Indira Gandhi National Centre for the Arts Janpath Building (near Western Court) Janpath, New Delhi – 110001

Request for Proposal for Development of Website and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building

RFP Ref No: IGNCA/14/NPB/2022

Dated: 22nd November, 2022

Issued by:-

Indira Gandhi National Centre for the Arts Janpath Building (near Western Court), Janpath, New Delhi – 110001

Email: directoradmn.ignca@gmail.com

Website: www.ignca.gov.in and eprocure.gov.in

IMPORTANT DATES

Date of Uploading RFP: 22nd November, 2022

Last Date of Submission of RFP: 05th December, 2022 (up to 11 AM)

Date of opening of RFP: 06th December, 2022 (11 AM)

Date of Presentation: 07th December, 2022 (3.00 PM)

(Pre-bid queries may be submitted upto 04th December 2022 before 5:00 pm)

REQUEST FOR PROPOSAL

Request for Proposal for Development of Websites and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building

The Indira Gandhi National Centre for the Arts, is visualised as a centre encompassing the study and experience of all the arts forms with its own integrity. It partakes of the holistic worldview articulated throughout Indian tradition. The arts are understood here to comprise the fields of creative and critical literature, written and oral; the visual arts, ranging from architecture, sculpture, painting and graphics to general material culture, photography and film; the performing arts of music, dance and theatre in their broadest connotation; and all else in fairs, festivals and lifestyle that has an artistic dimension. The IGNCA seeks to place the arts within the context of the natural and human environment.

IGNCA has been entrusted with various art works installations in the New Parliament Building, which is under construction in New Delhi. Once completed, it will be the seat of the Parliament of India. Accordingly, IGNCA is inviting **Request for Proposal for Development of Websites and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building** at New Delhi. Interested bidders who have requisite experience of development of website, virtual museum, QR and braille signages may submit the RFP for the above work.

Interested bidders may peruse the details of RFP hosted on IGNCA website www.ignca.gov.in and CPP portal on eprocure.gov.in

INSTRUCTIONS TO THE BIDDERS

IGNCA has detailed the minimum pre-qualification requirements and the process of selection in the RFP.

• The designated Committee constituted at IGNCA for evaluation of RFPs would evaluate the quality / capability of Bidders on the criteria mentioned in the RFP based on their proposals received and fulfilment of eligibility criteria. The eligible bidders would be called to make a presentation before a designated Committee at IGNCA, New Delhi.

- The bidders shall submit their offers strictly in accordance with the Terms & Conditions of the RFP document. Any bid that stipulates conditions contrary to the conditions given in the RFP document will stand disqualified.
- Pre-bid queries: All queries regarding the RFP can be emailed to IGNCA on <u>directoradmn.ignca@gmail.com</u> upto **04.12.2022 before 5:00 PM**.
- The bids should be submitted online on the CPP portal **OR** the bidders may send the sealed envelopes containing Technical Bid (Form I to II) and Financial Bid (Form III) in **separate** sealed envelopes super scribed as "<u>Technical Bid/Financial Bid"</u>. Both the envelopes enclosed together in a big sealed envelope and should be super subscribed in block letters as follows: "Request for Proposal for Development of Websites and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building" and addressed to-

Director (Admn), Indira Gandhi National Centre for the Arts Janpath Building, Janpath, New Delhi, 110001

The document should reach to this address latest by 11.00 A.M. on 05.12.2022. The technical bids will be opened on 06.12.2022 at 11.00 A.M.

- The IGNCA shall not be responsible for sending the bids to any wrong address/delivery.
- The bidder should prepare the **index** with page number of all submitted documents.
- The bidders may send their bids well in time so as to reach the same in stipulated time. IGNCA will not be responsible for late receipt of the bids.
- The bidder shall have to submit Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lac only) in the form of Demand Draft of any scheduled Bank in favour of "IGNCA, New Delhi". In case of online

submission of bid, the scanned copy of the draft may be uploaded along with the Technical Bid forms. In case of offline submission of bids EMD should be attached with the Technical Bid forms (Forms I to II).

