

NOTICE INVITING QUOTATION FOR DESIGN & DEVELOPMENT OF PGSC WEBSITE

Pushpa Gujral Science City, Kapurthala is interested in the design and development of its website (www.pgsciencecity.org). Please send your technical and financial bids along with the supporting documents given in the eligibility criteria in separate sealed covers placed in a larger envelope. The format of the financial bid is placed at Annexure A. Your sealed quotation should reach us on or before **06.07.2019** (Saturday) at **PGSC, Kapurthala office**. The technically qualified bidders will be required to make a presentation on quality of previous web sites designed and proposed user Interface and functionality of PGSC website including firm's background and technical soundness & manpower. The presentation should be of 15 minutes duration followed by discussion. The date and time of presentation will be intimated to the technically qualified bidders.

TERMS & CONDITIONS

TECHNICAL ELIGIBILITY CRITERIA FOR BIDDERS

(i) Essential

1. The bidder shall be an agency having total financial turnover of Rs. 50 lakh and above during the last three years commencing from 2016-17. **Kindly attach audited balance sheet for last 3 financial years (16-17 to 18-19).**
2. Bidder should have minimum experience of 3 years in design, development and maintenance of websites of Union/State government / PSUs/Private Enterprises etc. and must have executed at least 10 works of minimum value of 1 lakh and above in the last 3 years, **Kindly attach copies of work order.**
3. Bidder should have GST registration. **GST certificate to be attached**
4. The Bidder should not have been Black listed by any Government firms in India. **Kindly attach a self-declaration on agency letter head.**

(ii) Desirable

1. Awards / certificates of excellence received, if any.

SELECTION CRITERIA

The overall score of the Agencies (Technical, Presentation and Financial) will be calculated as under:

TECHNICAL SCORE (S_T): MAXIMUM MARKS: 50

The criterion for evaluation of Technical proposal submitted by the Agencies is as follows:

	Evaluation Criteria	Maximum Marks (50)	Bidders to submit following documents the Technical Bid.
1	Total Turnover of last 3 financial years 50 lakh 51-100 Lakh >100 lakh	 5 10 15	Documentary Proofs e.g. Certified Annual Accounts (Balance sheets / Profit and Loss statements) of the last 3 years (16-17 to 18-19).
2	Past Relevant Works of designing and development of web sites	5	Attach work orders of the ten(10) number of relevant works completed in the last 3 years. 0.5 number for each relevant work order of minimum value of Rs. 1 lakhs. Maximum Marks: 5.
3	Presentation part 1	10	Five minute Presentation* on quality of the web site designed and developed in the past 3 years.
	Presentation part 2	20	Ten minute Presentation* on proposed user Interface and functionality of PGSC website
	TOTAL	50	

Note:

The bidders may please note that their offers will be evaluated as per the documents submitted along with their tenders. **Financial bids of those bidders will not be opened which do not qualify in the technical bid.** However, PGSC reserves the right to any such

clarifications / additional documents after opening of the bids.

*** A soft / hard copy of the presentation would be submitted at the time of presentation.**

FINANCIAL SCORE

MAXIMUM MARKS: 50

Financial Scores (S_F) will be calculated as under:

$$S_F = (100 \times F_m / F) \times 0.50$$

F_m – Minimum Price Bid received, F – Price Bid under consideration.

OVERALL SCORE (S_o)

MAXIMUM MARKS: 100

The sum of Technical Score & Presentation Score and Financial Score.

$$S_o = S_T + S_F$$

AWARD OF WORK:

The agency having maximum overall score will be considered for award of work

WARRANTY, OPERATION AND MAINTENANCE OF WEBSITE: 1Years

The warranty period of one year counts from the date of successful launching/ commissioning of the website. During the warranty period, the successful bidder shall give all assistance for effecting the modifications (if any) suggested by the PGSC and to take actions to fix the additional bugs (if any). The Bidder shall also do the necessary fine tuning of the website and give necessary follow up trainings for all user groups of the website. During warranty period the Bidder shall maintain the Helpdesk via phone and Remote Support Tools for sorting out issues pertaining to the website.

