



National Book Trust, India

Ministry of Human Resource Development, Govt. of India

Nehru Bhawan, 5 Institutional Area, Phase-II

Vasant Kunj, New Delhi – 110 070

Phone - 011-26707700, Fax – 011-26121883

Website: www.nbtindia.gov.in

Retendering for Website Maintenance and Upgradation

National Book Trust, India functioning under aegis of Ministry of Human Resource Development, Government of India intends to take services from firms/agencies having experience of developing and maintaining websites for its website maintenance, regulating and overall management as per NIC (Govt. of India) guidelines and regulations from time to time.

The website of National Book Trust India can be accessed at <http://www.nbtindia.gov.in>. The websites provide vast amount of information through various sections/web pages. The site provides information related to Book Promotion Activities, Press Release, New Delhi World Book Fair etc.

Scope of Works

The scope of work includes regular maintenance and updating of the website. Details of various elements of the scope of work are as follows:

1. The website Maintenance would include updating of content of all existing pages and designing new pages as per the requirement of the National Book Trust, India. It would also include the upload images and all type of work as instructed by the Competent Authority of NBT from time to time.
2. Add more feature in the Content Management System (CMS) of the website (as and when required).
3. Publishing of the advertisement (Banner, Links etc.) on the website as per instruction of National Book Trust India.
4. Making Change in the source code of the website (as and when required).
5. Checking the website for dead links.
6. Archival of information (as per instruction).
7. Updating of data elements on existing pages.
8. Designing and/or updating and publishing of new or revised pages.
9. Undertaking Content research and management.
10. Payment gateway related issues.
11. Find all the error regarding the websites and their removal.
12. Find all non-operative functions of website and make them operative.
13. Various types of content should be delivered through the Websites. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia files, Audio/ Video files etc.
14. Coordination with the NIC for the server related problems/issues and Banks for payment gateway issues..
15. Technical support for the Auditing of websites.
16. Support for shifting of websites, SSL Certification etc.
17. Creation of new pages like Grant-in-Aids Form, Recruitment related forms etc.
18. Maintenance of nbtindia.gov.in/newdelhiworldbookfair or www.newdelhiworldbookfair.gov.in: Any new additional module or functionality like, online space booking option via the map, invoice generation, payment gateway integration / updations, creation of reports as per the requirement, support in the book-fair stand/ stall draw and other related work needs to run book-fair, content updations on the online website, sending emails and notification to the registered member to inform current updates regarding book fair and other related works, draw of lot for space allocation etc.
19. Development and Maintenance of newdelhiworldbookfair android app.
20. Maintenance of www.nbtindia.gov.in: Module like membership discount integration, Recruitment, modification in the shopping cart to apply additional discount and stock management as per the requirement / offers etc., cloud server related issues, integration of SMS gateway etc.
21. Maintenance of www.ebooks.nbtindia.gov.in: Maintenance of website, nbtindia app – epub conversion, uploading the books etc. and cloud server related issues etc.

Tendering Process

Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid. Both parts of bid is to be submitted to National Book Trust, India along with the Earnest Money Deposit (EMD) of **Rs.5000 (Rupees Five Thousand only)** and Tender Fee of **Rs.1180 (Rupees One Thousand One hundred Eighty only)** in sealed envelope clearly marked as **“Tender for Website Maintenance in NBT-2019”**.

Submission of Tender

Start date & time for sale of Tender Document:	17:00 Hrs on 11 th Oct. 2019.
Pre bid Meeting Date and Time:	09:30 Hrs on 15 th Oct. 2019.
Close Date and Time:	11:00 Hrs on 18 th Oct. 2019.
Technical bid opening Date:	11:30 Hrs on 18 th Oct. 2019.
Tender Fee:	Rs.1,180/- (Non-refundable)
EMD	Rs.5,000/- (Refundable without interest)
Tender Value	Rs.5,00,000/- (Rupees Five Lakhs Only)

TECHNICAL INFORMATION AND UNDERTAKING:

Essential Documents to be attached:

- i. DD of Rs.1,180/- in favour of National Book Trust, India, Payable at New Delhi.
- ii. DD of Rs.5,000/- in favour of National Book Trust, India, Payable at New Delhi.
- iii. Xerox copy of PAN & GST Certificate.
- iv. Duly signed copy of Tender Document by the authorised person of the bidder.
- v. Duly signed list of Developers and Designers etc.
- vi. The firm should be registered and should have existence of at least 5 years. The firm should have the experience of working with Central or State Government / Public Sector Undertaking and Autonomous bodies for 3 years in website development/maintenance. Copies of the experience certificates should be self-attested and enclosed with the Tender Document.
- vii. A certificate to be submitted from the firm that the firm has not been debarred for award of contract during past 5 years.
- viii. Certified copy of Income tax returns for last 3 years (2016-17, 2017-18 & 2018-19).
- ix. Certified copy of last three years balance sheet showing minimum annual turnover of Rs.25 lakhs each year continuously (2016-17, 2017-18 and 2018-19).
- x. Specimen Signature, Name, Address, Contact No., designation/capacity of the authorised person who has been assigned on behalf of the firm for signing the tender document on plain paper.
- xi. It is essential to enclose along with bid one or more self-attested layouts of responsive/dynamic website www.nbtindia.gov.in with [subdomain](http://www.nbtindia.gov.in) and **only technically qualified selected layouts of website by authorised Committee would be considered for the opening of Financial Bid**. Firm may submit one or more colourful layout of Website for its technical evaluation.
- xii. All the documents including tender document must be self-attested by authorized person.

Note: All the essential documents Sr.No.i to xii for technical bid must be qualified for the opening of financial bid.

Late Applications: Any application received after the last date and time for submission for the same, shall not be accepted. Applications received after the last date shall be summarily rejected.