- The bidders registered with MSME will be exempted from submission of EMD. The EMD of unsuccessful bidders shall be returned after finalization of the successful bidder and award of the work. EMD of the successful bidder shall be returned immediately after receipt of Performance Security Deposit. No interest shall be paid on EMD in any case. In the event of declining to accept the offer contract by the successful bidder, the deposited amount towards EMD shall be forfeited.
- The successful bidder will have to deposit Performance Security equal to 3% of the value for one year of the work either by way of Demand Draft or Bank Guarantee in favour of "IGNCA, New Delhi" as interest free security deposit for ensuring good performance within 15 days after acceptance of the contract. The performance security deposit shall be released after two months of successful completion of the contract. In case of any violation of contract during the contractual period, the security deposit will be liable to be forfeited. No interest shall be paid on security deposit in any case.
- The bidder shall bear all costs associated with the preparation and submission of the bid and IGNCA will, in no case will bear these costs, regardless of the conduct or outcome of the tendering process.
- The bidders may carefully read the RFP document and accordingly submit the requisite information along with documents. Incomplete bids or bid not on the prescribed performa (attached) without requisite details/EMD and received after the closing date/time, will be summarily rejected.
- IGNCA also reserves the sole right for carrying out amendments/modification/changes including any addendum to this RFP. Such amendments/modification/changes including any addendum to this RFP shall be notified on the IGNCA website www.ignca.gov.in and CPP portal and these will be binding on the agencies/bidders.
- IGNCA does not bind itself to accept the bid and has the right to refuse any or all the bids without assigning any reason or select any bidder that is in the final evaluation list. IGNCA also reserves the right to re-issue

the RFP without bidders having the right to object against such re-issue. IGNCA also reserves the rights to extend the validity period.

- IGNCA reserves the right to extend the deadline without assigning any reasons thereof. Intimation of the same shall be notified on the IGNCA website www.ignca.gov.in and on the eprocure.gov.in
- The Technical bid will be opened on date, time and venue specified above in the presence of the bidders or their authorized representative who may wish to be present
- The financial bids of the only technically qualified bidders will be opened on the date and time which will be communicated to the technically qualified bidders separately.
- IGNCA will be free to award whole or part of the work to one or more qualified bidders.

Scope of Work

Please see this at Annexure I

Technical Specifications

Please see this at Annexure II

Timeline

In view of the project being of national importance, the work has compelling timelines. The timeline may vary from 45 days to 60 days from the date of award of the work. The delay in satisfactory completion of work attract penalty as mentioned in the RFP document.

QUALIFYING CRITERIA

IGNCA shall evaluate the capabilities of the bidders based on their profile also keeping in view of the following criteria.

Minimum Eligibility Criteria

- b) The firm has to compulsorily follow the "Website Security Guidelines" issued by NIC-Computer Emergency Response Team (CERT) for website development, hosting, administration and management.
- c) The firm must be in operation in India for at least 10 projects for past 5 (five) years in the same line of business in Digital Experience for museums/Digital Centers. As proof, the firm may submit copy of Invoices/work orders/agreement copies/ Purchase Order of any assignment executed and completion certificate in the last 5 years.
- d) The firm should also submit the details regarding development and designing of website/ QR and Braille Signage/ Digital Experience Creation work and other similar works for any government organization in the last 5 years. At least 05 (five) works will be desirable.
- e) The firm should also submit the last 3 years IT/GST returns viz., FY 2019-20, 2020-21 and 2021-22.
- f) The net worth of the bidder, as on 31.03.2022 should be positive.