PERIOD OF COMPLETION:

The entire work is required to be completed in all respects within 2 months from the date of issue of the acceptance letter. Time is the essence of contract. The bidder/s will be required to maintain speedy and required progress to the satisfactions of PGSC to ensure that the work will be completed in all respects

PROGRESS MONITORING

Bidder will be required to give the progress report of the work done every week to the PGSC officials authorised by DG, PGSC . He will also give the program of work to be done in the next week of the preceding period. The program will be subject to alteration or modification at the direction of the PGSC officials, who may discuss such modifications or alterations as

considered necessary. During the monitoring of progress work if it is found that there is no progress in work, PGSC may cancel the award of work.

IMPLEMENTATION APPROACH

- On receipt of work order the Developer should prepare 3 sample layouts for the website and should be submitted to PGSC for approval. All changes/suggestion given by PGSC for the layout would be done by the Developer.
- Further work should only be started after approval. Work should be executed as per cyber security guidelines.

TRAINING

For smooth operation of website proper training of its staff shall have to be provided at PGSC Kapurthala office.

PAYMENT TERMS

- 90 % payment will be released after 2 months of successful launching and operation of the website.
- Remaining 10 % payment will be released after completion of one year warranty period.

PENALTY CLAUSE

In case the contractor fails to execute and complete the work within the time specified in the agreement, he shall without prejudice to any other right or remedy available under the law, pay compensation the amount calculated at the rates stipulated below or such smaller amount as the Director General may decide (whose decision in writing shall be final and binding).

The contractor shall pay an amount equal to 2%(Two percent) of tendered value for every week or part of a week that the work remains uncommenced or unfinished after the expiry of the completion date. The entire amount of compensation to be paid under the provisions of the clause shall not exceed TEN percent of the value of the accepted Tender.

JURISDICTION

In the event of any disputes, difference or controversies, arising between the parties hereto, out of or in connection with terms and conditions of this order, or any action taken hereunder, the parties shall explore the possibilities for an amicable settlement. In case amicable settlement is not reached, such dispute, differences, controversies shall be settled by Arbitration. The arbitrator will be appointed by Director General, PGSC,

whose decision shall be binding on both the parties. The venue of such arbitration and all other legal jurisdiction shall be at Kapurthala.

Administrative Officer

PGSC, Kapurthala

Annexure A

FINANCIAL BID

Design & Development of PGSC website

Item of work	Amount in Figures	Amount in Words
Cost of designing and launching of PGSC website, writing of content uploading & successful working for 60 days as per technical Specifications given in Annexure B		
Taxes / Duties (If any)		
TOTAL		

The above quoted prices will be NET PAYABLE. No taxes or duties other than indicated above will be charged.

Name, Signature & Seal of Tenderer

Note:

- 1. The Employer (PGSC) reserves to itself the right of omitting altogether or any item of work at the time of award of the work or at later date and the contractor shall not be entitled for any compensation due to this omission.*
- 2. No taxes or duties other than the indicated above will be paid by the PGSC.*
- 3. If there is a difference between amount in figures and amount in words, the amount in words shall prevail*

Annexure B

Scope of Work

Broad scope of the work is as follows:

- Design and Development of the website (Both English & Punjabi) as per GOI Guidelines for website.
- Design of user interface (UI) for already developed PGSC online ticketing modules. UI will be incorporated by the software development firm.
- Database driven approach for dynamic pages with use of latest software
- Writing of all the contents approved by PGSC in the website
- Provision of E-tendering
- Training to PGSC officials for content placement
- 1 year's maintenance of the website with rectification of errors, addition or up gradation of contents.

Project requirements:

Developer must follow guidelines for Government of India websites (<https://web.guidelines.gov.in/Compliancematrix/index>) to ensure proper standardization of all content. Website needs to be designed with all dynamic features for updation and prescribed web accessibility features as below

- Least site opening time
- Clean and professional design
- Website to reflect our organization objectives.
- Search engine friendly website
- Facility to select Font Size A- | A | A+
- The Punjabi Content should be in Unicode font. The visitors would be able to view the content with ease without any requirement of font download. However there might be a case wherein browser might not support automatic font configuration, so proper guidelines should be there for font configuration for such users.
- Website needs to be have social media URL'S
- Website needs to be fully secure (with SSL certifications), all the data will be sent in Encrypted form.
- Website needs to be fully responsive so that it will work on all mobile/tablets devices.
- Website will be developed using CMS.
- Website will be developed with admin panel. All data will be manageable through admin panel; admin can edit the data anytime. Admin can create any new link on home page and upload the details of the link in a new web page.

