



भारत सरकार
विज्ञान और प्रौद्योगिकी मंत्रालय
विज्ञान और प्रौद्योगिकी विभाग

GOVERNMENT OF INDIA
Ministry of Science and Technology
Department of Science and Technology
Technology Bhavan, New Mehrauli Road
New Delhi - 110016

Tender Enquiry No. DST/INSPIRE Portal/MSS & MA/2020

dated 15th September, 2020

Tender Document
for

Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal.

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Government of India
Ministry of Science & Technology
Department of Science & Technology
INSPIRE PROGRAMME DIVISION

Technology Bhawan, New Mehrauli Road
New Delhi – 110016

Tender Enquiry No.DST/INSPIRE Portal/MSS & MA/2020

Dated 15th September, 2020

NOTICE INVITING TENDER

Subject: Open tender for Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal.

For and on behalf of President of India, sealed tenders are invited by Department of Science & Technology (herein after referred to as DST) from reputed, experienced and financially sound Partnership/Limited Company/Corporate body (legally constituted) and engaged in the business of providing IT services for Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal as per schedule below:

1	Tender Enquiry No.	No. DST/INSPIRE Portal/MSS & MA/2020 dated 15 th September, 2020
2	Nature of services required	Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system for the implementation of four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal. (Scope of work enclosed at Section-III)
3	Service delivery location	DST, Technology Bhawan, New Delhi
4	Availability of Tender Document	The tender document containing detailed terms & conditions can be downloaded from the Central Public Procurement Portal https://eprocure.gov.in/epublish/app or from DST's website www.dst.gov.in .

Signature of the bidder (s) with stamp

5	Two bids system	Technical & Financial
6	Submission of tender	The sealed cover containing the bid should be dropped in the tender box of INSPIRE Programme Division kept near the Reception of the Technology Bhawan.
7	Date & Time of Pre-bid meeting	24 th September, 2020 at 03:00 PM
8	Closing date & time for bid submission	7 th October, 2020 by 03:00 PM Tenders received after stipulated date & time will not be accepted.
9	Date & time for opening of Technical bids	7 th October, 2020 at 03:30 PM
10	Minimum validity of bid	120 days from the date of opening of Financial Bids
11	Tender Fee	Nil
12	Earnest Money Deposit (EMD)	EMD of Rs. 6,00,000/- (Rupees Six Lakh Only) in the form of Demand Draft/Pay Order/Banker's Cheque of any Nationalized / Scheduled bank drawn in favour of DDO, DST payable at New Delhi has to be submitted towards Bid Security failing which the tender will be summarily rejected. No Company except Micro & Small Enterprises (MSEs) registered under Single Point Registration Scheme (SPRS) of NSIC (National Small Industries Corporation) are exempted from submission of EMD.
13	Performance Security	10% of total contract value after award of contract
14	Duration of Contract	Initially, Five years from the date of award of contract, further extendable on mutual consent up to maximum of 1 year contract, subject to satisfactory performance of the Company at the same rates and terms & conditions.
15	Non-transferrable	This tender is non-transferrable.
16	Purchaser	THE PRESIDENT OF INDIA (Through Department of Science & Technology)

2. Interested service providers may submit their bids complete in all respects as per the process prescribed in this tender document. The bidders should go through the details of the tender document, and sign, certify and affix stamp at the bottom of each and every page of tender document including its enclosures as a token of acceptance of having read & understood the terms and conditions herein and submit the bid with pages sequentially numbered/ indexed.

3. Any clarification regarding the tender document can be obtained from Dr. Umesh Kumar Sharma, Scientist F, S&T Block-III, TIFAC Block, Room No. 46, Technology Bhawan, New Mehrauli Road, New Delhi, Tel. No. 011-26590680 / 680 before 24th September, 2020.

4. This letter shall form part of tender document and shall be returned duly signed along with the tender document.

(Umesh Kumar Sharma)

Scientist F

Tel. No. 011-26590680

Copy to:

1. NIC-DST for display on CPP Portal
2. Shri Sanjay Kumar Mishra, Scientist-'G' & Head (KIRAN) for display on DST's website

Signature of the bidder (s) with stamp

SECTION - I**Tendering Process, Time Schedule and other Important Information****(A) – General**

1. The Contract concluded as a result of this Tender Enquiry shall be governed by the ‘Terms & Conditions’ and other relevant instructions as contained in this Tender Document.
2. The prices/rates quoted should be indicated in words as well as in figures and in INR only.
3. Tenderers are requested to quote their prices only on firm & fixed basis. Tenders received with prices quoted on variable basis shall be rejected straight away.
4. Tenders are invited in two bid system.
5. Each page of the tender document should be signed in ink at the bottom by the authorized signatory of the tenderer in token of acceptance of all the terms & conditions given in the Tender.
6. Quotations qualified by such vague and indefinite expressions such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly.
7. Tenderers are requested to enclose a copy of their valid certificate of PAN No. and GST No. with their tender.
8. Tenders received without EMD amount in the form of Demand Draft/Pay Order/Banker’s Cheque only in the name of DDO – DST payable at New Delhi will not be considered at all.
9. Tenderers are requested to ensure that all documents mentioned in this tender document duly completed and signed are enclosed with their offer failing which the tender is liable to be treated as incomplete and would be ignored.
10. Tenderers may note that if the date of tender opening given in this Tender Document is declared a closed holiday by the Central Government, the tender shall be opened on the next working day at the same time. In such an event the closing hours for receipt of tenders in DST will stand automatically extended up to 03:00 PM of the next working day in the Central Government offices.
11. Tenders received late / delayed due to any reason whatsoever will not be accepted under any circumstances. In the event of any confusion, the time set in the clock in the room of Dr. Umesh Kumar Sharma, Scientist F, INSPIRE Programme Division will be taken as standard and decisive.
12. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the tender document. The name and address of the representative authorized to attend the opening of the tender on behalf of a tendering company should be indicated in the Tender. The representative so deputed should also bring with him a letter of authority from the company for having been authorized to be present at the time of opening of tender. The name and address of permanent representative of the company, if any, should also be indicated in the tender.

