

National Health Systems Resource Centre

NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi 110067

Expression of Interest

For Website Revision/Revamping and Maintenance of the NHSRC official Website

(www.nhsrcindia.org)

On behalf of the Executive Director, NHSRC, the Indenter, Sealed Expression of Interest (EOI) are invited for hiring in a **Two Stage Bidding System** from reputed and experienced Organizations/Companies having experience in the services of development and maintenance of websites for the last three years to any Central / State Govt. organization or a large Public Sector Undertaking in Delhi strictly subject to the Terms and Conditions of the Contract as notified in the EOI document available on the official NHSRC website www.nhsrccindia.com . Eligible and interested companies may send their EOI by **30.07.2020** to The PAO, NHSRC, NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi – 110067.

Name of the work	Design, Development and Maintenance of website for National Health Systems Resource Centre official Website
Tender fee*	Rs. 500.00
EMD*	Rs.50,000.00
Last Date and Time for receipt of Bids	30/07/2020 by 15.00 hrs
Pre-bid meeting	24-07-2020 at 15.00 hrs
Time and Date of Opening of Technical Bid	30/07/2020 by 15.00 hrs
Place of Opening the Bid	National Health Systems Resource Centre NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi 110067

**Tender fee and EMD can be waived for Micro and Small Scale Enterprise on submission of documents of SME.*

1) Introduction

The National Health Systems Resource Centre (NHSRC) is a technical support institution for the National Health Mission (NHM), Ministry of Health & Family Welfare, Government of India, to act as the nodal agency for Technical Assistance (TA) to central and state governments for effectively implementing NRHM, with specific focus on systems strengthening and capacity development. Further details are available at NHSRC website www.nhsrccindia.org

This tender is for the selection of an agency to Revision/Revamping and Maintenance for a dynamic and responsive design, address security issues, manageability of content while maintaining compliances especially Guidelines for Indian Government Websites (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. Broadly the scope of work includes

2) Scope of Work

The detailed Scope of Work for the DESIGN, DEVELOPMENT AND MAINTENANCE OF WEBSITE is given at Schedule -1 of this tender document

3) Eligibility Criteria

a) Essential

- i) Bidder should have minimum experience of 5 years in the field.
- ii) Experience with proof of design, development and maintenance of websites Union/State government /Private Enterprises etc. with data collection and certificate issuing provisions.
- iii) Bidder should be registered in India as company
- iv) The company should have on average a turnover of Rs.25.00 lakhs (Twenty five lakhs) per annum.
- v) The bidder should have on its roll adequate number of technically qualified personnel essential for the successful implementation & completion of the project

b) Desirable

- i) Awards / certificates of excellence received, if any.

4) Documents to be submitter in hard/scanned copy:

- i) GST Registration of company
- ii) Audited balance sheet of last three years
- iii) Copy of PAN Card of company
- iv) Self-certificate that the establishment/company is not black listed by Government of India
- v) Details of Human Resources including technical competencies of Team Leader and other professional staff.

5) Technical Bid Evaluation

Technical bid will be scored on various parameters like completeness of tender, turnover of the company, work with Government, minimum five years of work experience, technical qualifications etc.

Those bidders scoring marks above 80% in the technical bid evaluation ONLY will be called to make a presentation explaining the proposed modus operandi of this project. Presentation shall be limited to a maximum of 15 minutes. Questions & Answers shall cover 5 minutes after the presentation;

- Brief description of the company,
- Understanding about the project,
- Proposal for the project,
- Design templates,
- CMS features and technology used,
- Details of support, especially during the warranty and AMC periods
- Innovative and practical suggestions
- Details of professionals proposed for handling the project, etc.

<u>Sl. No</u>	Criteria	Score
1	Presentation	50

After adding the marks for presentation in the technical bid score, the financial bids of those bidders who score above 80% out of 150 marks will be opened. The bidders will be informed about the date and time of opening of financial bid.

Terms and Conditions

- 1) The agency will provide experienced website operators having profound knowledge of all latest web Designing tools and coding languages.
- 2) The revamping must be completed and operational within 3 months of award of contract, to the Satisfaction of NHSRC and Agency should provide the accessibility to NHSRC for regular updates.
- 3) The Vendor has to share source code of product.

