

Website: www.niepid.nic.in

Phone No.27751741-745

Fax No. 040-27750198



**NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS  
WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)**  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
(Ministry of Social Justice & Empowerment, Government of India)  
Manovikas Nagar, Secunderabad-500 009  
(An ISO 9001:2015 Institution)



NIEPID/Pur.10(161)/2021-22/

**Tender No. 23/2021-22**

**SUB: TENDER DOCUMENT FOR UPDATION OF NIEPID WEBSITE INTO  
CMF AND STQC- REG.**

**TECHNICAL AND FINANCIAL BID**

You are requested to submit your offer as per our specification, terms and conditions online through e-procurement under SINGLE bid system (technical and financial bid to be quoted as mentioned below:

S.No	Work description	Rate	GST	Total Amount
1.	Deployment of CMF and its Configuration			
2.	Complete Data Backup and Data Migration to the New CMF Environment along with layout creation (included STQC required modification) and accessibility features			
3.	Training for NIEPID technical staff and 01 year email and telephonic support			

- **Note: The above work will be in bilingual language i.e English and Hindi**
- **The Hindi version will be given by NIEPID.**

# 1. SCOPE OF WORK

## Project Description

National Institute for the Empowerment of Persons with Intellectual Disabilities(Divyanganjan) Formerly National Institute for the Mentally Handicapped(NIMH) having its own website (<https://niepid.nic.in/>) hosted with NIC. Now NIEPID Planned to develop a new website in the Content Management Framework (CMF) which is facilitated by NIC. The contents of the existing website has to be migrated to the content management framework (CMF). And the website should follow GIGW standards and also to be STQC Certified.

The Agencies who selecting for this tender should migrate the entire website data into a new CMF platform. Creation of new pages, modification on the website theme and pages have to be done based on the STQC Requirement. The Selected agency should provide long-time support in the case of any minor updates in the case of any website quality certification regarding. The purchase of the CMF and hosting and not the scope of this project those can be done by NIEPID.

## Modules to be covered under this component are (Functional) :

- Development of a website for NIEPID on CMF Platform.
- All Data to the existing website is to be migrated into the new CMF website.
- Generation/ modification of the following pages as per STQC Guidelines
  - Websites policies
  - Feedback system
  - Organizational Chart
  - Disclaimers
  - Accessibilities and color schemes
- External links are to be properly placed with GIGW guidelines
- Necessary Corrections to be modified for STQC after the STQC Audit reported.
- The contract is continuous till the website getting STQC Certification.
- Facility of Practical Training for Adding/Updating the website contents to the future.

## Accessibility:

The website should comply to Guidelines for Indian Government Websites (GIGW) (<https://guidelines.india.gov.in/>) as issued by DARPG for Indian Government websites ([https://darpg.gov.in/sites/default/files/gigw-manual\\_Revised2018.pdf](https://darpg.gov.in/sites/default/files/gigw-manual_Revised2018.pdf)), which contains checklist of accessibility features in a government website. Given below is a check list of mandatory guidelines. NIEPID will use this checklist to validate the website to ensure compliance.

### Website/Web-portal Compliance Checklist:

1. General guidelines	
1	Department has nominated a Web Information Manager as defined in the guidelines.
2	It has been ensured that all stationery of the Department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the website.
3	<p>Website has the following clearly defined policies and plans approved by the web information manager.</p> <ul style="list-style-type: none"> <li>• Copyright Policy.</li> <li>• Content Contribution, Moderation &amp; Approval (CMAP) policy.</li> <li>• Content Archival (CAP) policy.</li> <li>• Content Review (CRP) policy.</li> <li>• Hyper linking Policy.</li> <li>• Privacy Policy.</li> <li>• Terms &amp; Conditions.</li> <li>• Website Monitoring Plan.</li> <li>• Contingency Management Plan.</li> <li>• Security Policy.</li> </ul>
4	Source of all documents, not owned by the dept. that have been reproduced in part or full, is mentioned.
5	Due permissions have been obtained for publishing any content protected by copyright.
6	Home page of website displays the last updated/reviewed date.
7	Complete information including title, size format and usage instructions are provided for all downloadable material.
8	<p>With respect to each, Circular, Notification, Document, Form, Scheme, Service and Recruitment notice, the following should be clearly listed in the Website:</p> <ul style="list-style-type: none"> <li>• Complete title</li> <li>• Language (if other than English)</li> <li>• Purpose/procedure to apply (as applicable)</li> <li>• Validity (if applicable)</li> </ul>
9	All outdated, irrelevant content (like Announcements, Tenders, Recruitment notices, News and Press Releases) is removed from the website and/or placed into the archives as per the archival policy.
10	The language is free from spelling and grammatical errors.
11	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.
12	There are no links to 'under construction' pages.
13	The mechanism is in place to check the accuracy of Hyperlinked Content and Clear indications are given when a link leads out to a non government website.
14	Website provides a prominent link to the 'National Portal' from the Home Page and Pages belonging to National Portal load in new browser window.
15	Association to Government is demonstrated by the use of Emblem/ Logo in proper ratio and color,

