



**NATIONAL BOOK TRUST,INDIA**  
**5, Nehru Bhawan**  
**Institutional Area, Phase – II, Vasant Kunj**  
**New Delhi - 110070**  
**(Tel) 26707700, 26707835 (Fax) 26121883**

**Tender No. EMS/Website/Computer Cell/2012/**

**Price: 500/-**

**Tender for creating, designing, developing, commissioning**  
**and maintaining of a web based Exhibition / Fair**  
**management System(EMS)**

**LAST DATE FOR SUBMISSION : 11<sup>th</sup> June 2012 (up to 5:00 p.m.)**

**DATE OF OPENING TECHNICAL BID : 12<sup>th</sup> June 2012 at 2:00 p.m.**

**DATE OF OPENING OF FINANCIAL BID : 12<sup>th</sup> June 2012 at 4.00 p.m.**

**F.NO. EMS/Website/Computer Cell/2012/**

**Sub:- Tender for creating, designing, developing, commissioning and maintenance of a new web based Exhibition / Fair management System (EMS) for National Book Trust, India.**

**Dear Sir,**

National Book Trust, India an autonomous organization of the Ministry of Human Resource Development, Government of India was established in the year 1957 to promote books and the habit of reading. Constantly aware of the needs of its readers, the Trust has been able to provide a wide variety of books for all age groups on all subjects under various series and languages.

For automating the process of Exhibition / Fair management System that includes online participation, booking and its related processes, the Trust proposes to engage a reputed vendor for creating, designing, developing, commissioning and maintaining of completely new website for NBT, India.

Vendor must complete the contract **with in a period of one month** from the date of job order. The Vendor also has to provide all technical support to Trust related to EMS Software including hosting and domain registration.

The vendor would work closely with the Trust and designate a team to provide the requested job in a timely and professional manner.

The vendor shall undertake modification, beautification including animation (wherever deemed appropriate) and updation of the content to the utmost satisfaction of the Trust. The vendor will have to convert any material sent in soft copy format (MS-Word/PageMaker or any other format) to PDF/HTML format before hosting.

It may be necessary for the vendor to liaise with various units/sections of the Trust and gather the required information. Based on the information, the vendor shall analyze and design suitable WebPages, modules to be made online, either dynamically or otherwise keeping in view the easy accessibility and/or security of such information.

Vendor must submit a backup of whole EMS Software to the Trust in softcopy.

The vendor should also assure that the EMS Software is developed in line with the latest technological trends. Speed and accessibility are also key issues in this regard.

The EMS Software is expected to cover the objectives/activities related to Exhibition / Fair management System that includes online participation, booking and its related processes. The broad contents of the proposed EMS Software are listed at Annexure-I.

In line with the stated details and in compliance with the terms and conditions as mentioned in Annexure-II, you are requested to submit your best bid (sealed) for the said job in the format provided at Annexure-III and Annexure-IV.

At this stage, it may not be possible to quantify the job in totality. Therefore, to further assess the quantum of the proposed job (if required), vendors in their own interest may visit the office of the Trust for assessment through discussions (on mutually convenient date and time), prior to the submission of sealed bids.

Sealed bids should be accompanied with an Earnest Money (refundable) in the form of a Demand Draft/Pay Order drawn in favour of National Book Trust, India for an amount of Rs. 25000/- (Rupees Twenty Five thousand only) payable at New Delhi. Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard.

Sealed bids should be dropped in tender box at the reception of National Book Trust, India at 5, Nehru Bhawan, Institutional Area, Phase – II, Vasant Kunj, New Delhi-110070 latest by 11.06.2012 at 5.00 P.M. Technical bids would be opened on next working day at 02.00 P.M. and financial bid at 4.00 P.M. on same day in the presence of the vendors or their duly authorized representatives who choose to attend the same.

Bidders are required to submit their bid with a non-refundable amount of Rs.500/- (Rupees Five Hundred only) towards Cost of tender document, in the form of DD drawn in favour of National Book Trust, India and payable at New Delhi.