Signature of the bidder (s) with stamp

13. The sealed tender should be dropped in the Tender Box of INSPIRE Programme Division situated near Reception Area at the entrance of Technology Bhavan, New Mehrauli Road, New Delhi. In case, the bid is bigger than the mouth of Tender Box and not in a position to be dropped in the tender box, the same may be handed over to - PPS to Head, INSPIRE Programme Division, Room no. 10, Technology Bhawan, New Mehrauli Road, New Delhi, Tel. No. 011-26590425 / 425 in a sealed cover.

(B) – Information relating to submission of Bids

1. Tenders are invited for Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system for the implementation of four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship) and Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal.

2. The tender document containing eligibility criterion, scope of work, terms & conditions etc. can be downloaded from DST website (www.dst.gov.in). There is no tender fee.

3. The period of contract under the scope of work shall be for 60 months, which can be further extended by mutual agreement on yearly basis up to 12 months depending on the performance of the Agency and at the discretion of DST.

4. The interested agencies are required to submit the Technical Bid (**Annexure-I**) and Financial Bid (**Annexure-II**) separately in the formats enclosed. The bids in sealed Cover-I containing “Technical Bid” along with EMD and sealed Cover-II containing “Financial Bid” and both the covers should be placed in a third sealed cover super-scribed “Tender for Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call Centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal and should be dropped in the Tender Box of INSPIRE Programme Division kept near Reception Area at the entrance of DST, Technology Bhawan, New Mehrauli Road, New Delhi before 03:00 PM on or before 7th October, 2020. The Technical Bids shall be opened on the same day at 03:30 PM at DST in the presence of the bidders or their authorized representatives who choose to remain present.

5. Only the Cover-I i.e. Technical Bid shall be opened on the date of tender opening. Financial bids of only those firms will be considered for opening who are technically qualified and shall be opened publicly on a later date which will be notified to the technically qualified bidders.

6. Tenders which are not complete in all respects will be rejected.

7. While submitting the tender for this work the tenderers will be deemed to have read, understood and accepted all the terms and conditions stated in the tender document. Any doubts or clarifications with regards to the interpretation of terms & conditions stipulated in this Tender Enquiry may be got clarified from DST before 24th September, 2020. Requests for postponing the tender opening date for the same shall not be accepted.

Signature of the bidder (s) with stamp

8. Tenderers are required to indicate the complete address of their company/office along with telephone numbers.
9. The final selection of the bidder (Company) will be based on QUALITY AND COST BASED SELECTION (QCBS). There will be 60% weightage for Technical Evaluation and 40% weightage for Financial Evaluation. The bidder with the highest Composite Score would be awarded the contract. If two or more bidders score same highest Composite Score then the bidder whose total work order value of three Purchase orders (submitted as per the “Criteria for Technical Evaluation” at sr. no. 3 in the tender document) is more will be considered highest Composite Scorer and would be awarded the contract.
10. The bidder shall pay Bid Security (EMD) of **Rs. 6,00,000/- (Rupees Six Lakh Only)** along with the technical bid in the form of Demand Draft/Pay Order/Banker’s Cheque of any Nationalized / Scheduled Indian bank drawn in favour of DDO, DST payable at New Delhi. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.
11. As a guarantee towards due performance and compliance of the contract work, the successful bidder (company) will submit Performance Security deposit of an amount equal to 10% of total contract value after award of contract in the form of a Bank Guarantee from any scheduled commercial Indian bank only which should remain valid for the contract period plus 03 months.
12. If the successful bidder fails to furnish Performance Security within 30 (thirty) days after the issue of Letter of Award of Work or does not comply with other requirements for start of the contract, his bid security (EMD) shall be forfeited unless time extension has been granted by DST.
13. The bid shall be valid and open for acceptance of the Competent Authority of DST for a period of 120 days from the date of opening of the tenders.
14. If two or more bidders score same highest Composite Score then the bidder whose total work order value of three Purchase orders (submitted as per the “Criteria for Technical Evaluation” at sr. no. 3 in the tender document) is more will be considered highest Composite Scorer and would be awarded the contract. The decision of the Competent Authority of DST shall be final.
15. The rate quoted should be consolidated and inclusive of all applicable taxes.
16. DST reserves the right to accept or reject any or all bids without assigning any reasons. DST also reserves the right to reject any bid which in its opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
17. The tender document is non-transferable under any circumstances.
18. A Pre Bid Meeting will be held on 24th September, 2020 at 03:00 P.M. at DST premises for providing clarifications, if any, to the intending bidders.
19. The Department will award the contract to the tenderer whose tender has been determined to be substantially responsive and also has secured the highest Composite Score following QUALITY AND COST BASED SELECTION (QCBS).

Signature of the bidder (s) with stamp

20. a) Notwithstanding the above, the Department reserves the right to seek previous work orders, references etc. and to accept or reject any quotations and to cancel the process and reject all tenders at any time prior to award of contract.

b) The accepted tenderer will be notified for the award of contract by the Department prior to expiration of the tender validity period. The terms and conditions stipulated in the tender document shall be fully applicable to the resultant contract and taken as an integral part of the contract concluded on the basis of this Tender Enquiry.

c) The rates quoted by the service provider in the financial bid shall be commensurate with the administrative, supervisory and technical efforts required for executing the contract. Bidders are cautioned not to submit **Abnormally Low Bids (ALBs) or Unbalanced Bids (UBs)**. The bidders who submit unreasonably low prices for one or more services shall be labeled as Abnormally Low Bids (ALBs) and the bidders who submit unreasonably low prices for some of the services while submitting unreasonably high prices for other items shall be labeled as Unbalanced Bids (UBs). ALBs and UBs, as determined by DST during the financial evaluation shall be required to deposit an enhanced Performance Security at the rate of 20% of contract value in case they got awarded the contract. Department may, in addition, also seek an explanation for quoting unreasonable prices. In case, such explanation is deemed highly superfluous, DST may then declare such bidder as unresponsive and disqualify the said bidder at any stage of the tendering process.

21. All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for attending pre-bid meeting, submitting the bids personally, subsequent processing etc. shall be borne by the bidder. DST will not be responsible / liable for the same regardless of the outcome of the tendering process.