Format for Technical Proposal

Refer Annexure II

Technical Proposal and Presentation

IGNCA is an autonomous Trust under Ministry of Culture, Government of India (GoI) organization. All Websites/Web portals of the Government of India offices are to follow the guidelines laid down in "Guidelines for Indian Government Websites" which can be downloaded from the website of National Informatics Centre (NIC). Therefore, technical specification in respect of Visual Identity, Page Layout, Graphic Buttons & Icons, Typography, Colour, Images, Audio/ Video/ Animation, Navigation, Site Search, Sitemap and Fames should be as per the "Guidelines for Indian Government Websites". For more clarification in this regard, bidder may read the guidelines available on the website of NIC.

IGNCA shall evaluate the capabilities of the bidders based on their profile also keeping in view of the following criteria.

For other bidders:

Sl. No.	Eligibility criteria	Maximum Marks	
1	Technical capacity of the bidders	30	
1.1	Number of assignments in last 5 y shall be awarded marks under:(minimum five (05) assigned to be e		
	Number of Projects Ma 05 projects 10 Above 05 projects 15	arks	15
1.2	Relevant Experience in Past year firm must be in operation in India from 5 years in the same line of business eligible.	om past	
2.	Experience in Years Ma 1-5 Years 10 5 - 10 Years 15 PRESENTATION	nrks	15 70
2.1		ite and gestive ed. quality esthetic t in the	70

TOTAL	100
MARKS (1+2)	

Bidder must have attained minimum 60 marks to become technically eligible.

Terms and Conditions of the Contract:

- 1) The rates quoted by the successful bidder shall be applicable till completion of the work and no escalation of the rates, whatsoever the reason, will be allowed.
- 2) The rates quoted by the bidders shall be valid for 60 days for acceptance of the IGNCA from the date of opening of Financial Bid.
- 3) The bidders who shall qualify in the Technical Bid will only be considered for opening of Financial Bid.
- 4) Canvassing in any form will be viewed seriously and, if any bidder is found to be resorting to such practices, the bid of such bidder will be rejected.
- 5)The bidder shall have to confirm the terms and conditions and other requirements of the RFP by signing all the required documents.
- 6) Time schedule for the completion of the work should be strictly adhered to by the bidder. If work is not completed according to the specifications mentioned in the RFP, within the stipulated period, penalty will be imposed @ 2% of the value of work for every week.
- 7) In case of any abnormal irregularity noticed in the work, the maximum penalty up to 10% of the value of work can be levied by the IGNCA, which will be final and binding on the firm.
- 8) The Performance Security Deposit will be liable to be forfeited/ adjusted, if the successful bidder fails to execute the work in time/complete the work satisfactorily.
- 9) The IGNCA reserves the right to terminate the contract at any time without assigning any reasons and also forfeit part or whole of the performance security

deposit, if the bidder fails to comply with the provisions of the RFP or complete the work satisfactorily within the schedule provided to the bidder.

- 10) In case, the successful bidder fails to complete the assigned job in part or in whole as the case may be, the contract of the bidder shall be cancelled and the assigned job will be got carried out from open market at the risk and cost of the bidder by the IGNCA and the penalty as deemed fit shall be imposed on the bidder or the excess amount if any involved towards completion of the work shall be charged from the bidder by the IGNCA.
- 11) The IGNCA reserves the right to accept fully or partially or reject any/all bids without assigning any reason(s) whatsoever. Bids not on the prescribed proforma, without requisite details, without EMD, bids received after the closing date & time and conditional bids will be rejected summarily.
- 12) In case of any dispute arising out in relation between the parties, the matter will be referred to the Arbitrator appointed by the IGNCA whose decision will be final and binding on both the parties.
- 13) Any dispute arising out in relation between the parties, will be subject to the jurisdiction of Delhi Courts only.
- 14) Any dispute between the agency and its employees / artists will be resolved by the agency itself without the involvement of the IGNCA in any manner.