- 4) All material/ product and related codes would be property of NHSRC and Vendor would have no claim over the same in future.
- 5) The Vendor should provide all admin/ user manuals.
- 6) NHSRC reserves the right to discontinue the bidding process without assigning any reason.
- 7) The applications should be complete in all respects. Conditional/incomplete applications would be summarily rejected.
- 8) NHSRC reserves its right not to accept bids from agencies resorting to unethical practices or on whom investigation /enquiry proceedings has been initiated by Government Investigating Agencies /Vigilance Cell.
- 9) Consortium of Agencies are not allowed without prior permission of NHSRC.
- 10) NHSRC will periodically review the performance of the selected agency and reserves its right to withdraw the assignment at any time.
- 11) NHSRC will take action as deemed fit in cases of underperformance, submission of erroneous bids, irregularity in participation in NHSRC's tender processes / bids, etc. Action taken could include removal of the agency from the list.
- 12) The bidder should make available the offered products, if desired, during evaluation of bids for benchmarking of the application submitted.

Tax Deduction at Source: Tax deduction at source shall be governed as per prevailing Income Tax rules.

Termination by Default: NHSRC reserves its right to terminate the contract of any agency / agencies in case of change in the Government procedures or unsatisfactory services.

Force Majeure: Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. The party affected by an event of Force Majeure will immediately notify the other party of such an event and will also notify the unaffected party on cessation of disability resulting from such Force Majeure act.

Pre-Bid Meeting

A pre-bid meeting will be held in the Conference Room of National Health Systems Resource Centre, NIHFWS Campus, Baba Gangnath Marg, Munirka, and New Delhi 110067 at 1500 Hrs. On 24.07.2020 for clarifications required on any aspect pertaining to the Tender Document.

Based on discussions held during the pre-bid meeting, amendments / clarifications (if any) in the Tender Document will be hosted on the websites of the NHSRC - www.nhsrc.org by 1600 hrs on 26.07.2020.

General Terms & Conditions

- i. Original/downloaded tender document shall be duly filled in, signed and stamped by the bidder or his authorized representative.
- ii. Telegraphic/ Telex/ Fax/ Email and letterhead quotations are not acceptable and will be rejected.
- iii. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document after the last date and time of submission of Tender Bid. Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvas for the work will prejudice the contractor's quotation.
- iv. Since this EOI is has two stage bidding process, offer will be accepted in sealed envelopes super scribed Technical Bid containing EMD and other documents respectively. The envelope should be super-scribed suitably EXPRESSION OF INTEREST FOR NHSRC WEBSITE, ADDRESSED to PAO, NHSRC with the address of the company on the bottom left hand side of the cover.
- v. In case the date of opening of tenders is declared a holiday for unexpected reasons, the EOI shall be opened at the same time on the next working day.
- vi. All documents submitted should be self-attested with seal of the bidder.
- vii. Bidders are requested to see the tender site www.nhsrcindia.org regularly before due date of submission for any probable corrigendum which could be uploaded subsequently against this tender.
- viii. The EOI document can also be downloaded from the website www.nhsrcindia.org and when submitted should be accompanied by a DD in favour of "National Health Systems Resource Centre" payable at Delhi of an amount of Rs. 500/-. Bid may be sent by registered post/or may be dropped in Tender Box in this office, held at the Reception so as to reach before 1500 hrs. On 30-07-2020;. NHSRC shall not be responsible for any postal delays.

ix. Tenders shall be opened in the presence of tenderers or their authorized representatives if they wish to attend (only 1 rep).

Financial bid will be invited only from the shortlisted bidders whose technical bid has been assessed as per criteria and found to have scored top three.