22. Near relatives of the employees of DST are prohibited from participation in this tender. The near relatives for this purpose will include: -

(a) Members of a Hindu Undivided Family

(b) Husband or wife and Father, Mother, Son(s), Son's wife(daughter-in-law), Daughter(s) & daughter's husband (son-in-law), brother(s)& brother's wife, sister(s) and sister's husband(brother-in-law)

23. **Intending tenderers should satisfy themselves of the existing conditions before submitting their bids. Entire onus in this regard devolves on the quoting agency. Any excuse or misunderstanding in future on this account shall not be reckoned as a ploy to alter the prices or scope of quotation in the tender.**

24. The Successful bidder shall not be authorized to sublet or transfer the contract to any other party.

25. If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "as such acts") provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall, by reasons of such event, be entitled to terminate this contract nor

Signature of the bidder (s) with stamp

shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the competent authority of DST as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the DST shall be at liberty to take over the contract from company.

26. EMD will be returned to the unsuccessful bidders immediately after award of the Contract to successful bidders. Successful Bidders awarded the Contract will have to submit a Performance Security deposit of an amount equal to 10% of total contract value (or 20% of total contract value, at discretion of DST, in case of ALBs & UBs declared as Successful bidder) after award of contract in the form of a Bank Guarantee from any scheduled commercial Indian bank only which should remain valid for the contract period plus 03 months within 30 days of the award of the Contract. The format for such purpose will be provided by DST along with the Contract. In case of failure on the part of the Service Provider awarded the Contract to comply with the request of Performance Security, EMD furnished with the Tender by such firm shall stand forfeited.

27. Individual signing the tender or other documents connected with contract must specify the capacity in which the tender documents are signed as:

- (a) A 'sole proprietor' of the concern or constituted attorney of such sole proprietor.
- (b) A partner of the Company, if it be a partnership Company (under Indian Partnership Act, 1932), in which case he must have authority to execute contracts on behalf of the company (under Indian Partnership Act, 1932) and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- (c) Director or a principal officer duly authorized by the board of Directors of the Company, if it is a company.

NOTES:

- i. In the case of partnership company, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of company should also be enclosed along with the tender.*
- ii. A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the persons so signing had no authority to do so, DST may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.*

Signature of the bidder (s) with stamp

28. The tenderer should sign & stamp with his Company seal at the bottom of each page of the tender and all its Annexures. **NO PAGE SHOULD BE REMOVED / DETACHED FROM THE TENDER DOCUMENT.**

29. DST reserves the right to get additional work done which is beyond the scope of work mentioned in this tender document. The value of such work would be totaling up to 5% of the work order value issued against this tender document. The selected agency has to execute such work without any additional cost to DST up to the specified limit in this clause. The value of the work against this clause will be mutually decided.

(C) – Eligibility criteria for Tendering

1. The Bidder may be a Partnership/Limited Company/Corporate body legally constituted and must possess the required licenses, registrations etc. as per law at the time of submission of tender. The eligibility Criteria for the Vendors/Tenderer/Bidders are as follows:

- i. The tenderer shall have minimum five years experience in the field of development and maintenance of IT solutions for schemes/programmes of large organizations/Central/State government departments. The business turnover of the company for the last three years should be minimum 5.00 crores (Rupees 500 lakhs) per year and should be growing. Documentary evidence to be provided duly attested by a CA.
- ii. Documentary evidence to show completion of similar IT works/services.
- iii. IT returns of the company for the last three years including Financial Year 2018-19.
- iv. Balance Sheet of the company for the last three years including Financial Year 2018-19.
- v. The bidder shall pay Bid Security (EMD) of **Rs. 6,00,000/- (Rupees Five Lakh Only)** along with the technical bid in the form of Demand Draft/Pay Order/Banker's Cheque of any Nationalized / Scheduled Indian bank drawn in favour of DDO, DST payable at New Delhi.
- vi. The clientele of the company should be reputed and it should have already developed and maintained similar systems for a public department/office viz. Central Govt. State Govt., Autonomous Institutes, national laboratories and Academic Institutions etc.
- vii. The company should have manpower of at least 100 persons including IT Professionals.

2. The bidder should have an office either in Delhi or NCR.

Method of Selection:

- ✓ Quality and Cost Based Selection (QCBS); wherein 60% weightage will be given to the Technical proposal and 40% to the financial proposal.
- ✓ QCBS - 60:40(Quality (60%) cum Cost (40%) Based Selection).

Signature of the bidder (s) with stamp

Criteria for Technical Evaluation

S. No.	Criteria	Marks Allotment	Relevant Certificate Required
1	As on the last date of bid submission, the bidder must be a Company registered in India under the Companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability Partnership Act, 2008 with their registered office in India and should have experience in the field of development and maintenance of IT solutions.	<p>Total Marks - 10</p> <ul style="list-style-type: none"> • The last five years - 2 Marks • The last ten years - 4 Marks • The last fifteen years - 6 Marks • The last twenty years and above - 10 Marks 	Copy of valid Certificate of Registration
2	Bidder's annual turnover during each of the last 3 financial years (i.e., FY 2017-18, FY 2018-19, FY 2019-20)	<p>Total Marks - 10</p> <ul style="list-style-type: none"> • Annual turnover from INR 5 Crores to INR 10 crores - 5 Marks • Annual turnover from INR 10 Crores to INR 15 crores - 8 Marks • Annual turnover INR 20 Crores or above - 10 Marks 	Duly signed & stamped CA / Statutory Auditor certificate from the business accounted in the FY's. If for FY 2019-20 actual annual turnover is not available then provisional audited turnover data can be provided in a duly signed & stamped CA / Statutory Auditor certificate. Balance Sheet of the company for the last three years including Financial Year 2018-19
3	Experience in delivering similar Government Projects in the last 10 years prior to the last date of submission of the bid, the bidder must have executed web design projects / web application development / web maintenance projects for any Government Organizations (Government Ministry / Government Autonomous Body / Government Organization / State Government) or PSUs in India.	<p>Total Marks - 20</p> <ul style="list-style-type: none"> • Work order value of three Purchase orders totalling upto INR 50 lakhs - 1 Marks • Work order value of three Purchase orders totalling upto INR 1 Crores - 2 Marks • Work order value of three Purchase orders totalling upto INR 2 Crores - 5 Marks • Work order value of three Purchase orders totalling upto INR 4 Crores - 10 Marks • Work order value of three Purchase orders totalling upto INR 8 Crores - 15 Marks • Work order value of three Purchase orders totalling more than INR 8 Crores - 20 Marks 	Work order and Work Completion / Phase completion Certificate from the client or the certificate of satisfactory performance from the client.
4	The bidder must have minimum one of the following documents: ISO 9001:2015 / ISO 27001:2013 / CMMI level 3 or above certified	<p>Total Marks - 15</p> <ul style="list-style-type: none"> • ISO 9001:2015 - 2 Marks • ISO 9001:2015 and ISO 27001:2013 - 4 Marks 	Bidder should submit copies of the said certifications which it is claiming.