The Trust reserves the right to accept/reject any or all bids and/or cancel the Tender proceedings without assigning any reason, whatsoever.

**Yours faithfully**

**(Pradip Chhabra)**  
**Deputy Director (Systems)**

**Enclosed: As above**

**Broad Contents of Event Management System and Scope of Work.**

NBT is envisaging automating its various activities, which includes some of the key processes such as registration, scheduling, on-line payments, report generation and event management. This would enable NBT to exponentially reduce the time and expense required to manage various tasks such as Book Fair, conferences, competitions, Seminars for Nodal/Zonal Centers/offices, briefings etc.

It would be appropriate to have a robust, scalable web/network based dedicated Centralized Event Management Systems (to be hosted at NIC or at other agency). Each event management should be custom configurable based on our requirements. The system should be capable to manage large and small events by NBT management team or different government departments.

**Activities to be covered**

**1 Registration Module**

Facility for registering new participant and verification through mobile or other feasible mode. Registration of the following categories of exhibitors/participants.

**A Foreign**

- SAARC COUNTRIES.
- OTHER COUNTRIES.

**B Indian**

- **English.**
  - Publishers.
  - Social Sciences and Humanities.
  - Distributors.
  - Educational Books.
  - Science and Technology.
  - Children's Publishers etc.
  - Miscellaneous.
  - Educational Aids, CDs and Games.
- **Hindi & others Indian languages.**
- **Government Publishers/Departments.**

C Generation of unique ID against successful registrant and email to be sent to every successful registrant. Creation of user account with some basic information such as display of application form, dues, payment, allotment, password change facility etc. The user name and password of this account will initially be the unique I.D. generated.

D Entry in data base with participants grading.

- E Badges form (Multiple Badges Submission Form) and its uploading facility.
- F Print facility of application form.
- G Print facility of acknowledgement.
- H Automatic emailing of Invoice, acknowledgement slip, receipt etc.
- I Printing facility based on unique I.D.
  - Application form.
  - Acknowledgement slip.
  - Invoice with number.
  - Receipt against online payment.
- J Successful registration list.

2 **Draw Module**

- Draw of stall, stands, and bare space among the successfully registered participants with due care of clubbing of participants.
- Listing of allotment of stall, stand with participants details.

3 **Facility Module**

- Provision to change the quality of stand/stall, bare space based on fair.
- Provision to change rent participant category etc.
- Provision to change layout parameters based on there area, stall size, stand size, clubbing etc.
- Provision to change layout plan based on fair.

4 **Admin Module**

- List of accepted application.
- List of rejected applicants.
- Hall-wise list.
- List of participants category.
- Clubbed participant list.
- Auto-generation of allotment letter after receipt of payment and draw result.
- If stall/stand/bare space removed/unoccupied then allotment of allotment of remaining stall/stand on the modified choices of the remaining participants.
- Management of registered participants.
- Updation and Management of EMS Software and its related webpages.
- Facility for creating user hierarchy from admin section with rights to grant/modify privileges and roles/permissions to users.

5 **Kiosk Module**

- Generate web form for kiosk module.
- Facility for exporting the event/fair data in Excel.

6 **Catalogue & Facia Module**

- Web form for entry by registrant for Facia/Catalogue.
- Data to be export in Excel.

7 **Map Module**

- Facility to displaying fair specific Maps.
- Hall-wise map display.

8 **Reports**

- Allotment based on draw.
- Outstanding report.
- Clubbing report.
- Category-wise Report.
- TDS Report.
- Stall/Stand/Bare space wise report.
- Hall-wise report.
- Name wise report.
- Participant category wise report.
- Violation report.
- Gate pass generation.
  - In and out (both passes).
- Unique ID based report.
- Invoice generation

9 **Bulk Email**

Email to be send to all the participants related to Fairs/Events.

