



Ref: WEBSITE/Tender/2021-22/ 1208

dated 16.11.2021

Tender Document for Website Maintenance

National School of Drama is a premier theatre institute imparting training in Dramatic Arts leading to three years diploma. It is an autonomous organization under the control and fully financed by Ministry of Culture, Govt. of India. National school of drama 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.

Quotations here by invited for the job of:

1. Maintenance &Upgradation of NSD's official website in English
2. Maintenance &Upgradation of NSD's official website in Hindi
3. Maintenance &Upgradation of NSD's official applications and centres websites
4. Maintenance &Upgradation of NSD's account in M/o. Culture Mobile App site

The website of National School of Drama can be accessed at <https://www.nsd.gov.in> with various sections/web pages and web applications. Other applications and centres websites are as below.

<ul style="list-style-type: none">• www.onlineadmission.nsd.gov.in NSD Admission Application• www.centeradmission.nsd.gov.in 4 Centres Admission Application• www.academics.nsd.gov.in G suite for Education configured with this• www.recruitment.nsd.gov.in Recruitment Application• www.accounts.nsd.gov.in Accounts diary• www.admin.nsd.gov.in Dispatch Diary• www.admindiary.nsd.gov.in Admin diary• www.onlinetie.nsd.gov.in TIE online application• www.brmapplication.nsd.gov.in BRM Application	<ul style="list-style-type: none">• www.workshop.nsd.gov.in Online Workshop NSD Application• www.sundayclubtie.nsd.gov.in Sunday Club TIE Application• www.sikkim.nsd.gov.in Sikkim Centre Website• www.tripura.nsd.gov.in Tripura Centre Website• www.varanasi.nsd.gov.in Varanasi Centre Website• www.bengaluru.nsd.gov.in Bengaluru Centre Website• www.8ththeatreolympics.nsd.gov.in Theatre Olympics Website• www.21brm.nsd.gov.in 21st BRM Website• www.nsdctadmission.nsd.gov.in Children Theatre Admission Application
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Interested website designing firms/agencies having rich experience of Maintenance &Upgradation of official websites Government institutions may quote their rates on monthly basis for the aforesaid job along with a **demand draft of Rs. 10,000/- (Ten thousand rupees only)** in favour of Director, National School of Drama.



The quotations duly superscribed “Quotation for Maintenance & Upgradation of NSD’s Official Website” address to **The Registrar I/c, National School of Drama, Bahawalpur House, Bhagwandas Road, New Delhi – 110001** should reach to us on or before **25th November, 2021 till 05:00 pm.**

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 School of Drama needs. It would also include the upload images and all type of work as instructed by the Competent Authority of NSD from time to time.
2. Add more feature in the Content Management System (CMS) of the website (as and when required). No extra cost will provide for the same work.
3. Security audit as per statutory requirements (as and when required); Security clearance certificate.
4. Obtain Web guideline / compliance certificate from STQC (as and when required).
5. Uploading of English and translated Hindi contents, after formatting, according to the uploading / downloading web format (Like HTML, CSS, GRAPHICS, PDF etc.), as & when required. Records of updation in web contents of the both (English and Hindi) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analysed.
6. The appropriate website traffic data to be presented to NSD, monthly in a suitable format or as and when required.
7. Maintenance of above web applications and centre’s websites.
8. The Vendor will hand-over the source code with complete documentation softcopy to NSD and undertake to debug any flaw in the software development. The Vendor must ensure the confidentiality and security of data to be maintained.
9. The Vendor shall undertake modification, beautification including animation (wherever deemed appropriate or required), social media Integration and updation of the content to the utmost satisfaction of the NSD. The Vendor will have to convert any material sent in soft copy format (MS-Word/PageMaker or any other format) to PDF/HTML (or any other format as and when necessary) format before hosting.
10. Take weekly backup of all applications and websites.
11. Publishing of the advertisement (Banner, Links etc.) on the website as per instructions of the National School of Drama.
12. Making Change in the source code of the website (as and when required).
13. Checking the website for dead links.
14. Archival of information (as per instruction).



15. Updating of data elements on existing pages.
16. Designing and/or updating and publishing of new or revised pages.
17. Undertaking Content research and management.
18. Payment gateway related issues.
19. Website monitoring (Send an analysis report daily to admin).
20. Find all the error regarding the websites and their removal.
21. Find all non-operative functions of website and make them operative.
22. 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.
23. Coordination with the EXISTING WEB HOSTING PROVIDER for the server related problems/issues and Banks for payment gateway issues.
24. Technical support for the Auditing of websites.
25. Creation of new pages like Grant-in-Aids Form, Recruitment, events related posts etc.
26. Websites made in PHP & Mysql. Knowledge of php, mysql, javascript, ajax required.

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 School of Drama along with the **Earnest Money Deposit (EMD) of Rs.10,000 (Rupees Ten Thousand only)** and **Tender Fee of Rs. 500 (Rupees Five Hundred only)** in sealed envelope clearly marked as "Quotation for Maintenance & Upgradation of NSD's Official Website".