	prominently displayed on the home page of the website.
16	Ownership information is displayed on the home page and on all important entry pages of the website and each subsequent page is a standalone entity in terms of ownership, navigation and context of content.
17	Website uses Cascading Style Sheets to control layouts/styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes.
18	Website is readable even when style sheets are switched off or not loaded.
19	Proper page title and language attribute along with meta data for page like key words and description are appropriately included.
20	Data tables have been provided with necessary tags/markup.
21	Website has a readily available Help section linked from all pages of the website.
22	All information about the department, useful for the citizen and other stakeholders, is present in the 'About Us' section and mechanism is in place to keep the information up to date.
23	Website has a 'Contact Us' page providing complete contact details of important functionaries in the department and this is linked from the Home Page and all relevant places in the website.
24	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.
25	The website has been tested on multiple browsers. Hindi/Regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).
26	Minimum content as prescribed in the guidelines is present on the homepage and all subsequent pages.
27	It is ensured through content moderation and approval policy that Website content is free from offensive/discriminatory language.
28	Text is readable both in electronic and print format and the content prints correctly on an A4 size paper.
29	Website has cleared security audit.
30	Website is in the nic.in or gov.in domain.
31	Website is hosted in a data centre in India having the following facilities:
	<p><b>State-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.</b></p> <p><b>Redundant server infrastructure for high availability.</b></p> <p><b>Disaster Recovery (DR) Centre in a geographically distant location.</b></p> <p><b>Help desk &amp; technical support on 24x7x365 basis.</b></p>
32	Website is bilingual with a prominent language selection link and uses Unicode characters.
33	Documents/Pages in multiple languages are updated simultaneously.
34	Documents are provided either in HTML or other accessible formats. Download details (File Format/Size) & instruction for viewing these is provided.
35	Mechanism is in place to ensure that all tender/recruitment notices are published /linked through the website.
36	All documents have a publish date on the main page.

## 2. Accessibility Guidelines

1	All non-text content (like images) has a text alternative that provides equivalent information as the image itself.
2	Scanned Images of text have not been used.
3	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 between the foreground and background. Large scale text and images of text have a contrast ratio of 3:1.
4	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.
5	There is a mechanism to pause, stop or hide scrolling, blinking or auto updating content that starts automatically and lasts for more than 5 seconds.
6	Web pages do not contain any content that flashes for more than three times in a second.
7	Instructions provided for understanding and operating content do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
8	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
9	Captions or transcript are provided for all pre recorded and live audio and video content.
10	For any audio on a Web page that plays automatically for more than 3 seconds, a mechanism is available to pause, stop or control the volume of the audio independently of the system volume level.
11	Information, structure, and relationships that are conveyed visually on a web page must also be programmatically determined or are available in text.
12	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
13	All functionality that is available on the web page is operable through keyboard.
14	Complete web page is navigable using keyboard only (using tab or arrow keys).
15	Current navigation location (Keyboard focus indicator) is visible on the webpage while operating or navigating the page through a keyboard.
16	Web pages allow the user to bypass blocks of content like navigation menus that are repeated on multiple pages (by using the skip to content link).
17	Any web page within the website is locatable either through "search" or a "sitemap".
18	Navigational mechanisms that are repeated across the website occur in the same relative order on each page.
19	If a web page can be navigated sequentially and the navigation sequence affects the meaning of operation, then all components must receive focus in the same meaningful sequence (Creating a logical tab order through links, form controls, and objects).
20	The purpose of each link is clear.
21	Time limit for time dependent web functions is adjustable by the user.
22	Complete & self-explanatory title that describes the topic and purpose of the page has been provided.

23	Headings where versed, correctly describe topic or purpose of content.
24	Language of the complete web page has been indicated. If there is a change in language within a web page it also indicated.
25	Nomenclature of components that have the same functionality is uniform across the website.
26	When any component on the web page receives focus or its settings are changed it does not initiate change in context.
27	Changing the setting of any user interface components does not automatically cause a change in context.
28	If an input error is detected, the item is identified and the error is described to the user in text. Suggestions for correction if known are provided to the user.
29	Labels or instructions have been provided wherever input from the users is required.
30	For Web pages that cause legal commitments or financial transactions a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.
31	Web Page uses markup language as per specification.
32	Name and Role of all interface components can be programmatically determined.

In addition to this, complete website and it's all the contents must accessible and be built in accordance to the Web Content Accessibility Guidelines, (WCAG 2.0 (AA) guidelines provided by the W3C that is an internationally accepted guidelines issued by W3C.  
<https://www.w3.org/TR/2006/WD-WCAG20-20060427/complete.html>

## 2. Phase II: Maintenance

Additionally, there will be a post deployment monitoring period for additional technical issues and required fixes. The maintenance /support for this platform will initially be for one year and extendable year on year basis after satisfactory performance maximum for three years.

## 3. INSTRUCTION TO AGENCIES

### Submission of Bid in response to the EOI

Interested Agencies shall submit the following documents:

- Covering letter for Bid along with requisite documents mentioned in the Minimum Qualification Criteria.
- Details of Agency.
- Letter of Authorization duly authorizing a person as representative with all powers and authority to represent the Agency for submission of Bid in response to the EOI.