10 **Other web pages**

- Upcoming Events/Fairs and its related details and automatic archival of Events/fairs

11 Payment gateway integration and implementation

- Vendor shall integrate the web based EMS software with the payment gateway for online payment collection from participants through credit cards, NEFT, RTGS, net banking. In this regard financial reports date wise, party wise, event wise, unique-id wise etc. shall be generated by the vendor against the payment received. It will be the responsibility of Vendor to ensure the security and certificate installation required for operationalize the payment gateway.

12 The Vendor will hand-over the source code with complete documentation both hardcopy and softcopy to Trust and undertake to debug any flaw in the software development. The Vendor must ensure the confidentiality and security of data to be maintained.

13 The Vendor will not use the data generated for any purpose without specific written permission of TRUST.

14. The Vendor will assist TRUST in record keeping, physical allotment of stalls, issue of allotment letters, accounts related issues, issue of exhibitor badges, complimentary invitations, car parking stickers etc.
15. The Vendor shall provide the complete backup of the data and its related reports after completion of each fair (held during and including the maintenance period) to NBT in soft copy. This data should be provided in CD in excel format.
16. Project Manager and Technical manpower:
  - 1) The Vendor shall provide an adequate technical manpower having degree in Computer Science/Information Technology to complete the work in specified time period and best possible manner.
  - 2) The Vendor shall also depute a project manager for the EMS who must have thorough knowledge of this developing EMS system of the Trust and who can manage the technical manpower and ensure the progress of the project and can undertake the required modifications/customization in the software for generating required reports of fair(s). This project manager shall liaison with the officers of Trust for collecting the data related to Fair(s).
  - 3) The Vendor shall make necessary standby arrangement in case any technical man power is on leave.
  - 4) It is clarified here that since marketing of each fair starts 5 to 6 months in advance, so accordingly the Vendor must ensure about the customization and EMS software preparedness.
  - 5) The Vendor must ensure that there should be not delay of events/fairs related work on the part of software. At any stage if additional technical man power is required, the Vendor shall provide the additional technical manpower at no extra cost to the Trust.
  - 6) The Vendor shall arrange at his own cost the equipments like Computer, Laptop and internet etc. for the technical manpower attached with the EMS software. The Trust will provide the sitting space, electricity, printer and stationary in the Trust premises.
17. The Vendor has to maintain the developed EMS software for one year with adequate manpower from the date of successful completion of the EMS software. For this the Vendor must quote the maintenance charges for one year.
18. Sitemap, Feedback and other useful links.

Accessibility should be permitted only through secure connection with the facility of a username and password (wherever applicable). Complete integration of above modules and successful commissioning of EMS Software.

**TERMS AND CONDITIONS**

**1. Two Bid System (Technical and Financial):**

The two bid system will be followed for this tender. **Bidders are advised to carefully read this tender document before submitting his bid.** In this system bidder must submit his offer in two separate sealed envelopes as explained below.

**(A) Envelope No.1 “Technical Bid” shall contain.**

- a) Details of permanent Account Number(PAN) and VAT/TIN/Service Tax Number of the firms.
- b) Earnest Money for an amount of Rs. 25000/-, in the form of a Demand Draft/Pay Order drawn in favour of National Book Trust, India payable at Delhi.
- c) A non-refundable amount of Rs.500/-(Rupees Five Hundred only) towards Cost of tender document, in the form of DD drawn in favour of National Book Trust, India and payable at New Delhi.
- d) Proof of its Registered Office and other office (s), work place etc. and the bidder must have technical and support office in NCR Region.
- e) Technical Manpower available with the firm.
- f) The bidder must have 5 years of experience in Software Development Life Cycle (SDLC) and development of web based interactive forms and associated work relating thereto.
- g) The bidder should have minimum 10 numbers of permanent employees on the rolls of the bidder, including at least seven employees having degree such as BE/B. Tech/MCA/Graduate in Information Technology computer related field. Please furnish the bio-data covering details of qualification and work experience. The list of such permanent employed Technical professionals must be certified by the HR Department of the company.
- h) The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc.
- i) Certifying the period of validity of Bid for 60 days from the date of opening of the Bid.
- j) Letter of undertaking regarding the company is not black listed by any Govt./semi Govt. organization or PSU.
- k) Letter of undertaking regarding acceptance of all the terms and conditions of this tender document.