Bid Security (EMD)

- i. Each tender must be accompanied by Bid Security / EMD “in original” for an amount of Rs. 50,000.00 in the form of a Demand Draft/ Pay Order/FDR in favour of “National Health Systems Resource Centre” Payable at Delhi. EMD should be valid upto 3 months starting from the last date of submission of Tender.
- ii. The Bid Security shall be valid and remain deposited with the Indenter for the period of forty-five days beyond the final bid validity period.
- iii. In case of non-submission of Bid Security, the tender would be rejected without assigning any reason.
- iv. No interest shall be payable by the Indenter on the Bid Security.
- v. The Bid Security is liable to be forfeited if the Bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.
- vi. If the successful Bidder fails to furnish the Performance Security (as required under Rule 171, General Financial Rules, 2017) then the Bid Security (EMD) shall be liable to be forfeited.

PERFORMANCE BANK GUARANTEE

The successful bidder shall at his own expense deposit with organization, within thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank/scheduled bank acceptable to NHSRC, payable on demand, for the due performance and fulfilment of the contract by the bidder.

- The performance guarantee shall be denominated in the Indian currency of the Contract and shall be by bank guarantee.
- This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value (which would be determined at the time of signing contract) which is payable to the bidder, through this

contract. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.

- The performance bank guarantee shall be valid till the end of three months after the completion of the Successful Bidder contract period (i.e. one year from the date of signing of the contract). These additional three months are required for facilitating closure of the project.
- The Performance Bank Guarantee may be discharged/ returned by the organization upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the bidder being unable to service the contract for whatever reason, the organization would encash the PBG. Notwithstanding and without prejudice to any rights whatsoever of the organization under the Contract in the matter, the proceeds of the PBG shall be payable to the NHSRC as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. NHSRC shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- The Client shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

Disclaimer

The near relatives of employees of NHSRC are prohibited from participation in this tender. The near relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family.
- (b) The one is related to the other in the manner as father, mother, sons(s), son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother (s) and brother's wife, sister(s) and sister's husband (brother-in-law)
- (c) Their husband and wife.

Arbitration

All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Director, NHSRC. The award of the arbitrator so appointed shall be final and binding on both the parties.

SCHEDULES & ANNEXURES

SCHEDULE – 1

1) SCOPE OF WORK

The scope of the work includes planning the design/ development & maintenance, Deliver the existing website in the new form.

a) Website Revision/Revamping

The agency will be required to maintain/develop the content management tool to make the website dynamic, interactive and bilingual (Hindi and English).

The details of various sub-components of the website redesign and development are as follows:

- Study, Requirement understanding and Analysis with respect to Revision/Revamping the NHSRC Websites

- **CMS Features:**

- (1) The website/ portal should comply with the comprehensive content management system to support two levels of user. It should allow the administrator to create user roles and allow the setting up of access rights of specific CMS module.
- (2) Website must be CMS based and CMS must be secure, not open sourced based.
- (3) Admin User-Can performs all the CMS functions.

- Archival of information (as per instruction).
- Coordination with the NIC for the server related problems/issues.

- **Search Engine Optimization (SEO):** The CMS must include the ability to alter title tags, Meta descriptions, alt tags, and headers. The site must be built to be easily crawled by search engines.
- Interactive multimedia oriented web page design.
- To ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> in full along with mobile compatibility..
- Should be able to support Video Content without Plugins.

- **Navigation:**
 - (1) The website be user friendly to access information needed at a sight
 - (2) Design should be flexible to accommodate new pages.
 - (3) It should provide for flexibility to modify the design when a major event has to be published.
 - (4) Design should allow changing the interface templates for fresh new look as and when required.
 - (5) The portal should be based on International standards like W3C standard for HTML etc.
 - (6) It should be compatible to various browsers including IE, Mozilla Firefox, Chrome, Opera, and Safari etc.

- **Security:**
 - (1) The organization would ensure that the site and database is secure and free from unauthorized access & hackers.
 - (2) The website should incorporate necessary security features.
 - (3) All logins and payments transaction must operate on secure protocols.
 - (4) The website should comply fully with the guidelines issued from time to time by the Government of India for the development of the new website

- **User Friendly:**
 - (1) The web site must be designed with a balance of text and graphics such that each page and optimized for load time, response time. Navigation and search.
 - (2) Site must be compatible with Internet Explorer and Netscape Navigator & other web browsers. Web site must not require plug-ins as a default. The technologies to be use for its development and maintenance should be easily available and cost effective. Website must be built in accordance with the Web Content Accessibility Guidelines provided by the W3C.