Signature of the bidder (s) with stamp

		<ul style="list-style-type: none"> • ISO 9001:2015 and ISO 27001:2013 and CMMI level 3 or above certified - 8 Marks • ISO 9001:2015 and ISO 27001:2013 and CMMI level 5 or above certified - 15 Marks 	
5	Strength of the Agency i.e. Total number of IT Professionals strength of the bidder	Total Marks - 10 <ul style="list-style-type: none"> • 1 to 50 IT Professional: 1 Marks • 50 to 100 IT Professional: 5 Marks • More than 100 IT Professional: 10 Marks 	Undertaking from HR of the bidder. Balance Sheet of the company for the last three years including Financial Year 2018-19.
6	Technical Presentation on the understanding of the scope of requirement, methodology for design & development.	Total Marks - 35 <ul style="list-style-type: none"> • From 0 Marks till 35 Marks 	Technical Presentation
Total Marks		100	

- Only those bidders will be considered technically qualified who score Minimum 60 Marks in technical evaluation.
- The price Proposal of only those bidders will be opened who score Minimum 60 Marks in technical evaluation.
- After opening of Financial Proposal, QCBS will be followed for further evaluation, with 60% technical weightage and 40% financial weightage.

SECTION – II**Additional Terms & Conditions**

1. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to it or to this contract without any liability and responsibility to DST, whatsoever it may be.
2. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the DST from time to time.
3. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from to time.
4. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it in DST Programme or for any accident caused to them and the DST shall not be liable to bear any expense in this regard.
 - i. The agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the DST for whatever reason.
5. The Performance Security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or its employees. In case of any complaint, the performance security deposit shall be discharged only after adjusting all dues, liabilities etc. including submission of receipts of payment of GST (Payment wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.
6. In case of any change of constitution of the agency, the rights of DST shall not suffer.
7. All personnel engaged under this contract by the Agency shall be the employees of Agency. DST shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in DST or elsewhere.
8. The Agency shall maintain all records/registers as is required to be maintained by it and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of DST as and when required.
9. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. It shall indemnify the DST against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the DST indemnified against all the claims and liabilities.

Signature of the bidder (s) with stamp

10. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working for the INSPIRE web-portal, they shall work under directives and guidance of the DST Officer In charge appointed by the Department, and will be answerable to DST. This will, however, not diminish in any way, the agency's responsibility under contract to the DST.

11. A senior level representative of the Agency shall manage and review the service performance of the INSPIRE web portal. Agency's representative will also meet the DST officer/Officer In-charge of the INSPIRE web portal dealing with services under the contract for mutual feedback regarding the work performed by the agency and removal of deficiencies, if any, observed in software operations. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the DST.

12. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the DST at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by DST for any reason specified or otherwise, shall be effected promptly without any additional cost to the DST. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with DST.

13. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the DST/Govt. of India/any State/or any Union Territory.

14. The Agency shall maintain good standard of services as indicated. The performance of the agency will be reviewed on monthly basis and in case the Services are not found up to the mark the Agency's contract will be terminated even before the expiry of contract period by giving one month's notice.

15. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for DST it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the DST.

16. In case it is found that any theft, pilferage, loss or damage has occurred to INSPIRE web-portal or property by the Agency or any other reason, the cost of all such losses or damages as assessed by DST shall be recovered from the Agency's Monthly bill or from its performance security deposit or otherwise as per the prevailing laws of the country. In such matters, where required, the agency will investigate and submit a report to DST and maintain liaison with the police. FIR will be lodged by DST, wherever necessary. If need be, joint enquiry comprising both the parties shall be conducted and responsibility fixed.

17. In case DST is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency or recovered from the due amounts payable to the agency and/or from the security deposit held by DST.

18. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act (VIII of 1923) including all amendments thereof, Authorized officer of DST shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of DST shall

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be final in regard to all matters arising under this clause and shall also be governed by the guidelines issued vide this Department's O.M No. Misc1/13/2018-CDN, dated 5th June, 2018.

19. In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.

20. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

21. There would be no increase in rates payable to the Agency during the Contract period.

22. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

23. During the course of the contract period, the agency shall deposit GST at prevailing rates as per GoI norms.

24. In case of non-compliance/non-performance of the services according to the terms of the contract, the DST shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.

25. The decision of DST in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

26. In case of failure of the Agency in fulfilling the contract, the competent authority of DST may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. DST shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.

27. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the DST reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the DST.

28. The Agency shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the DST reserves the right to terminate the contract/agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to the DST from amount payable to him or otherwise.

29. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.

30. In case the Agency fails to fulfill their obligations for any number of days to the satisfaction of the DST for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the DST per day for the entire numbers of such days and the DST shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money, if any, payable by it to the Agency.

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31. If the performance of the Agency is found poor and despite instructions, it fails to improve the same, the DST shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.

32. The Authorized officer/Committee of DST shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his/their decision shall be final and binding.

33. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to DST.

34. In case of any dispute or differences arising on terms and conditions, the decision of the Department (DST) shall be final and binding to all. However, the provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

SECTION – III
SCOPE OF WORK

The scope of work includes –

- (i) continuation and maintenance of the existing INSPIRE on-line web-portal (www.online-inspire.gov.in) and associated software applications;
 - (ii) running of a Public Response System (Call Centre) from the premises of INSPIRE Programme Management Unit at ARCI, Gurgaon; and
 - (iii) development of Mobile Applications for the INSPIRE on-line web-portal including integration with the UMANG Portal of the Government of India (GOI); and
 - (iv) development of any other minor applications, if any required in future for this on-line portal –
- for the implementation of four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship).

A brief of DST's INSPIRE on-line web-portal (www.online-inspire.gov.in)

URL: <http://www.online-inspire.gov.in/>

As mentioned above, the INSPIRE on-line web-portal manages the following 4 schemes of the INSPIRE Programme

Inspire Internship

The objective of organizing the INSPIRE Internship Science Camps is to reveal the joys of creative pursuit of science and innovation to the talented youth of the nation and motivate them to pursue study in science and seek a career later in Research and Development (R&D).

Note: For more functional understanding, please refer the linked document.

<http://www.online-inspire.gov.in/UserManualINSPIRE/Internship.zip>

Scholarship for Higher Education (SHE)

SHE provides scholarships and mentorship grants to students among top 1% performers in State and Central Education Boards at 12 Standard for pursuing B.Sc. & M.Sc. in Basic Sciences.

Note: For more functional understanding, please refer the linked document.

<http://www.online-inspire.gov.in/UserManualINSPIRE/She.zip>

INSPIRE Fellowship Scheme

This component is focused on attracting students to pursue doctoral degree (Ph.D.) in basic and applied sciences including engineering, medicine, agriculture, veterinary, pharmacy etc. after either master's degree in science, Engineering etc. or bachelor's/ master's degree in Medical Sciences.

Note: For more functional understanding, please refer the linked document.

<http://www.online-inspire.gov.in/UserManualINSPIRE/Fellowship.zip>

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INSPIRE Faculty Fellowship Scheme

INSPIRE Faculty Fellowship Scheme offers attractive fellowship and Research Grants to bright young post-doctoral scientists for carrying out independent research in the near term and emerging as a leader in Science & Technology in the long run.

Note: For more functional understanding, please refer the linked document.

<http://www.online-inspire.gov.in/UserManualINSPIRE/Faculty.zip>

INSPIRE Legacy Users

Applicants who submitted their applications before December 2014 are treated as Legacy Users.

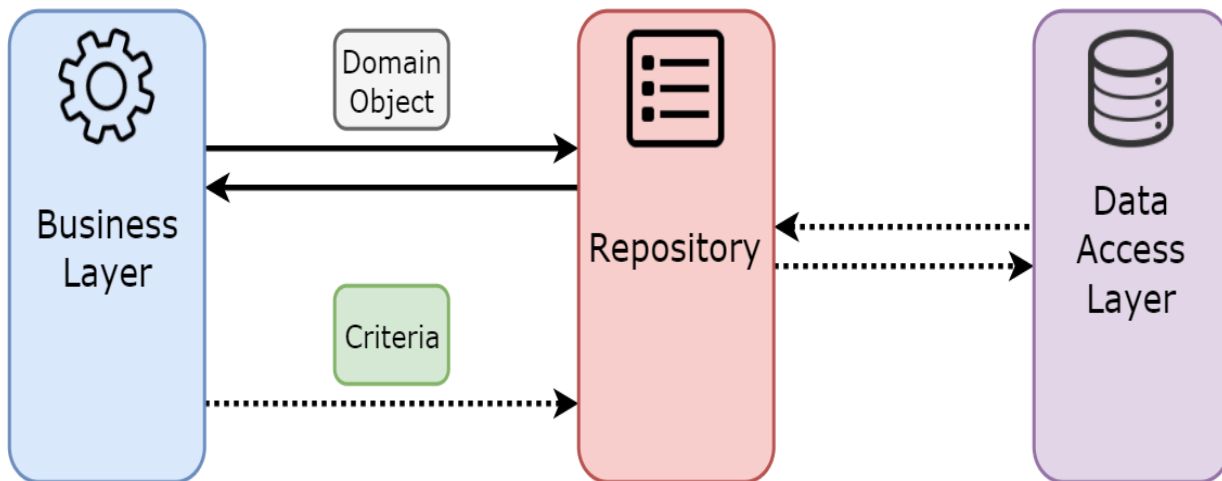
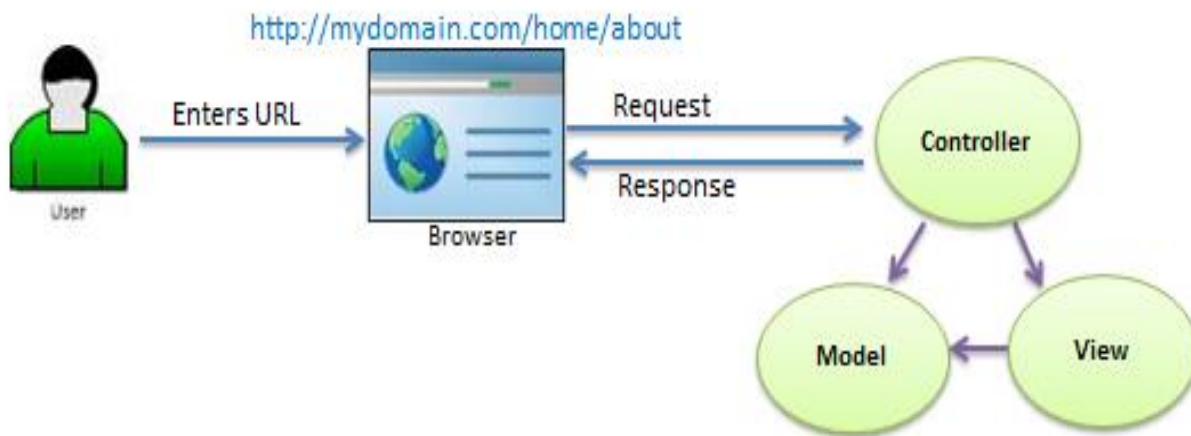
PROJECT MILESTONES COMPLETED