Evaluation Criteria

The evaluation of all responsive tender will be made first on the basis of technical and commercial information. The Financial bid of such firms found valid based on all technical parameters only will be opened on the same day. It must be kept in view that no decision will be given by the tender Evaluation Committee or any inferences drawn during the meeting of this committee for the tenders. If such instance happens, the Trust will not be responsible and will not abide by the same. The reasons for selection or rejection of a particular tender will not be disclosed. The award of work will be further subject to any specific terms and conditions of the contract. The Competent Authority of NBT will have sole discretion in selection or rejection of a bid received in this regard.

Other Terms and Conditions

- a. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with

assignment/contract without the express written consent of NBT, failing which tender awarded may be cancelled and legal action as deemed fit may be taken.

- b. The Bidder's rate should remain same & valid for a period of contract from the date of acceptance of contract on successful award of the same.
- c. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.
- d. The Bidder/contractor shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. The NBT shall not be liable for any financial burden/ liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules as per notifications issued from Govt. of India from time to time.
- e. The **Director**, NBT India reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
- f. All disputes relating to this tender shall be referred to sole arbitrator to be appointed by the **Director**, NBT India whose decision will be binding on both the parties.
- h. The work contract is for 1 year initially and may be extended for next 3 years mutually based on work performance of the firm succeeded in getting award of contract at the same cost and same terms & conditions. Work performance certificate will be provided on the basis of penalty imposed which may not accede 25% of tender value.
- i. The successful bidder will depute one authorized developer to resolve the issues at any time as per requirement of Computer Cell, NBT, India, Vasant Kunj, New Delhi.
- j. The successful bidder will have to furnish performance guarantee of Rs.50,000/-(Rs. Fifty thousand Only) at the time of entering into contract with NBT which would be adjusted through EMD and remaining amount of Rs.5000/- will be deposited with the acceptance of award which may be refunded **after successfully completion of job and handed over the project** .
- k. In case the successful bidder fails to perform the awarded job the deposit of Rs.50,000/- will be forfeited.
- l. All disputes arising out of this tender shall be subjected to jurisdiction of Courts at New Delhi.
- m. Payment would be made quarterly basis.
- n. The bidder should submit the technical bid and financial bid in two separate envelopes duly superscribed technical bid for website maintenance in NBT and financial bid duly superscribed as financial bid in respect of website maintenance in NBT. Technical bids shall be opened first of all bidders and thereafter financial bid will be opened in respect of those bidders who shall qualify as per tender's terms and conditions. Both technical & financial bids should be kept in a separate form duly superscribed as **Tender for website maintenance and upgradation in NBT-2019.**
- o. In case of failure to complete the job in time, NBT shall impose a penalty up to Rs.1,000 per day apart from legal action, which the Trust may deem fit. The contractor may also be blacklisted for future work. In such situation, NBT shall have the right to make alternative arrangement for completion of the work through some other contractor of its choice. The entire cost so incurred by the NBT will have to be borne by the original contractor and may be deducted from their bill or Security amount.
- p. If, at any time during performance of the contract, the contractor should encounter conditions impeding timely execution of the work, he shall promptly notify the NBT in writing of the fact of delay, its likely duration and its cause(s). As soon as practicable, after receipt of the contractor's notice, the NBT may evaluate the situation and may at its discretion extend the contractor's time for performance.

- q. At any time prior to the deadline for submission of bids, the National Book Trust India may, for any reason, whether at its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective Bidder, modify the Tender Document by making necessary amendment. The amendment will be notified in the website and will be binding on them. The deadline for submission of bids may also be extended at the discretion of NBT.
- r. Submission of quarterly status report in details of website provided to Computer Cell. On the basis of quarterly status report, quarterly payment will be released.
- s. The successful bidder will conduct of annual training of website maintenance to technical manpower of Computer Cell for 3-4 days and handed over the source code before final payment.
- t. Development/Designing of Websites would be engaged in Computer Cell, NBT, New Delhi or in their site as and when required.
- u. The NBT will open the Tenders in the presence of the Tenderers or their authorized representatives, who may choose to be present at the following location:
National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi -70.

SIGN AND SEAL:

The Bidder must sign and affix his seal on every page of the Tender Document by the authorised person and the complete Signed Tender Document must be submitted along with the technical bid.

I/We accept the above terms and conditions of tender.

Bidder's Name:

Bidder's Signature with Seal

UNDERTAKING

1. I/We undertake that I/we have carefully studied all the terms and conditions and understand the parameters of the proposed work of the NBT and shall abide by them.
2. I/we further undertake that the information given in this tender are true and correct in all respect and I/we hold the responsibility for the same.

Date:

Bidder's Signature with Seal

Place:

Annexure I: FINANCIAL BID

Bidders shall submit their financial bid in the following format in separate envelope with super-scribed “**Financial Bid for Website Maintenance and Upgradation**”:

COST: Maintenance Cost including updating, designing and development of new pages

S.No.	Description of Work	Annual Cost (in Rupees) (inclusive all taxes)	
1.	Maintenance and Upgradation of Websites and Android App		
	a) www.nbtindia.gov.in		Rs.
	b) www.nbtindia.gov.in/newdelhiworldbookfair or www.newdelhiworldbookfair.gov.in		Rs.
	c) www.ebooks.nbtindia.gov.in		Rs.
	d) nbtindia Android eBook App		Rs.
3.	Android Mobile App Development and maintenance a) newdelhiworldbookfair Android App		
4.	Android Mobile App Maintenance and Upgradation from next year a) newdelhiworldbookfair Android App		
5.	ePub conversion for eBooks for 10,000 pages of NBT books in Hindi and English languages and uploading		
	Grand Total Cost		

Note: Number of work may be increased or decreased.