- (3) Should support responsive page design compatible to multiple size screens (computer, tablet, mobiles and any other)
- (4) Provide search capabilities using key words or phrasing that will identify content from within the site. The website would also have a search engine with index-based search options

- **Technology:** The website/ portal should be based on CMS like Larval, codeigniter, Yii, Node Js , Bootstrap etc. and preferably use Open Source Tools like XAMPP,LAMP, Moodle, Open LDAP etc.
- **Design and Layout:** The website should have an elegant design with suitable colors, a neat, uncluttered look and a user- friendly, easy-to- navigate layout, an ideal design layout.
- **Development Methodology:** The development methodology should follow an iterative-prototype approach especially in the initial startup and design phase.
- ***Getting the Security Audit by NISI empaneled agency and obtaining all necessary certificates will be the responsibility of the service provider including the cost involved.***

b) Website Maintenance & Annual Maintenance Contract (AMC) :-

One-year maintenance of Website post Go-Live Date, which may be further extended on mutual agreement.

- The website Maintenance would include updating of content of all existing pages and designing new pages as per the requirement of the NHSRC. It would also include the upload images and all type of work as instructed by the NHSRC time to time.
- Add more feature in the Content Management System (CMS) of the website (as and when required).
- Publishing of the advertisement (Banner, Links etc.) On the website as per instruction of NHSRC.
- Checking the website for dead links.

How to apply:

Expression of Interest may be sent to **Principal Administrative Officer (PAO), NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067.** through registered post/speed post or in person may be dropped in Tender Box in this office, held at the Reception so as to reach before **1500 hrs. On 30-07-2020;** NHSRC shall not be responsible for any postal delays.

Checklist for Pre-Qualification cum Technical Bid

(Please also see eligibility criteria on page 3)

Following documents are required to be submitted in the Pre- Qualification cum Technical Bid in a Sealed Envelope Super-scripted "TECHNICAL BID"

Sl. No.	Items to be submitted	Remarks
1.	Covering letter indicating the list of all enclosures.	
2.	Original/downloaded tender document duly filled in, signed and stamped by the bidder or his authorized representative of the bidder. Additional Information of the Bidder duly signed by the bidder or authorized representative of the bidder in the	
3.	(a) Bid Security (EMD) (b) Refund of Bid Security (EMD)	
4.	Attested Copies of following (a) Income Tax Return for the last three years/Annual turnover (b) PAN No/TIN No. (c) Service Tax Registration Certificate	
5.	Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last five years) along-with endorsement from the concerned Institution.	
6.	Undertaking to accept Terms and Conditions of the Tender document and to comply with them (on Non-Judicial stamp paper of denomination of Rs. 50/-)	

7.	Letter stating - (a) Proof of operation for 3 years (b) Availability of in-house facilities	
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Signature of Bidder

(Prop. / Partner/ Authorized Signatory)

Name & Address with Seal of the firm

(FOR OFFICIAL USE ONLY)

Annexure – II

TECHNICAL BID

Additional Information

(To be submitted in a sealed envelope to PAO, NHSRC, NIHFW Campus, Baba Gangnath Marg, New Delhi, so as to reach before the last date and time of the closing of the bid)

1. Name & Address of Bidder/ Indian Agent:
2. Permanent Income Tax A/c No. of the bidder:
3. Name & Address of Banker of the Bidder:
4. Business Name and constitution of the Bidder firm.

Also state if the firm is registered under

- (i) The Indian Companies Act, 1956
- (ii) The Indian Partnership Act, 1932
- (iii) Any act, if not, who are the owners (Please give full Names and Address)

5. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932. Should the answer to this question by a partnership firm be in the affirmative, please state further:-

(i) Whether by the partnership agreement authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.

(ii) If the answer to (i) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.

6. State whether business dealing with you has been banned by any Central/ State Government Organization? If so, give details.

Signature of witness

Signature of Bidder

Full Name and Address of Witness

1. Full name & address of Person signing

(In BLOCK LETTER)

2. Whether signing as Proprietor/ Partner/ Constituted Attorney / duly authorized by company.