15) Payment:

- (i) The payment will be made on receipt of bill in duplicate on a printed bill form indicating PAN and GST number of firm and IGNCA may also be mentioned on the bill. The bill should be certified by the Chartered Accountant. A completion certificate of the work may be enclosed with the bill.
- (ii) No advance will be given to the bidder for executing the work without bank guarantee of the matching amount.
- (iii) Counter conditions by the bidders in matters concerning payment of bills shall not be acceptable.
- (iv) Tax deduction at Source (TDS) and other applicable taxes will be deducted from each bill by IGNCA.

Price Schedule:

The bidder must quote the lowest rates (inclusive of GST) in the prescribed proforma of Financial Bid only appended at FORM -III. The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis as per GFR rule with 70% weightage on technical score and 30% weightage on financial score.

The bidder with the highest composite score will be declared as the successful bidder. In case of tie in the highest composite score of multiple bidders, the bidder with higher technical score will be declared as the successful bidder.

Note: Technical marks are the marks scored by the bidder in the technical bid as mentioned in the evaluation table in the section **Technical Proposal and Presentation** above.

Award of Work

The IGNCA will award the work to the successful bidder. The successful bidder needs to enter in a separate agreement with IGNCA on award of the work.

Request for Proposal for Development of Website and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building

FORM I TECHNICAL BID (On Bidder's letter head)

Dated:

То,	
Director (Admin) IGNCA Janpath, Delhi – 11	0001
development a	st for Proposal for Development of Website and design, nd installation of QR & Braille Signages for different Art aces installed in the New Parliament Building
Dear Sir/ Madam,	
address)Bidding documents	your RFP document dated, we (name of the vendor with having examined the sand understood their contents, hereby submit our unconditional presaid Assignment.

- 2. All information provided in the Proposal and in the Appendix is true and correct best to on documents and records.
- 3. This statement is made for the express purpose of qualifying as a Bidder for undertaking the Assignment.
- 4. We shall make available to the IGNCA any additional information it may find necessary or require to supplement or authenticate the Bid.
- 5. IGNCA can reject/accept Proposal at any stage without assigning any reason or otherwise before finalisation.
- 6. We certify that, we have neither been penalised for defiant for the assigned work during the last 5 years by any agency nor have faced any arbitration proceedings, nor our contract terminated for violation of agreed terms.we have neither been

blacklisted nor debarred by any state/central Government agency for any breach or deliberate defiant.

7. We declare that:

- a. We have examined and have no objections to the RFP Documents, including any Addendum issued by the IGNCA.
- b. We do not have any conflict of interest with the content of RFP document; c. We have not directly or indirectly or through an agent engaged or indulged in any corrupt, fraudulent, coercive, undesirable or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the IGNCA or any other public sector enterprise or any government,

 Central or State; and d. We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged.
- 8. We declare that we are not a member of any other firm submitting a Proposal for the assignment.
- 9. We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority.
- 10. We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
- 11. We undertake that in case due to any change in facts or circumstances during the Bidding Process, affecting us adversely which may otherwise render us disqualified in the bididng process, we shall intimate the IGNCA of the same immediately.
- 12. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the IGNCA in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Assignment and the terms and implementation thereof.
- 13. We hereby reserve our right to object as and when required, any conditions of

RFP are altered without intimation to us considering our valid view point before finalising the bid.

14. The amount has been quoted by us after taking into consideration all terms and conditions stated in the RFP.

15. We agree and understand that the Proposal is subject to the provisions of the Bidding Document. In no case, we shall have any claim or right of whatsoever nature if the assignment is not awarded to us.