Submission of Tender

Start date & time:	13:00 Hrs on 16th November. 2021.
Close Date and Time:	17:00 Hrs on 25 th November. 2021.
Tender Fee:	Rs.500/-(Rupees Five Hundred Only)-(Non-refundable)
EMD	Rs.10,000/-(Rupees Ten Thousand Only) - (Refundable without interest)
Tender Value	Rs.5,00,000/- (Rupees Five Lakh Only)

TECHNICAL INFORMATION AND UNDERTAKING:

Essential Documents to be attached:

- I. DD of Rs.500/- in favour of Director, National School of Drama, Payable at New Delhi.
- II. DD of Rs.10,000/- in favour of Director, National School of Drama, Payable at New Delhi.
- III. Xerox copy of PAN & GST Certificate.
- IV. Duly signed copy of Tender Document by the authorized person of the bidder.
- V. The firm should be registered and should have existence of at least 5 years.
- VI. The firm should have the experience of working with Central or State Government / Public Sector Undertaking and Autonomous bodies for 5 years in website



development/maintenance. Copies of the experience certificates should be self-attested and enclosed with the Tender Document.

- VII. Copy of Income tax returns for last 3 years (2017-18, 2018-19 and 2019-20).
- VIII. 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.
- IX. Only technically qualified selected layouts of website by authorised Committee would be considered for the opening of Financial Bid.
- X. All the documents including tender document must be self-attested by authorized person.
- XI. Assigned developer must be a Bachelor's degree in Web development or related field, or relevant experience. Solid knowledge and experience in programming applications. Proficient in JavaScript, HTML, CSS and Proficient in My SQL.

Note: All the essential documents Sr. No. I to XI 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. The bidders' representatives will be their own view and 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 NSD 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 NSD. 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 NSD 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, National School of Drama 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, National School of Drama whose decision will be binding on both the parties.
- g) The work contract is for 1 year initially and may be extended for another 3/4 years 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 exceed 25% of tender value.
- h) The successful bidder will **depute one authorized & experienced developer** in NSD to do this maintenance job.
- i) Tender Fee - The Tender document is available at a non-refundable cost of Rs. 500/- in form of Demand Draft from any of the Nationalized / Scheduled Bank in favour of Director, National School of Drama, New Delhi. A bid submitted without the Tender Fee will be summarily rejected.
- j) Earnest Money - Deposit A refundable amount Rs. 10,000/- (Rupees Ten Thousand only) towards Earnest Money Deposit in form of a Demand Draft/Bank Guarantee/FD or as applicable in favour of Director, National School of Drama, New Delhi is to be submitted along with the tender. A bid submitted without the Earnest Money Deposit would be summarily rejected.
- k) All disputes arising out of this tender shall be subjected to jurisdiction of Courts at New Delhi.
- l) The bidder should submit the technical bid and financial bid in two separate envelopes duly superscribed technical bid for website maintenance in NSD and financial bid duly superscribed as financial bid in respect of website maintenance in NSD. 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 "Quotation for Maintenance & Upgradation of NSD's Official Website".
- m) In case of failure to complete the job in time, NSD 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, NSD 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 NSD will have to be borne by the original contractor and may be deducted from their bill or Security amount.
- n) 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 NSD 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 NSD may evaluate the situation and may at its discretion extend the contractor's time for performance.



- o) At any time prior to the deadline for submission of bids, the National School of Drama 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 NSD.
- p) Submission of monthly status report in details of website provided to Computer Cell. On the basis of monthly status report, quarterly payment will be released.
- q) The successful bidder will conduct of annual training of website maintenance to technical manpower of Computer Cell for 3-4 days before final payment.

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

To be submit on firms/agencies letter head.



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:

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To be submit on firms/agencies letter head.



Annexure I: TECHNICAL BID

Bidders shall submit their technical bid in the following format in separate envelope with super-scribed
“Technical Bid for Maintenance&Upgradation of NSD’s official website”

01	Name of the firm, Address and Telephone Number	
02	Name of the Contact Person, Telephone/Mobile Number	
03	Name of the bank (With fulladdress)	
04	Bank Account Number	
05	PAN No.& GST Certificate (Photocopy of PAN Card & GST Certificate is to beenclosed)	
06	Latest 3 year Income Tax assessment form issued by the IT Dept. is to beenclosed. (2017-18, 2018-19 and 2019-20).	
07	Copy of proprietor registrationor partnership deed (for partnershipfirm)/registration certificate of thefirm (for Pvt. Ltd/Public Ltd Co) to be enclosed	
08	Date/year of commencement of business.	
09	Tender Fee (Please refer sl. no. i of terms and conditions)	
10	EMD deposited/Exemption Certificate (Please refer sl. no. j of terms and conditions)	
11	Experience Certificates (as per technical information VI)	
12	About of Developer (Qualification / Experience)	

Date:

Bidder’s Signature with Seal

Place

To be submit on firms/agencies letter head.



Annexure II: FINANCIAL BID

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

Description	Cost in Rupees (Monthly Basis)
Maintenance &Upgradation of NSD’s Official Website English	
Maintenance &Upgradation of NSD’s Official Website Hindi	
Maintenance &Upgradation of NSD’s account in M/o. Culture Mobile App site	
Any other	
GST	
GRAND TOTAL	

Note: No other cost/ amount would be paid over and above the aforesaid proposal amount.

1. I/ We hereby submit our financial bid of Rs _____ forthe Maintenance ofNSD website and provide other related services.
2. Offer price is inclusive of all not specifically mentioned in the specification but essential for successful running of the website.
3. I /We agree to keep this offer valid for 90 (Ninety days) days from the Bid Due date (last date of submission of Bid) specified in the bid document. We shall also be agreeable to extent the validity of the bid, if so desired by the NSD.

Date:

Bidder’s Signature with Seal

Place: