks i.e. by after applying penalty of Rs. 5,000/- per week.
- (xi) This RFP is not an agreement and is neither an offer nor invitation by NCB to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by NCB in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for NCB, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.
- (xii) NCB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
- (xiii) The issue of this RFP does not imply that NCB is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and NCB reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

- (xiv) Further, all information/data/reports/pitches/data or other material submitted to NCB under this Tender/RFP/RFQ by the Applicant shall become the property of NCB. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to NCB. The Applicant further agrees and undertakes that NCB may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in NCB using the same.
- (xv) The firm shall be a legal entity as per the GOI rules/regulations and laws of the land.
- (xvi) The firm must have service tax registration, PAN, TIN, Service Tax reg. No. and should be income tax assessee.
- (xvii) The firm should not have been blacklisted by any Government organization.
- (xviii) The NCB, MHA shall not be liable for any cost incurred by the respondents in preparing responses to this tender or negotiations associated with award of a contract.
- 1
- (xix) **Force Majeure**-If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock outs or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall due to such event be entitled to terminate this contract nor shall either party have any claim for damage against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part any obligation under this contract is prevented other delayed by reasons of any such event for a period of exceeding 60 days, party may, at its option, terminate the contract.
- (xx) **Settlement of Disputes and Arbitration**- All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Foreign Secretary or any person nominated by him/her. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996 or any other law that takes place in this regard. The arbitrator shall be in entitled to extend the time of arbitration proceedings with the consent of the parties. In addition to above:
- (a) No part of the agreement shall be suspended on the ground of pending arbitration proceedings.
- (b) The decision of the sole arbitrator shall be final and binding on the parties.
- (c) **Governing laws and disputes**- This shall be construed and governed by the Laws of India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

Government of India
Ministry of Home Affairs
(Narcotics Control Bureau)

West Block-1, Wing-5
R.K.Puram New Delhi

Important Dates

In respect of the RFP for Design, Development and Maintenance of website – NCB Portal

Tender Reference No.	
Name of Organization	Narcotics Control Bureau MHA

	Date	Time
Date of Publishing	04/	(1500 hrs)
Bid Document download start date		(1600 hrs)
Clarification start date		(1600 hrs)
Clarification end date		(1400 hrs)
Pre-bid Meeting		(1600 hrs)
Bid Submission start date		(1600 hrs)
Bid Submission end date		(1500 hrs)
Date of opening of technical bid		(1530 hrs)
Declaration of successful bidder (technically)		(1500 hrs)
Date of opening of financial bid		(1500 hrs)

The bids shall be submitted online at GeM / Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>

Manual Bids will not be accepted.

AUTHORIZATION LETTER

To

*Deputy Director (Admn)
Narcotics Control Bureau
West Block-1 wing-5 R K Puram
New Delhi-110066*

**Subject: Proposal for Design, Development and Maintenance of New Website
for Narcotics Control Bureau**

Sir,

We, the undersigned vendor, having read and examined in detail the Specifications and all the bidding documents do propose to provide the Services as specified in the bidding document no.

2. All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents.
3. All the prices and other terms and conditions of this proposal are valid for a period of 120-calendar days from the date of opening of the Bids.
4. We, do hereby confirm that our Bid prices include all taxes, levies etc.
5. We have carefully read and understood the terms and conditions of the contract applicable to the tender and we do hereby undertake Services as per these terms and conditions.
6. We declare that our prices are as per the technical specifications and bid documents. These prices are indicated in Annexure(s) attached with our proposal as part of the commercial bid.
7. We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the tender document.
8. We enclose herewith the complete Technical Bid as required Narcotics Control Bureau MHA. This includes:
 - Authorization Letter (Annexure I)
 - Vendor Information (Annexure II)
 - Vendor's –Detailed Experience (Annexure III-A)
 - Past Experience Summary – (Annexure III-B)

- Technical bid (Annexure IV)
- Financial bid(Annexure V)
- Bid security Declaration (Annexure VI)
- Sample Website & technical document to be submitted at the time of tender

9 Certified that we are:

A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor,

Or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement by virtue of general power of attorney.

Or

A Company and the person signing the tender is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections /deletions should invariably be duly attested by the person authorized to sign between us.)