**(B) Envelope No.2 “Financial Bid” shall contain:**

Prices details along with other information strictly as per the format at ANNEXURE-IV should be provided on a separate sheet with proper seal and signature of authorized person. Kindly note that the details should be specified clearly and unambiguously. Any ambiguity in the Bid may result in the rejection of the Bid.

**Note:** If the firm/Company meets the above requirements, it may apply in the prescribed Performa at Annexure-III and Annexure – IV in sealed covers. Bidder should

produce the self-attested photocopies of documents related to Registration Number, PAN number, copy of job orders etc.

Both the sealed envelopes may be placed in a third sealed cover super scribed with **“Bid for development and Commissioning of web based Exhibition / Fair management System -DO NOT OPEN BEFORE 11<sup>TH</sup> JUNE 2012”** addressed to **Director, National Book Trust, India, 5 Institutional Area, Nehru Bhawan, Vasant Kunj, New Delhi** up to 5.00 P.M. on 11.06.2012 (last date).

The technical quotations will first be opened on the next working day at 2.00 P.M. in Conference Hall. After scrutiny and satisfactory technical bidding specifications, the Trust wills shortlist those who are eligible and inform them for opening of sealed "Financial bid".

2. The bid should be strictly as per the specifications/format provided at Annexure- III and Annexure IV. Bid should conform to all the terms mentioned herein. Failure to furnish all relevant information as required or submission of bid not substantially responsive to this document in every respect will be at the bidders risk and will result in rejection of the bid. No correspondence will be entertained in case the bid is rejected on this account. Vendors are advised to study the details carefully. Submission of sealed bid shall be deemed to have been done after careful study and examination of the details, as provided hereunder with full understanding of its implications.
3. The bidder cannot make any amendment in the Technical Bid / Commercial Bid, neither he can impose any conditions. All such bids will be rejected at the discretion of Trust.
4. Sealed bids should be Addressed to :  
The Director,  
National Book Trust, India  
5, Nehru Bhawan,  
Institutional Area,  
Phase - II  
Vasant Kunj,  
New Delhi-110070.
5. Dead line for submission of bids:  
On or Before 5.00 P.M. on 11.06.2012.
6. Place, Time and Date of Opening of sealed bids  
National Book Trust, India  
Conference Hall,  
5, Nehru Bhawan,  
Institutional Area,  
Phase - II  
Vasant Kunj,  
New Delhi-110070.  
Date:
7. Date till which the bid is valid: **60 days** from the opening of commercial/financial Bid.

8. The NBT shall not be responsible for any postal delays, which may lead to non-receipt/non-delivery of the bid.
9. If the cover(s) of the bid are not sealed and marked, the Trust will assume no responsibility for the bid's misplacement or premature opening.
11. The vendor shall bear all costs associated with the preparation of its bid including cost of preparation for the purposes of clarification of the bid, if so desired by the Trust. The Trust in no case will be responsible or liable for these costs regardless of the conduct or outcome of the Tendering Process.
12. In exceptional circumstances, the Trust may solicit the vendors consent to an extension of the period of validity.
13. Bids shall remain valid for 60 days after the date of bid opening prescribed by the Trust. A bid valid for a shorter period may be rejected by the Trust as non-responsive.
14. The vendor should clarify that the individual signing the Tender or other documents in connection with the Bid must certify whether he/she signs as:
  - 14.1 A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor, or
  - 14.2 A Partner of the firm if it be a partnership in which case he must have authority to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership deed or a power of attorney. Alternatively, the Tender should be signed by all the partners,  
or
  - 14.3 Constituted Attorney of the firm if it is a company.
15. It will be imperative on each vendor to fully acquaint himself with the local conditions and factors which would have any effect of the performance of the contract and/or the costs.
16. When deemed necessary, the NBT may seek clarification on any aspect from the Vendor. However, that would not entitle the vendor to change or cause any change in the price quoted. The Trust may, if so desired, ask the vendor to give presentation for the purpose of clarification of the Tender. All expenses for this purpose as also for the preparation of documents and other meetings will be borne by the Vendor.
17. The Trust will open the bid in the presence of the bidders or his authorized representatives, who may choose to be present at the following location:-  
National Book Trust, India  
5, Nehru Bhawan,