Milestone	Scheme	Documentation
M1	System Study / Requirement Elicitation	High-Level understanding Documents
M2	INTERNSHIP PROGRAM	
M3	SCHOLARSHIP PROGRAM	
M4	FELLOWSHIP PROGRAM	
M5	FACULTY PROGRAM	
M6	User Manuals, Security Audit	
M7	IVRS Setup, Call Center	
M8	Warranty	Started from 16 th Jan 2014 – End on 15 th Jan 2015
M9	M&S	Support Service Period – 5 Years Started from 16 th Jan 2015 – 15 th Jan 2020 (Extended to 24 th September 2020)

TECHNOLOGY USED

- C# 4.0
- Microsoft Visual Studio 2012
- ASP.NET 4.0
- MVC (Model, View, Controller) 4.0
- Entity Framework (EF), Repository Based CRUD Operation, Auto-mapper, Autofac, Quartz Scheduler
- J-Query
- BOLT (UI Rapid Development, Client Side and Server Side Validation)
- MS SQL Server 2008 Enterprise
- OWASP TOP 10 Security Model In Placed (Third Party Audit done by empanelled vendor of Cert-in))

APPLICATION ARCHITECTURE



There was deployment architecture also, which also needs to be put here.

INSPIRE CODE FLOW

APPLICATION SERVER CONFIGURATION

Two application servers have been setup by NIC with the configurations given below:

Component	Technology	Version
Operating System	Window Server 2012	2012
Processors	3 Processors	
RAM	32 GB	
Hard Disk Space	300 GB	
Internet Information Server	IIS8.0	

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DATABASE SERVER CONFIGURATION

Two database servers have been setup by NIC with the configurations given below. Database backup is taken by NIC and the current retention period is 7 days.

Component	Technology	Version
Operating System	Window Server 2008 R2	2008 R2
Processors	8 Processors	
RAM	32 GB	
Hard Disk Space	250 GB	
SQL Server	SQL Server 2008 R2	2008 R2

As far as I remember, there was a 5th server on which AD was running. Please check with Ritesh again.

SUPPORT CALL CENTER CONFIGURATION

Component	Technology
IVR System Setup	Separate Telephone Leased Line (Airtel)
Inspire Ticketing System Setup	In-house setup

RESOURCE ALLOCATION

Total 5 resources are deployed in the Maintenance and Support Phase.

- 4 Resources for Call Center Support (Support Calls, Ticket Management)
- 1 Resource for Application Maintenance Activities (Minor Development Tasks, Application Issue Handling)

Service Delivery Required for the website (<http://www.online-inspire.gov.in>) and associated software and mobile applications

The Response to the Tender would need to address all issues/aspects/ requirements stated in this document.

As part of the Contract, the vendor will have to deliver the following services—

- (i) Continuation and maintenance of the existing INSPIRE on-line web-portal (www.online-inspire.gov.in) and associated software applications by the vendor; the response to the tender must elucidate the technical approach and implementation methodology to be adopted for carrying out Maintenance Service Support (MSS) including End-User Support of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) over the contract period. This will include (a) all Service Requests (implicitly covered under High/Medium/Low Priority Tickets) and redressal/management of changes proposed by the end-users, any upgrades/updates required from time to time, product enhancements, bug-fixing, performance support etc. required during the operation of the portal; (b) support activities with respect to all software components/ database/ exchange and maintenance of active directory; (c) vendor should procure, install and maintain and co-ordinate with all hardware and other standard software suppliers to solve all issues related to continuation and maintenance of the INSPIRE web-portal and its associated software applications.

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The Maintenance Service Support (MSS) should ensure the following—

- Ensure the smooth operation of the entire System.
- Provide corrective maintenance, troubleshoot and isolate defects, including diagnosis and correction of all latent errors in the application systems.
- Interim solutions in case of failures, while waiting for the corrective measures to be addressed for fixing of errors.
- Investigate and correct defects in the application systems as reported by INSPIRE-Scheme, DST.
- Fine-tune and improve the performance of systems (if required).
- Manage, support and implement, at the request of INSPIRE-Scheme, DST, Service Requests, for the purpose of operational enhancements and system upgrade.
- Enhancement in the features of the website as per the requirements of the DST
- Assessing the impact of upgrades or patches of all the system software under the scope of maintenance. Ensure that all modifications to the system are properly integrated with the necessary components and that the system performance shall not be degraded.
- Configure/Restore the website as per the requirement of DST on the provided Cloud infrastructure
- Carrying out the Security Audit of the website as per the current policy of NIC
- Recover lost data, restore and repair damaged data and correct erroneous data to the extent possible.
- Provide system support services, including technical advice and assistance to INSPIRE-Scheme, DST to ensure the continuity and availability and accessibility of the production systems.
- Implement and enhance operational procedures as and when needed.
- Ensure that all scheme source codes and executable codes are properly maintained (especially the versioning) and backed up. This is to allow the system to be rebuilt and recovered following crashes, dysfunctionality, errors/ malfunction etc.
- Maintain all standards and procedures applicable to the systems (e.g. generic modules or reusable component etc).
- Be the vendor coordinator for problems pertaining to the system, which require third party vendors or external organizations for troubleshooting and rectification.
- Produce and update technical and user documentation for the application systems
- Provide advice and guidance to the INSPIRE-scheme, DST systems Officers in the use of the System.
- Provide System briefings to users when necessary.
- Attend to user queries and provide assistance to them in the operation of the System.
- Provide Remedial Support as requested by INSPIRE-Scheme, DST.
- System performance monitoring to help stabilize the system.
- Generating output Reports
- Changing access privileges
- Modifying the fields if needed, and creation of new/existing reports
- Consolidate the request raised by the end users
- Support end user queries, provide call reports and keeping backup of the system
- Backup of the full system, database and confirmation of successful routine.
- Retrieval of data, maintaining system logs etc.
- Periodic testing of disaster recovery system according to the plan envisaged by the vendor.
- Coordinating & resolving issues with offshore team, in case the onsite resources are not able to solve the problem.
- Updation of codes archive as and when required in the centralized code repository.
- Any support service related to application system, which is not covered above.
- Will coordinate with offshore team for resolving issues.

(ii) Technical approach and implementation methodology for running the Public Response System, viz., a 5-personnel Call Centre equipped with all necessary hardware (including dedicated 02 telephone lines) and software, from the premises of INSPIRE Programme Management Unit at ARCI, Gurgaon for 5 days a week, 9:00 hrs to 17:30 hrs.

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(iii) Development of Mobile Applications for the INSPIRE on-line web-portal and integration of INSPIRE website with the UMANG Portal of the Government of India (GOI).

(iv) **Other Miscellaneous Requirements**

- a) The successful bidder/IT Agency shall possess or procure required infrastructure, gadgets and other material needed for providing smooth services under this contract. No additional cost or rent towards this shall be borne by DST.
- b) The successful bidder/IT Agency shall enter into a **Service Level Agreement (SLA)** with DST which will facilitate implementation of the scope of work, stakeholder's obligations, and also cover Additional Terms & Conditions of services so that they are mutually understood by DST and the successful bidder.
- c) Notwithstanding anything specified in the above clauses of Scope of Work, the vendor shall be responsible to take all measures to maintain the INSPIRE web-portal, associated software applications and web services and mobile applications. The bidder must take all steps required for overall upkeep and running of the INSPIRE web-portal associated software applications and web services and mobile applications as per the directions of DST.

Obligations of DST

- a) DST shall give the Source Codes for the existing INSPIRE web-portal.
- b) DST shall provide necessary space for the Call Centre in the INSPIRE Programme Management Unit at ARCI, Gurgaon.
- c) DST shall frontend the discussions with the other government agencies, if required.

Obligations of the Vendor

- a) Vender will not expose themselves to the beneficiaries of the INSPIRE Scheme; even the call-centre/helpline will work as "INSPIRE Call-Centre/Helpline";
- b) No data on the portal will be utilized by the Vendor or any other agency or person without the prior permission of DST;
- c) All ownership rights of the software/code/portal will continue to remain with DST as at present.
- d) Vendor will keep the Portal updated as per the OWASP Advisories related to software security.
- e) The portal will be fully functional from the date of taken over as per the contract.
- f) The Call Centre will operate from the ARCI, Gurgaon premises.
- g) Security Audit of the INSPIRE website needs to be completed during the 3rd and 5th year of the Contract.
- h) Upon completion of the contract the software/code/portal etc. will be transferred to the DST/new Service Provider, as decided by the DST.

SECTION – IV

PENALTIES & BREACH OF CONTRACT

The IT firm shall be responsible for faithful compliance of the terms and conditions of this contract. In case of non-compliance of Service obligations, penalty per default will be imposed as mentioned below and in case of three consecutive defaults against same events, the contract will be liable to be cancelled. However, non-delivery of service in time, not starting work in time, violation of existing laws and statutory requirements will be considered as a major default and DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desired.

Sr. No.	Service Level Agreement	Baseline	Penalties for Breach
1	Delay in start of Services Support by the IT Firm at the beginning of contract	Start of Service support as per the date & time mentioned in the Work Order	<p>2 weeks delay by the IT firm: Penalty of 0.5 % of total contract value shall be levied.</p> <p>3 weeks delay by the IT Firm: Penalty of 1 % of total contract value shall be levied.</p> <p>4 weeks delay by the IT Firm: The contract shall be terminated without any reference.</p> <p>However, in any of the above cases, DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desired.</p>
2	<p>Non-deployment of Call Centre and Hardware and Software etc. requirement during the contract period/ If the manpower is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute</p>	No instance	<p>In case of non deployment of Call Centre including Hardware and Software etc. requirement during the contract period, DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desired.</p> <p>In case the manpower is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute penalty of 1 % of the monthly billed amount per personnel per incident shall be levied.</p>
3	If any employee deployed for the call centre by the IT Firm is found to have disobeyed or misconducted or misbehaved in any manner or resort to any violent behavior etc. with public/ employees of DST or	No instance	<p>1st instance: Replacement of employee apart from deduction of his one day salary and Rs. 1,000/- fine on the IT Firm to be deducted from monthly bills.</p> <p>2nd instance: Replacement of employee apart from deduction of his one day salary and Rs. 5,000/- fine on the IT Firm to be deducted from monthly bills.</p> <p>3rd instance: Replacement of employee apart from deduction of his one day salary and Rs. 10,000/- fine on the IT Firm to be deducted from monthly bills.</p>

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	other co-employees		However, after 3 rd instance, DST shall be at liberty to cancel the contract without any further reference to the contractor in case so desired.
4	If any employee deployed at the call centre by the IT Firm is found responsible for any theft, loss and damages of materials/ articles/ property of DST/ARCI	No instance	<p>1st instance: Immediate payment in actual/ replacement equivalent to the value of the article/ material theft/ lost/ damaged as decided by DST depending on the gravity of the act and penalty of Rs. 5,000/- on the IT Firm after confirmation of incident. Also, the employee responsible to be replaced and his two days salary to be deducted.</p> <p>2nd instance: Immediate payment in actual/ replacement equivalent to the value of the article/ material theft/ lost/ damaged as decided by DST depending on the gravity of the act and penalty of Rs. 20,000/- on the IT Firm after confirmation of incident. Also, the employee responsible to be replaced and his two days salary to be deducted.</p> <p>.</p> <p>3rd instance: Immediate payment in actual/ replacement equivalent to the value of the article/ material theft/ lost/ damaged as decided by DST depending on the gravity of the act and termination of contract after confirmation of incident.</p>
5	Other events of non-compliance of INSPIRE web-Portal service obligations such as non-maintenance of proper records etc. and Cumulative Penalty under the contract	No instance	<p>Penalty as decided by Competent Authority of DST shall be binding on the IT Firm. However, penalty per incident shall not exceed Rs. 10,000/-.</p> <p>The cumulative penalty shall not exceed 10% of the total contract value. If exceeds, the contract shall be liable to be terminated.</p>

ANNEXURE - I

Tender Enquiry No. DST/INSPIRE Portal/MSS & MA/2020

dated, 2020

Subject: Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal.