### Terms & Conditions

1. The price quoted should be inclusive of all taxes.
2. The bids should be submitted on or before 21.02.2022 by 1100 hrs through e-procurement and date of opening 22.02.2022 at 1100 hrs.
3. The tender is required to be submitted through e-procurement online under SINGLE bid system (Go to website [www.eprocure.gov.in/eprocure](http://www.eprocure.gov.in/eprocure), click on tenders by organization and select National Institute for the Mentally Handicapped).
4. The cost of the Earnest Money Deposit of Rs.4000/- (Rupees Four Thousand Only) the amount may be transferred through RTGS to "NIEPID Institution, A/c No. 3631010100000025, IFSC Code – PUNB0453800, Punjab National Bank, Manovikasnagar, Secunderabad – 500 009 on or before opening of the tender. The details of UTR No. is required to be submitted online. The bid security may be accepted in the form of Insurance surety bonds, Account Payee, DD, Fixed Deposit Receipt, Banker's Cheque or BG from any

- of the commercial Banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects.
5. The successful bidder shall have to deposit a performance security deposit @ 3% of the total value of the order in the form of Demand Draft/Bank Guarantee which should be valid for over and above two months of completion of work/supply or the warranty period. The following documents will be checked for technical scrutiny :
    - a) Technical bid form duly filled as per the format in the tender document should be submitted along with tender document.
    - b) Shall submit 03 similar work orders of the value of Rs 50,000/- for each order from different organizations executed in the last 03 years.
    - c) Already should have experience on website development with STQC Standards
    - d) Shall have firm registration/Shop and Establishment Licenses certificate (Attach copies)
    - e) Annual financial statement of company for last 3 years authorized by CA.
    - f) Acceptance certificate of technical bid & financial as per Annexure-1.
    - g) GST/VAT/CST Certificate of the firm to be attached
    - h) PAN details to be attached
    - i) All the pages should be serially numbered, signed and stamped. Indicate the total no. of pages submitted.
  7. All the above documents are required alongwith the technical bid.
  8. The price quoted by the tenderer should be inclusive of VAT/GST. No tenderer shall be allowed to revise its original price.
  9. The work should conform to the specification given.
  10. Work should be made at NIEPID HQ, Secunderabad
  11. No advance payment will be made. However the payment will be made after 30 days At our satisfaction.
  12. The work should be completed within 90 days.
  13. The decision of competent authority is final to accept or reject the Tender or relax the conditions of the tender.
  14. IT/GST TDS will be deducted as per rules.
  15. Demurrage charges will be made for delayed work @0.5% per week.
  16. MSME Registered firms are exempted from EMD.
  17. Relaxation of prior turnover and prior experience in public procurement will be applicable vide MSME guidelines issued from time to time to all startups (whether Micro & Small Enterprises (MSEs) or otherwise) subject to meeting of quality & technical specifications in accordance with relevant provision of GFR.
  17. If a firm quotes 0/NIL charges in e-procurement, the bid shall be treated as unresponsive and the particular item will not be considered for that firm. Since, 0 (Zero) is automatically taken as L1 by e-procurement, the Institute will take the next lowest value for consideration.
  18. For any tender administrative query, you may contact through email at [niepid.purchase@gmail.com](mailto:niepid.purchase@gmail.com), [nimh.dda@gmail.com](mailto:nimh.dda@gmail.com) or through telephone at 040-27751741 Extn..258 during working hours and any technical query, you may contact through email at [nimhsupt@gmail.com](mailto:nimhsupt@gmail.com) or through telephone at 9966822388 (Rahul) during working hours.

**TECHNICAL BID FORM**

<b>Sl No.</b>	<b>Description</b>	<b>Submitted Yes/No</b>  Indicate the Page No. Where the copy attached In the tender document
1.	Name of the Firm: Head Office Address : Branches Tel. No. Fax No. e-mail web site, if any	
2.	Kind of proprietorship:  (i) If limited concern, name and address of Directors and Managing Directors  i) If single owner, name and address of the proprietor and Manager.  ii) If partnership, name and addresses of partners	
3.	Shall submit 03 similar work orders of the value of Rs 50,000/- and above for each order from different organizations executed in the last 03 years.	
4	Already should have experience on website development with STQC Standards	
5.	Shall have firm registration/Shop and Establishment Licenses certificate (Attach copies)	
6.	Annual financial statement for last 3 years authorized by CA.	
7.	Acceptance certificate of technical bid & Financial as per Annexure-1.	
8	Details of EMD submitted.	
9	GST/VAT/CST Certificate of the firm to be attached	
10	PAN details to be attached	
11	All the pages should be serially numbered, signed and stamped. Indicate the total number of pages submitted.	



**ACCEPTANCE CERTIFICATE**

**FOR TECHNICAL & FINANCIAL BID**

I.....(designation).....,of (Name of the Company)..... hereby accept the above mentioned Terms & Conditions for **Updation Of NIEPID Website into CMF and STQC Support.**

**Date:**

**Place:**

**Signature & Company Seal**