16. We agree to keep this offer valid for 60 (sixty days) from the Proposal Due Date specified in the RFP.

17. We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, we submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

(Signature of the Authorized signatory) (Name of the Authorized signatory)

Name and seal of Bidder with Date & Place

Dated:

Place:

Request for Proposal for Development of Website and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building

FORM II Particulars of the Bidder

1. Name of the firm:
2. Address for Communication: /Registered Office:
3. Date of Incorporation:
4. Constitution of Bidder Company:
5. GSTIN (Copy to be enclosed):
6. PAN (Copy to be enclosed):
7. Copy of Income Tax Returns Of last three FY 2019-20, 2020-21 and 2021-22
8. Experience (in years) with proof:
9. Date of first assignment:
10. Details of Contact person:
Name and Designation Mobile no.: Email id:
11. Details of EMD:
12. Any other details:

(Signature of the Authorized signatory)

(Name of the Authorized signatory)

Name and seal of Bidder

Request for Proposal for Development of Website and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building

FORM III

Proforma for Financial Bid

Particulars	Price	
Lump sum amount for Request for Proposal for Development of Website and design, development and installation of QR & Braille Signages for different Art spaces installed in the New Parliament Building as per scope of work mentioned in the RFP document.	(Rupees in words)	
Total		

Agency must ensure that the existing building structure/art spaces are not damaged during signage installation.

(Signature of the Authorized signatory)
(Name of the Authorized signatory)
Name and seal of Bidder

Dated:
Place:

Annexure I

Scope of Work

- 1. Designing and Development of the Websites, Designing, Development and installation QR and Braille Signages of the artefacts installed in the new parliament building. Each artefact/niche will have its QR code Signage with information, and on scanning the QR code, the visitor should land on the web page containing the information.
- 2. Likewise each art space/artefact will have Braille signages to facilitate differently abled viewers.
- 3. The websites design/interface with aesthetic appearance be developed as per the international standards. The vendor shall develop multiple design templates for the proposed websites, from which the most appropriate template will be selected by IGNCA, thereafter actual development work would be undertaken.
- 4. The tentative content is appended herewith (under updation, correction and consolidation with the inputs of subject expert) thereafter the final content shall be made available after the approval of the content validation committee of IGNCA as well as to Go Live.
- 5. Time line for the project is 45 to 60 days. The vendor has to strictly adhere to the timeline, approved by IGNCA for making the websites Go Live.
- 6. All content and flow of the content will be provided by IGNCA including multimedia content like literature video, phones, required theme graphic, Voice over or any required content for Design development and development of the Website and OR code signage.
- 7. The websites should be dynamic and on Open-Source Platform.
- 8. The website will be created multilingual (initially in English & Hindi). The vendor may quote separately for adding additional languages.
- 9. The vendor shall ensure adherence to Guidelines for Indian Government Websites (GIGW) issued by DARPG.
- 10. The deliverables should be compliant to the latest versions of W3C Standards on 'Web Design and Applications'
- 11. Websites should be optimized for Search Engines.
- 12. The design and development of the websites must be responsive and Mobile

Phone compatible.

- 13. The application should support multiple colour schemes.
- 14. The user can change the font size of the entire page or specific portion of the page to make it more readable
- 15. Implementing security features to protect content from its misuse. The website will be security audited by CERT-in listed agencies
- 16. The websites should have 'safe to host' certification
- 17. The websites should be SSL enabled
- 18. The websites hosting will be done by the vendor. The hosting space will be arranged by the vendor. Only NIC Empanelled hosting will be considered.
- 19. Domain names "naisansadkikala.ignca.gov.in", "sengol1947.ignca.gov.in", "bharatmotherofdemocracy.ignca.gov.in" already registered by the IGNCA and necessary credentials will be shared with the concerned Agency.
- 20. The vendor must hand over the final usable code with content to the IGNCA.
- 21. The vendor must submit the web analytics report on weekly/monthly basis. (This is full time/part time engagement till what time how long)
- 22. The vendor must ensure the access of the site by a large user group (ideally for all) without any interruption and the backend support for the change in number of users should be dynamic.
- 23. The back-up of all contents including database, code, content etc must be ensured by the vendor periodically.
- 24. The vendor would extend online maintenance services (bug fixes, updates etc) during the project period and later during maintenance phase for five years. Vendor should quote separately for onsite up-gradation and maintenance of the website and AMC rates separately payable annually. Without these quote bid will not be valid.
- 25. For smooth uninterrupted operation of website, the requisite steps must be ensured by the vendors.
- 26. Cost for SSL for all three website should be including in given quote and also update if it is going to renew annually.