10. We do hereby undertake, that until a contract is prepared and executed, this bid together with Ministry's written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us. Signature of vendor representative

Full Address:

Detail of enclosures:

Telephone No.:

VENDOR PARTICULARS

S. No.	Item									
1	Company Name									
2	Year Established (Copy of Incorporation)	Reg. Certificate attach								
3	Corporate & Head Office:	Address Telephone: Fax No. : website Email Address: Mobile No.								
4	Delhi Office: Contact Address	Address Telephone: Fax No. : Email Address:								
5	Contact Person	Name Designation Mobile: Email Address:								
6	Service Tax , VAT TIN and PAN details :	Service Tax No: (Attach self attested copy of Service Tax Registration Certificate) VAT TIN No. :..... (Attach self attested copy of VAT/Sales Tax certificate) PAN No. (Attach self attested copy of PAN Card)								
7	Financial Turnover Information	<table border="1"> <thead> <tr> <th>Year</th><th>Amount in Core Rs</th></tr> </thead> <tbody> <tr> <td>2016-17</td><td></td></tr> <tr> <td>2017-18</td><td></td></tr> <tr> <td>2018-19</td><td></td></tr> </tbody> </table>	Year	Amount in Core Rs	2016-17		2017-18		2018-19	
Year	Amount in Core Rs									
2016-17										
2017-18										
2018-19										
(Copy of Turnover Certificate for the financial years 2016-17, 2017-18 and 2018-19 duly certified by Chartered Accountant Attached as										

Annexure III-A:

VENDOR'S EXPERIENCE

S.No	Item	Details
1.	Name of the project (Also specify the name of website/portal/web application AND URL of the website/portal/Web application)	
2.	Client Details	
3.	Name, Title & Address of the Client who can be contacted	
4.	Project Duration	
5.	Start Date & End Date	
6.	Scope of work	
7.	Relevant work domain	
8.	Software Tools & Technology used	
9.	Total Efforts in Man months	
10.	Contract Value (In Lakhs)	

**** Attach LOI/Work Order/ Contract copy (Mandatory)**

Letter from the Client for satisfactory completion of the project / Appreciation letter from Client / CERT-in Certificate/ STQC Certification would be given additional weight age

Annexure III B:

Experience Summary

SL	Project Name	Client Name	Start & End Date	Activities Relevant to scope	Contract Value (INR)	Efforts in Man Months
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						

Annexure-IV

Technical bid

Sl. No.	Description for Document / Proof to be submitted with Tech bid	Type
(i)	Letter of Technical Proposal Submission.	.pdf
(ii)	Details of agency as per given format	.pdf
	a) Profile and Track Record of the Agency. b) Case studies of large brands handled, with focus on results achieved through web designing and development. c) Detail of award winning web designing and building assignment (s) handled, if any.	.pdf
(iii)	<i>Proof of registration with the Service Tax department and carry a valid PAN/TAN.</i>	.pdf
(iv)	<i>Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association</i>	.pdf
(v)	<i>Copy of valid CMMi Level 5 certificate /ISO 9001</i>	.pdf
(vi)	<i>Proof of agency's turnover during the last three years viz, 2016-17, 2017-18 and 2018-19</i> <i>A certificate to this effect from Chartered Accountant in original must be submitted.</i>	.pdf
	<i>Copies of Income Tax return for last three years</i>	.pdf
(vii)	<i>An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of IT services.</i>	.pdf
(viii)	<i>Certificate from any of the Government body that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</i>	.pdf
(ix)	<i>Copies of purchase orders in last three financial years provisional for 2020-21 and linked satisfactory completion certificates may be submitted as supporting documents.</i>	.pdf
(xi)	Defined deliverables with timelines.	.pdf

(xii)	Detail of the team proposed to be deployed to work with the NCB MHA, with qualifications and experience of the team members must be provided	.pdf
(xiii)	An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Agency in the financial proposal (the cost is not to be indicated in the undertaking) . The above undertaking submitted by the agencies would be binding on the Agency.	.pdf
(xiv)	Details of the team dedicated to the NCB, MHA project should be provided.	.pdf
(xv)	Details in Performa of Bid Security Declaration Details for Performance Bank Guarantee	.pdf

Annexure -V

Financial Bid Format

As per GeM

Annexure –VI

Performa of Bid Security Declaration

(To be submitted by bidder on its Company Letter head(scanned copy) on GeM Portal)

It is here by submitted that if I/We----- (Name of
bidder/firm/company)With draw or modify the bids during period of validity, or if
I/We ----- (Name
of bidder/ firm/ company) are awarded the contract and I/We -----
----- (Name of bidder/firm/company) fail to sign the contract or to submit a
performance security before the deadline defined in the tender documents, I/We -----
----- (Name of bidder/firm/company) will be suspended to take
part in EPIL's tendering process for the period of two years from the date of occurrence of
the above mentioned default."

Authorized Signatory Name &
Seal

Instructions for Online Bid Submission:

As per GeM