Institutional Area,  
Phase - II  
Vasant Kunj,  
New Delhi-110070.

18. The Trust will examine the bids to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, the bids are generally in order. Incomplete or unsigned bids may be rejected.
19. A bid determined as not substantially responsive/incomplete information/partial offer will be rejected by the Trust and may not subsequently be made responsive by the Tenderer by rectification of the non-conformity.
20. The Trust may waive any minor infirmity or non-conformity in the bid which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Tenderer. The decision of the Trust in this regard will be final.
21. In the event of due date being a closed holiday or a declared holiday for Central Government offices, the due date of submission of bids would be following working day at the appointed time and venue.
22. The Trust will awarded the contract to the Vendor whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bid is determined to be qualified to perform the contract satisfactorily. The Trust shall however not bind itself to accept the lowest or any bid, wholly or in part.
23. At any time before the deadline for submission of bids, Trust may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, or in response to some points brought to Trust's attention by a prospective bidder, Trust can modify the Tender Document by amending, modifying and / or supplementing the same. All changes shall be posted on EMS Software [www.nbtinida.gov.in](http://www.nbtinida.gov.in) and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on bidders without any further act or deed on Trust's part. In the event of any amendment, Trust reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.
24. The vendor shall indemnify the Trust against all third party claims of infringement of patent, trademark or industrial designs, rights arising from the use of the software programs and/or goods or any other part thereof. The software developed on behalf of this contract will be sole property of Trust, India and all rights will be reserved with the Trust.

25. The Trust reserves the right to accept or reject any bid, and to annul the Tender process and to reject all bids at any time, without thereby incurring any liability of the affected Tenderer or Tenderers of the grounds for the Purchaser's action. The decision of the Trust in this regard would be final and binding.
26. **Performance Guarantee:** Within 10 days of the receipt of notification of award from the Trust, the successful Tender shall furnish a performance guarantee equivalent to 10% of the contract value (subject to adjustment of EMD), either in the form of Demand Draft in favour of National Book Trust, India payable at Delhi, or a Bank Guarantee (applicable for a minimum period of one year computed from the date of issue of the Job Order), in accordance with the conditions of the contract. Failure of the successful Tenderer to comply with this requirement shall constitute sufficient ground for the annulment of the award, in which event, the Trust may make the award to the next lowest evaluated Tenderer or call for new bids. Security deposit will be refunded to the vendor after the expiry of contract, subject to successful execution.
27. **Payment:** Payment after deduction of taxes (as applicable) shall be released by the Trust, subject to production of pre receipted Invoice in duplicate according to the following milestones achieved.

S.No	Milestones	Release of payment
1	After completion and successful test reports of the software.	50% of the Total cost.
2	On successful commissioning of EMS Software on URL. and after successful draw and allotment of stalls/stands/Bare space to Exhibitors	30% of the Total cost.
2	After the 21 <sup>th</sup> New Delhi World Book Fair and the satisfactory performance of software.	Balance 20% of the Total cost.

**No amount would accrue to the Contractor in case of failure to furnish Performance Guarantee and payments will be release subjected to satisfactory performance.**

28. **Forfeit/Termination**

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of the Trust and Forfeiture of Performance Security.