Website/ Web portal Characteristics

- a) Website/Web portal should be accessible to all irrespective of technology, platforms, devices
- b) Website/Web portal will have the Web Address/URL (*Uniform Resource Locator*) obtained from NIC viz. ____.gov.in in compliance with Government Domain Name policy.
- c) The Homepage of the Website/Web portal must have Title page, Lineage of the Department, National Emblem, Indian Identity and Ownership of Indian Government.
- d) Homepage and subsequent other important pages of the Website/Web portal must provide a prominent link to other relevant Government/Department Websites as requested.
- e) The backend will have a strong search function for easy accessibility.
- f) SEO guidelines should be followed so that website content is indexed properly by major search engines (Google, Bing etc)
- g) All the software source code developed as part of the project needs to be shared

Configuration of websites

- a) RAM 8 GB.
- b) Bandwidth limited.
- c) At least 4-core CPU
- d) Storage 200 GB.
- e) Rest everything will be as per Website Security Guidelines issued by NIC-CERT.

Design and Development

The design/layout and the contents of the Website will be as per the requirements of IGNCA. A tentative outline of the Website/Web portal will as below: -

Sl. No.	Items	Sub-Items			
1.	Home Page	Main Menu, Search Option, Display for New/Important Information, Notice Board, FAQs, Space for Publicity/Banner, Copyright Policy and Other Such Items as Required by DLA During the Developmental Stage. Each of These Services Being a Subpage.			
2.	About Us	As per the requirement			
3.	Site Search	As per the requirement			
4.	Updates	As per the requirement			
5.	Events	As per the requirement			
6.	Contact Us	As per the requirement			
7.	Link with National Portal	As per the requirement			
8.	Photo Gallery	As per the requirement			
9.	FAQs	As per the requirement			
10.	Search Engine Optimizati on	The firm have to make sure that the Website has been well optimized to get higher ranking for listing on search engines like Google, Bing, Yahoo etc.			
11.	Copyright& Trademark	The firm will hand over all the software and graphics to the IGNCA for the purpose of copyright and intellectual ownership.			
12	Digital Impression	Collect traffic information on the website			

Annexure-II SUBMISSION OF RFP

Format for Technical Bid Proposal

With	reference to RFP Ref No	Dated
,	, the undersigned furnishes below/encloses here w	vith following details/documents as
part (of Technical Bid for consideration.	

S no	Details	From Page to Page
01	General Profile of the firm (i) Name & address of agency, authorized signatory, office address, phone number, mobile number, email ID, type of agency, registration number and GST/PAN number, bank account details, information regarding any litigation in last 05 years.	
02	Details of five projects relating to Software Development in the Museum (attach a copy of agreement / document, name of clients, clients address, phone number)	
03	Certified Evidence of adequacy of working capital (define the percent of the proposed cost) for this contract (access to line of credit and availability of other financial resources)	
04	List of professional employees and consultants of the firm having experience in the required area of expertise.	
05	Annual turnover for the last 3 FY 19-	

	20,20-21 and 21-22 (Copy of audited balance sheets of the firm certified by CA along with ITR for last 3 years be attached).	
06	Details of Earnest Money Deposit(EMD) / Exemption supporting documents i.e, DD details or MSME/NSIC Regn No. & date relevant document to be attached	
07	Affidavit for non- involvement incorrupt practices and not black listed by any organization as per attached format	

Note:#Page number of supporting documents be mentioned.

Further, I agree to the all terms and conditions as mentioned in the tender document , which includes **Software Development** with specifications mentioned in tender , time schedule for completion of work otherwise liable for penalties, etc.,

(Stamp with signature of authorized signatory)

Date:			
Place:			