Implementation Approach

- On receipt of work order the Developer should prepare 3 sample layouts for the website and should be submitted to PGSC for approval. All changes/suggestion given by PGSC for the layout would be done by the Developer.
- Further work should only be started after approval. Work should be done based on cyber security guidelines.

Hosting

Website will be hosted on the existing webserver. FTP details will be provided by PGSC for uploading the site.

Functionality Covered In Website

Website-Components: The proposed website should have 2 broad components:

(a) Visitor Section

- i) Home Page:** This would be the landing page of the website which should contain links to English Version, Punjabi Version, PGSC Logo, Header links, footer links, body section, About us and PGSC address
- ii) What's On:** Through this section, user will get the information about ongoing exhibitions like
 - Imax theatre
 - Laser theatre
 - Flight simulator
 - Climate Change Theatre
 - Life Through Ages panorama
 - Earthquake simulator
 - Galleries – Space Gallery
 - Fun Science
 - Virtual reality
 - Amazing living Machine
 - Sports Gallery
 - Dinosaurs park & Robotic
 - Defence Gallery
 - Birds Gallery
 - Innovation Hub
 - Mobile Science Bus
 - Genetic Literacy
 - Coming Up galleries

All sections will be have different content. All content will be updated through admin section of the web site.

- iii) **News and Circulars:** All notices and circulars originating from PGSC should be listed here. For particular news, user will view the following things: News Name, Short description, Number of comments/likes. The news and circulars should be listed date-wise. All news and circulars should have a valid date and after date expiry it would be automatically moved to archives section under News and Circulars.
- iv) **Visitor Information:** On this page, user will get information about the following
 - 1) Opening time
 - 2) Ticket rates & discounts
 - 3) Location
 - 4) Search Nearby Hotels/Guest House
 - 5) Facilities available
- v) **Education Groups:** On this page, user will get the information about the various discounted schemes available to education institutions coming in groups.
- vi) **Ticket Booking:** Through this link user will book the tickets for the various services offered by PGSC. The ticket booking application has been already developed. The web developer firm need to provide the user interface for the application. The snaps shots of the application will be provided for the same. The user interface will be incorporated by the software developer firm.
- vii) **Vacancies:** On this page, user will view the job openings available at PGSC. User can download the application form and detailed information related to the available job openings.
- viii) **Tenders:** The visitors to the site should be able to view the Tenders Pertaining to PGSC. The tender would be listed category-wise and date of expiry-wise. If a corrigendum is issued for the tender then it should be listed below that tender. On expiry of the last date of submission the tender should be moved to archives section of Tender. Also cancelled tenders should be listed under cancelled tenders section under Tenders.
- ix) **Banners, videos and Advertisements:** Facility to promote different events and programs at PGSC in the form of banners (image/flash in centre of page) and panels (image/flash on left/right side of page). Each web page should have space for uploading of scientific videos.
- x) **Business Opportunities:** On this page, user will view the various business

opportunities provided by PGSC like Tour Operator registration, School Groups registration etc. User will be given facility to search the nearby tour operators for planning the trip. The application for registration has been already developed. The web developer firm needs to provide the user interface for the application. The snap shots of the application will be provided for the same. The user interface will be incorporated by the software developer firm.

- xi) PGSC Annual Ticket:** Through this link user will can register for annual membership scheme offered by PGSC. The software application for annual ticket has been already developed. The web developer firm need to provide the user interface for the application. The snap shots of the application will be provided for the same. The user interface will be incorporated by the software developer firm.
- xii) Photo Gallery:** Event-wise photographs should be listed under this section. Each photograph would have a brief description & no. of likes. All photographs would be listed in thumbnail (small) size and on clicking on the photograph it should be opened in a new window with original size.
- xiii) Events Calendar:** List along with details of all forthcoming events should be mentioned under this section. When the date of event passes on the event should automatically be moved to archives section under Events. Admin should have the facility to create online submission forms for registration of the students in different events.
- xiv) PGSC Newsletter :** On this page, user can see the quarterly newsletter uploaded by PGSC. User can subscribe to the newsletter by signing up with his email account. All newsletters will be uploaded by admin only.
- xv) Online request for Night Sky watching Programme:** Through this link schools can send request for booking the night sky watching programme at their premises.
- xvi) Online request for Mobile Science Bus booking:** Through this section schools can send request for booking the services of Mobile Science Bus at their premises.
- xvii) Venue Hire:** Through this link user can apply online for hire of facilities like Dormitory/ Convention Hall. Payment for the same will be done online by visitor through PGSC payment gateway.
- xviii) Online request for Sponsorship opportunities:** Through this link sponsoring agencies can express interest for sponsoring of different scientific galleries at PGSC as well as hoardings.