TECHNICAL BID

(In sealed Cover – I super scribed “Technical Bid”)

(A) Contractor’s Details (Mandatory Information)

Sr. No.	Particulars	To be filled in by the Tenderer	
1	Name of the Applicant / Company		
2	Nationality		
3	Address (attach separate paper for addresses of other offices) (Enclose copy of Voter ID / Electricity Bill / Water Bill / Landline Telephone Bill or any other valid address proof)	Regd. Office	
		Head Office	
4	Contact Details	Landline / Mobile No.	
		FAX No.	
		e-mail	
5	Other Details (Enclose copies of documents)	PAN Details	
		GST Number	
6	Constitution of Company	Individual	
		Sole Proprietorship Concern	
		Partnership Firm	
		Public Ltd. Company	
		Private Ltd. Company / PSEs	

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ANNEXURE – I (Cont'd...)

7	Details of Bank Account (Enclosed copy of pass book and personalized cancelled cheque)	Account No.	
		Type of Account	
		Name of Bank	
		Branch Name & Address	
8	Is any person working with the applicant a near relative of any official of DST? If yes, provide details.		
9	Earnest Money Deposit (EMD) details	Amount (in Rs.) (both in words and figures)	
		DD No.	
		Date of Issue	
		Name of Bank	
		Issuing branch name & address	
10	Certificates / Undertakings	a. I / We certify that I / We have carefully read the Terms & Conditions mentioned in the tender document and shall abide by them.	
		b. I / we certify that the information given is true to the best of my / our knowledge. I / We also understand that if any of the information is found wrong / false at any stage, I / We are liable to be deregistered from the panel of approved contractors / banned for doing any business dealings with Government Departments or blacklisted or subject to any monetary penalties that deemed fit and appropriate by DST / Government.	
		c. I / We agree to the forfeiture of the Earnest Money Deposit if I / We fail to comply with all or any of the terms & conditions in whole or in part as laid down in the Tender Enquiry Notice No. which would constitute and have force of a contract between me / us and DST, if I / We am / are declared a successful bidder.	
		d. I / We hereby certify that I / we have signed all the pages of the document with my / our conscious and nobody from DST influenced / compelled me / us to do so.	
		e. I / We hereby certify that no case is pending with police / legal proceedings in court of law against proprietor / firm / partner or the agency. Please provide details of any convictions in the past against the company / firm / partner.	

Signature of the bidder (s) with stamp

ANNEXURE – I (Cont'd...)**(B) License Certificate Details (Mandatory Information)**

Sr. No.	License Certificate Description	Details with validity	Copy attached (Yes / No)	Page No. in the bid
1	Trade License No.			
2	PAN Card			
3	GST Registration			
4	Solvency Statement issued by bank			
5	Undertaking by the contractor on letterhead of the firm that he will not allow or permit any employee to participate in any trade union activities or agitation in premises of DST/ARCI or their units			
6	Income Tax Returns for the last 03 financial years (2018-19, 2017-18, 2016-17)			
7	Balance sheet of the firm duly certified by Chartered Accountant for last 03 financial years (2018-19, 2017-18, 2016-17)			

Note: If any of the statutory licenses / certificates submitted by the company with respect to this tender lapses during the tenure of this tender, the firm shall submit suo-moto renewed licenses for the same.

ANNEXURE – I (Cont'd...)

(C) List of similar contracts undertaken in Central Govt. State Govt., Autonomous Institutes, national laboratories and Academic Institutions etc. in past 05 years (2015 onwards)

Sr. No.	Name of Organization	Duration of Contract		Status of the Contract	Copy of contract attached (Yes / No)	Page No. in the bid
		From	To			
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

(D) Checklist

Sr. No.	Particulars	Yes / No
1	Have you read and understood various conditions of tender document and shall abide by them?	
2	Have you enclosed the tender document duly signed and stamped on all pages?	
3	Have you enclosed EMD draft of Rs.6 Lakh only with Technical Bid?	
4	Have your Technical Bid duly filled and enclosed along with all the documents mentioned in Technical Bid?	
5	Have your Financial Bid duly filled and enclosed?	
6	Have you mentioned rates of all the items both in figures and words?	
7	Have you put page number on all the pages of bid?	

Signature of the bidder (s) with stamp

Declaration by the Tenderer:

This is to certify that I/ we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

Tender Enquiry No. DST/INSPIRE Portal/MSS & MA/2020

dated, 2020

Subject: Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal.

(A) Lump Sum Cost for the Services:

Sr. No.	Services	Amount in Rs.
I	Maintenance Service Support (MSS) for INSPIRE Portal, associated application software applications and their web services for 5 years and Security Audit of the INSPIRE Web-Portal in the 3 rd and 5 th Year of the Contract.	
II	Call Centre with 5 persons including Hardware (including dedicated 02 telephone lines) & Software, etc. in ARCI, Gurgoan Premises for 5 years	
III	Mobile Application Development for the existing INSPIRE Web-portal for its on boarding on government portal and the integration with the UMANG Portal	
IV	Lump Sum Cost (I+II+III)	In figures:
		In words:

Note: (refer para (B)-21 of Section-I before quoting the Lump Sum Cost for services)

- The rates quoted by the service provider in the financial bid shall be commensurate with the administrative and supervisory efforts required for executing the contract.
- Bidders are cautioned not to submit **Abnormally Low Bids (ALBs) or Unbalanced Bids (UBs)**. The bidders who submit unreasonably low prices for one or more items shall be labeled as Abnormally Low Bids (ALBs) and the bidders who submit unreasonably low prices for some of the items while submitting unreasonably high prices for other items shall be labeled as Unbalanced Bids (UBs).
- ALBs and UBs – as determined by DST during the financial evaluation shall be required to deposit an enhanced Performance Security at the rate of 20% of contract value in case they are declared successful bidder and awarded the contract.
- Department may, in addition, also seek an explanation for quoting unreasonable prices. In case, such explanation is deemed highly superfluous, DST may then declare such bidder as unresponsive and disqualify the said bidder at any stage of the tendering process.

Signature of the bidder (s) with stamp

Declaration by the Tenderer:

This is to certify that I/ We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.