NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES (Divyangjan)

(Department of Empowerment of Persons with Disability, Ministry of Social Justice& Empowerment, Govt. of India)

East coast Road, Muttukadu, Kovalam (post) Chennai-603 112

Website: www.niepmd.tn.nic.in E-mail: niepmd@gmail.com Phone: 044-27472113, 27472046.

EXPRESSION OF INTEREST (EOI) DOCUMENT: FOR DEVELOPMENT & MAINTENANCE OF INSTITUTE WEBSITE HINDI VERSION

Last date for E-bidding Date & Time of Opening of	- 03.00 PM. on	7th Aug 2023
Tender Documents	- 04.00 P.M. on	08th Aug 2023

Tele: 044-27472046/27472113 Telefax: 044-27472389 Email:niepmd@gmail.com

Sd/-   Sd/-

Deputy Registrar (Admin.)   **Director**

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Introduction:

National Institute for Empowerment of Persons with Multiple Disabilities hear after called NIEPMD is a Central Autonomous Body under the Ministry of Social Justice & Empowerment, Government of India. The Institute intends to develop the Hindi version of its existing website www.niepmd.tn.nic.in by incorporating latest features and technology with required applications. NIEPMD, Chennai invites proposals from established IT and Web designing agencies who have undertaken similar projects successfully and would be able to meet the website designing, development and maintenance as per the scope of work.

Institute invite expression of interest through NIC e-procurement portal e-tender mode. The interest and technically capable bidder are request to apply online through NIC-e-procurement portal url: http://eprocure.gov.in/eprocure/app". The EOI document can also be downloaded from Institutes website www.niepmd.tn.nic.in tender section.

SCHEDULE FOR SUBMISSION OF TENDER

The expression of interest should be in two bid system i.e. "Technical Bid" & "Financial Bid". Bidders completing technical criteria will only be considered for financial evaluation.   No manual bid will be accepted.

Clarification of Tender Document

Interested eligible vendors requiring any clarification on the tender documents may notify only through email to the niepmd@gmail.com, Institute will respond by email to any request for clarification of the Tender Documents, which it receives not later than 7 days prior to the deadline and if considered meaning full to respond.

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Eligibility Criteria

The agency eligible for taking part in the bid must satisfy following criteria:

1. The bidder should be a company registered under Indian Companies Act.

2. The bidder should have a minimum ten years' experience in Govt. educational website designing and maintenance services as on date of release of EOI.

3. The bidder should have continuing projects on website development and maintenance of minimum five Govt. Educational institutions. Copies of proof of the projects continuing to be enclosed for necessary verification.

4. The bidder should have valid up-to-date VAT Clearance Certificate, GST Registration and Income Tax Registration (PAN)

5. The bidder should not be black listed by any State/Central Govt. Organizations.

6. The Agency should have full-fledged development center

The response to tender without submission of proof of above points will summarily be rejected without any further communication.

Evaluation Process

The bidders will be scrutinized on the basis of eligibility criteria, technical specification and work experience. The tender will be evaluated on total tender value basis (Consolidated) not item wise.

Terms & Conditions

1. The EOI will remain valid for 60 days after opening of technical bid. Any extension to validity period will be on discretion of Director, NIEPMD.

2. The work shall be completed in all respects within 60 days from the date of issue of work order.

3. The bidder selected for development of Hindi version of website must enter in to contract for 05 years for maintenance of Hindi version of website. During this period whatever changes will be made to English version of website will be incorporated by the bidder to Hindi version immediately without fail after due approvals from NIEPMD officials. Any software, license, proprietorship, content permission will be managed by vendor without any liability from Institute including financial & Legal liability

4. The authority reserves the right to accept/reject any part of or all the EOI without

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assigning any reason thereof.

5. Bids cannot be withdrawn during the interval between its submission of bids and expiry of Bid's validity period.

6. The Purchaser will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is determined that the Bidder has engaged in corrupt and fraudulent practices in competing for or in execution of the contract.

7. SLA (Service Level Agreement) will be signed with the awarded bidder.

Scope of the Work

The scope of work includes planning, requirement-gathering, design, development, testing, delivering and migrating existing contents to the Hindi version of the website. It also includes regular maintenance and updating of the website. The institution expects that the portal will be delivered on "turn-key-basis" with following features.

- **Dual Language (Hindi & English) Version of the Website as per GOI guidelines (Only Hindi version is responsibility of vendor).**

- **Managing compatibility between English & Hindi version of website.**

- **Translation of English content to Hindi language and uploading on website after due approvals from Institute Hindi Officer.**

- **Multi User Content Management System**

- **Website facilitation for blind and low vision visitors**

- **Device Compatibility**

- **SSL implementation for domain and sub-domain**

- **Website& Application Maintenance and Daily / Routine Updates**

- **Website Content backup management system**

Web Site Designing (As per guidelines for Indian Govt. Websites (GIGW)

The website should be properly accessible in all browsers and all resolutions.