- xix) Support us:** On this page, any visitor/organisation can sponsor various events organised at PGSC through online payment.
- xx) Press Release:** All press releases from PGSC should be listed under this section
- xxi) Content Structure:** The website should have level content structure (for both English and Punjabi) i.e. there should be main links in the website. Under each main link, there should be sub-links. Under each sub-link here should be sub-links level 2 and so on.
- xxii) Full text search:** Provision of Full text search in the website for all the content. On entering any keyword, the system must be able to search in all links, sub-links and sub sub-links and should provide links where that word is present. On clicking the link the content should be displayed.
- xxiii) Forms and Downloads:** All forms originating from PGSC should be listed under various categories under Forms and downloads sections. The format for all should be PDF file. For each file, brief description along with size of file should be mentioned. Here also these forms should have a valid date and after expiry of valid date, it should automatically be moved to archives section under Forms and Downloads.
- xxiv) Feedback:** Provision for visitors to the website to post the feedback in the form of star ratings . The feedback can be a general feedback, feedback on content, aspects liked/disliked and suggestions. Admin can get the report of the feedback in excel/pdf format.
- xxv) Contact Us:** On contact us page, user will see the contact details of PGSC administration and Scientists like phone number, email User will be able to request support team to contact him/her back by filling the following form:
- Name
 - Company name
 - Email
 - Phone no
 - Message

b) Administrator Section: Website should have all facilities be available as below

- 1) **Secure Login:**
 - Admin section must be protected by username and password and using salted MD5 encryption.
 - At database level also password should be stored in encrypted format.
 - After 5 consecutive wrong attempts the password should be reset and new password would be sent to administrator through email.
- 2) **Links:** Administrator would be able to add/delete the links pertaining to English/Punjabi pages in the website at any point of time from any location. The control for the same should so user friendly that a simple data entry operator should be able to update the links. There would be three types of links, File (link to a file i.e. Doc, PDF, JPG etc), URL (Link to some other website) and Content (Static information in rich text format). Also the administrator should be able to set the order in which the links would appear in the website.
- 3) **Page Title:** For each link created the admin would specify the title of page.
 - **Link Validity:** For each link created the admin would specify the date by which the link expires. The default value should be never expires.
 - **Ownership:** For each content the admin should specify the source of the content and owner of the content.
 - **Meta Data:** For each content the admin should specify the metadata
- 4) **Content Structure:** The admin should add links in the website. Now each link can be a main link. At the same time it can be a sub-link to some other link. Also simultaneously it can be a sub-link level 2 thus achieving complete flexibility.
- 5) **Tenders:** Through this section the administrator should be able to Add/Delete/Modify the tenders originating from the department. The admin should have the option to add corrigendum for the tender and also cancel or altogether delete the tender.
- 6) **Vacancies:** Through this section the administrator should be able to Add/Delete/Modify the job openings originating from the department.
- 7) **Feedback Management System:** The admin should be able to view all feedback received for a particular date or for duration. Now the admin should be able to send the reply for the same and email would be sent to the visitor's email address. Three types of feedbacks would be viewed and replied.
 1. General
 2. Content Specific
 3. Department/Section Specific
- 8) **News & Circulars:** Through this section the Administrator of the site should

be able to Add/Edit/Delete the news categories in the website

- 9) Photo Gallery:** Through this Module the Administrator should be able to add/update the categories in the website & should further be able to Add/Delete/Modify the photographs pertaining to that category in the website.
- 10) Downloads:** Administrator should have the option to add/delete/ modify the files pertaining to download section.
- 11) E Tendering**
The site should have a section of E tendering for receiving & opening of Tenders .