29. If at any time during performance of the Contract, the vendor should encounter conditions impeding timely delivery of services, the Vendor shall promptly notify the Trust in writing of the fact of the delay, its likely duration and its cause(s). As soon as

practicable, after receipt of the Vendor's notice, the Trust shall evaluate the situation and may at its discretion extend the time for performance.

30. **Force Majeure:**

31.1 Notwithstanding the above provisions, the Vendor shall not be liable for forfeiture of Performance Security, liquidated damages or termination for default, if and to the extent that delay in performance or other failure to perform obligations is a result of an event of Force Majeure.

31.2 For the purpose of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor and not involving the Vendor's fault or negligence and not foreseeable.

31.3 If Force Majeure situations arise, the Vendor shall promptly notify the Trust in writing of such conditions and cause thereof.

31. Any disputes arising out of or relating to the contract shall be settled through arbitration to which both, National Book Trust, India and the vendor hereto consent that the decision of Director, National Book Trust, India shall be final and binding. However, for all unresolved disputes, arbitration proceedings shall take place at Delhi and courts at Delhi shall have jurisdiction over the matter. The contract shall be interpreted in accordance with the Indian Laws.

Tender No. EMS/Website/Computer Cell/2012/

**Technical Bid**

For creating, designing, developing, commissioning and maintaining of a web based Exhibition / Fair management System(EMS) for National Book Trust, India ( referred as Trust).

<b>1. Name of the Company</b>			
<b>2. Address (with Tel. No., fax no. &amp; e-mail address)</b>			
<b>3. Contact person</b>			
<b>4. (a) Registration Number</b>			
<b>(b) PAN Number</b>			
<b>(c) Service Tax No./ Tin No</b>			
<b>5. Details of EMD Deposited and cost of Tender</b>			
<b>Demand Draft / PO Number</b>	<b>Name of Bank</b>	<b>Amount (in Rs)</b>	<b>Date</b>

**6. Confirm the following enclosures along with this format:**

- a) Self-attested copy of the proof of Registered office
- b) Self-attested copy of Pan card and service tax proof.
- c) Documents attached showing details of Technical Manpower
- d) Bio-data of Project Manger and Technical Manpower to be deployed under this project with their qualification and experience.
- e) Document in support of 5 years of experience in Software Development Life Cycle (SDLC) and development of web based interactive forms and associated work relating thereto.
- f) Demand Draft/ PO enclosed (Rs 25000 against EMD and Rs 500/- against the cost of Tender) .
- g) Letter of undertaking regarding the company is not black listed by any Govt./semi Govt. organization or PSU.
- h) Letter of undertaking regarding acceptance of all the terms and conditions of this tender document.

**Declaration**

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with the Trust in future. I also certify that the period of validity of this Bid is 60 days from the date of opening of the Financial Bid.

**(Signature of authorized signatory)**

Note: The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc before submitting his bid.

**Tender No. EMS/Website/Computer Cell/2012/**

## **Financial Bid**

For creating, designing, developing, commissioning and maintaining of a web based Exhibition / Fair management System(EMS) for National Book Trust, India ( referred as Trust).

Format for the submission of bid

Sl.No	Item	Costs (In INR)
1	Development of <b>web based Exhibition / Fair management System (EMS).</b>	
2	Annual Maintenance charges including the cost of (Project manager and technical manpower) for 1 Year from the successful completion of above EMS.	
	Total (1+2)	
	Applicable Taxes	
	Grand Total	

Grand Total (in words) \_\_\_\_\_

Signature and Seal of authorized signatory

Dated:

30. Pre Bid Meeting

Pre-bid Meeting will be held for satisfy the queries of the prospective bidders who like to attend the meeting. The Trust will try his best to respond to the questions raised or clarifications sought by the Bidders. However, The Trust reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring the Trust to respond to any question or to provide any clarification. The Trust may also on its own initiative, if deemed necessary, issue Interpretations and clarifications to all Bidders. Verbal clarifications and Information given by The Trust or its employees or representatives shall not in any way or manner be binding on The Trust.