- A consistent page layout will be maintained throughout the website.

- Web pages will allow resizing of text without the use of assistive technology.

- There should be adequate contrast between text and background color.

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- Alternate text should be provided for non-text elements (e.g. images).

- Captions should be providing for all important audio content.

- All pages on the website should have a link to the home page.

- The positioning and terminology used for navigation items and navigation scheme will be consistent across the website.

- Website has a "search" box or a link to a search page from every page of the website.

- Website should have an up to date Site Map that is linked to the Home page as well as to all important entry pages of the website.

- Bullets/ Icons must should maintain uniformity throughout the website.

Website facilitation for blind and low vision visitors

As per the norms of Dept. of IT, Govt. of India, the website should be accessible to blind & low vision visitors.

Dual Language (Hindi & English) Version of the Website as per GOI guidelines

All pages of the website needs to be designed & implemented in dual languages. i.e. Hindi & English. English version of website is already available however for implementation of Hindi the Institute will provide contents in English based on that Hindi content should be implemented by the service provider. No automatic and/or software based translation for language conversion is allowed. Separate user should be configurable through Multiuser CMS to provide for Institute Hindi translator to add translated content of any part of the website. In the absence of the Hindi translation each page to be linked to the English version, i.e., Hindi based website should not be broken withpages missing.

Device Compatibility

Website device compatibility is an approach in web development and design that is geared toward creating sites that provide an efficient and appealing visual experience with text that is easy to navigate without altering the resolution of a display screen.

This capability extends to any device or browser used to view a website, which means the website appearance and layout change according to the size of the display screen.

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Website& Application Maintenance and Daily / Routine Updates

The vendor shall maintain the Hindi version of existing web site and upgrade it, which includes design, development and content updating as & when required in Hindi based on latest technology as per the requirements of the Institute. The updating would include regular up gradation of news, data, reports, tender announcements, recruitment and other relevant information etc., on daily, weekly, fortnightly or monthly basis as may be required. Regular web promotion shall be a part of this activity and shall include activities such as search engine registration and linking to related web sites and home page improvements etc.

Website Content backup management system

There should to backup mechanism for all website and application content backup. The backup process may schedule 2/3 times in a day to make all content secured automatically for security seasons.

Website hosting platform:

The Hindi version of website will be part of present Institute website & CRCs website. Platform used for hosting the said websites will be used for running its Hindi version.

Details of website considered for Hindi Version:

a) www.niepmd.tn.nic.in

Vendors are requested to study the above website for creation of its Hindi version. Any requirement, translation work, proprietary software, software license etc. should be properly considered before quoting. Quoted price will be final and non-negotiable. No extra price will be paid.

The Hindi version development prices will be paid after successful completion and implementation of project for first year. Further 04 years maintenance charges will be paid on quarterly basis after submitting the invoice completion of each quarter. No advance payment will be made under any circumstances.

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CHECK LIST

The Technical Bid shall be summarily rejected, if these documents are not uploaded. Documents must be uploaded in following serial order only. All Documents must be signed and sealed by the Authorized person of the bidder.

S. No.	Particulars	Type of document	Yes/No
1.	Signed and sealed copy of the TECHNICAL BID with Name, address & telephone number of the bidder (as mentioned in "TECHNICAL BID" section)	As per format	
2.	Name, designation, address & telephone number of the authorized person	Certification Letter	
3.	Name, address & telephone number of Directors / Partners, e-mail address	Certification Letter	
4.	Firm / Company Registration certificate (Copy to be uploaded)	Proof	
5.	Undertaking by the bidder to be uploaded stating that the firm / company has not been black listed by any Central Govt. / State Govt. / PSU agencies.	Undertaking Letter	
6.	Undertaking by the bidder to be uploaded that they have read and understand all the term and conditions mentioned in the tender document.	Undertaking Letter	
7.	Copy of appropriate PAN Card and GST Registration	Proof	
8.	Copy of Income Tax Return of the firm/company/agency (Individual in case sole proprietary firm) for last 03 financial years.	Proof	
9.	Certified copies of balance sheets along with profit & loss account of the bidder in support of 3 years' annual financial turnover, the applying Firm/ Company must have an annual turnover from IT Business (Annually) not less than 25 lakhs (i.e. FY2019-20, FY2020-21, FY2021-22).	Proof	
10.	Copy of Purchase order/Work order and Completion/Experience certificate for development of website in Central Govt./Sate Govt./PSU/Semi Govt. Educational Institutes/ Reputed institution in the last 3 years as on the scheduled date of tender opening	Proof	
11.	Copy of NIT duly signed and stamped by the bidder on all pages must be uploaded as agreement of understanding of all the terms and conditions mentioned in NIT.	Signed & Sealed Document	
12.	Any other document, information, deceleration, or undertaking asked in NIT (Pl. read the NIT document carefully. Non submission of information asked in NIT may lead to rejection of bid.)	Proof	