J&K TOURISM

EXPRESSION OF INTEREST (EOI) FOR
DESIGN, DEVELOPMENT AND MAINTENANCE OF NEW WEB PORTAL
FOR DEPARTMENT OF TOURISM, J&K

1. Name of the Agency: ....

2. Address with Contact Person No.: ………………………………………….……………

………………………………………………………………………………………………...

Last Date for Receipt of Document: <u>27-03-2018, 04:00 PM</u>

Date & Time of Opening: <u>04-04-2018, 11:00 AM</u>

3. EMD (Earnest Money Deposit)
(to be deposited along with the
tender document)

a) Bank Draft No………….……….
b) Date……………………….………
c) for Rs……………….………….
d) Drawn on …………………………

4. Tender Document cost:
d) Drawn on ………………………

a) Bank Draft No………….…….
b) Date……………………………
c) for Rs………………………….

Department of Tourism Government of Jammu & Kashmir

Department of Tourism
Government of Jammu & Kashmir

Department Of Tourism, Government of Jammu & Kashmir

Expression of Interest for Design, Development and Maintenance of a dynamic CMS driven Web Portal based on the guidelines for Indian government websites (GIGW)

Department of Tourism Invites Expression of Interest (EoI) for Design, Development and Maintenance of a new CMS based dynamic Web Portal from the "Registered Companies/Firms working in the field of Software-development for Department of Tourism, Government of Jammu & Kashmir. The Web Portal needs to be developed as per *Guidelines for Indian Government Website (GIGW).* The companies/firms must be registered with the Commercial Taxes Department having a valid GSTIN and mandatorily registered with "*Central or State Government*". for the said activities.

The detailed proposals must reach to the *Director (P&S), Room No1/9, First Floor, Mini Block, Civil Secretariat, Jammu*. The hard copy of EoI should be accompanied by **DD of Rs 5,000/- (five thousand only***) (**Non refundable)** as cost of the tender document and D.D of *Rs. 1,00, 0000/- (One Lac Only) as EMD drawn from J & K Bank or any nationalized bank favoring Director Finance, Department of Tourism Jammu and Kashmir payable at RCC Jammu(J&K).* The Proposal should be submitted as *Annexure-1 (Technical Bid)*, *Annexure-2 (Financial Bid) and Annexure-3(EMD and Tender Document Fee)* each of them sealed in separate envelopes with **Bold Titles** and together enclosed in a sealed envelopes duly superscripted "*Design, Development and Maintenance of a dynamic CMS driven Web Portal based on the guidelines for Indian government websites (GIGW) For Department of Tourism, Government of Jammu & Kashmir*".

1. **Eligible Bidders**

a) Registered Companies/ Firms need to participate.
b) The bidder should have a combined turnover above Rs.1 Crore of the last 02 financial years (2015-16 & 2016-17). Copy of Audited Balance Sheet of the firm for last two financial years are to be enclosed.
c) The bidder should have valid Permanent Account Number (PAN), a copy of the same should be enclosed.
d) The bidder should have valid GSTIN), a copy of the same should be enclosed.
e) The Company/Firm should have been engaged in software development and UI/UX projects for a period of at least **Three years**.

f) Firm should have experience of developing at least **10 Dynamic Website/Web systems/Web Applications** of any reputed organisations out of which at least **1** should be for a government organisation. The work order/SLA/MoU/any Proof document copy should be enclosed with the EOI documents.

g) Shall mandatorily have a Local Office/Local Partner in Jammu and Kashmir at the time of signing the MOA with the Department of Tourism, J&K.

2. <u>Competencies</u>

a) Excellent I.T. skills and Project Management skills.

b) Highly Experienced Technical Architect having experience not less than 10 Years

c) Ability to juggle priorities and deadlines and perform well under pressure;

d) Ability to respond quickly to the maintenance requirement in the post commissioning phase.

e) Awareness on the latest smart technologies for website development.

f) Ability to regularly maintain, update the developed website.

g) The team should be well equipped with the latest client side technologies.

h) The bidder should have experience in designing user interface guidelines / kit for digital products.

i) The bidder should have experience in advertising & communicating key messages effectively.

3. <u>Scope Of Work</u>

The department of Tourism, Government of Jammu and Kashmir, has a number of websites which are accessible by **http://www.jktourism.org, http://jammutourism.gov.in/ etc.** The department intends to improve the current websites as per the guidelines drafted by the Government of India and to have only one comprehensive Web Portal. The departments therefore wants to **Design** & **Develop the new dynamic CMS based Web Portal** using latest Web technologies that shall address all the needs of the prospective tourists and act as a one stop solution for all their needs regarding tour and travel to the state of Jammu & Kashmir. Moreover, the Design and Development of the Web Portal must be compliant with GIGW Guidelines which are available on **http://guidelines.gov.in.**

The main objective of the department is to design and develop the departmental Web Portal Compliant with GIGW so as to ensure that the Web Portal is user-friendly**, fast, & seamlessly accessible** across all phases: starting from launch to maintenance phase. **The main goal is to achieve a highly performance oriented Web Portal along with a Standardization, Testing & Quality Certification (STQC) certificate, so that the website can be easily hosted on the State Data Centre.**

The department wants to carry out all the necessary activities so as to achieve the following objectives:

a) Design/develop the Web Portal using modern Web technologies following the agile methodology and phase wise roll-out.

b) Develop the Web Portal in two sections viz: the *Pre-login Section* (that shall be visible to general public without any need of authentication) and *Post-Login Section (***Content Management System (CMS),** That shall be accessible to authorized users who shall be responsible for management of data on the web portal besides monitoring the traffic on the Web Portal).

c) Design/develop the Web Portal for all devices (responsive layout) with high performance front-end technologies.

d) Develop a role based authorization and access management system so as to ensure the secured and restricted access all across the CMS.

e) Ensure the Web Portal is accessible all types of users (including persons with disability), on all types of devices.

f) Prescribed minimum content and functionality as stipulated by GIGW is present on the website e.g., Feedback, Help, Search, Sitemap etc.

g) GIGW guidelines regarding Legal, Quality and Strategy & Operations are implemented on the website in totality.

h) Ensuring the compliance with "Guidelines for Indian Government Websites" along the with Compliance Audit Certificate from Standardization Testing and Quality Certification (STQC).

i) The site shall be compatible with all major device platforms like internet explorer, Mozilla Firefox, Google chrome, safari, opera, etc.) and physically disabled specific devices.

j) Ensure the content is available on the Web Portal in multiple languages like English, Urdu, Hindi, etc and shall be localizable based on the needs of the viewer, however the languages can be rolled out in phases to ensure speedy launch of the website.

k) Government identity and the department's lineage is prominently displayed through the proper use of emblem, flag etc as specified by the GIGW.

l) To ensure a comprehensive security mechanism and to get a *Security Certificate* from any of the Empanelled Security Auditor.

m) Web portal is to be deployed on the Web Servers of State Data Centre for hosting purposes.

n) Coordinating with the IT team of IT department of Jammu and Kashmir for the deployment of the Web Portal on the State Data Centre Web Servers.

o) Maintenance of the Web Portal for the period of two years

p) Editing and proof reading of the Web Portal content

q) Identity and address all the legal aspects viz: copyright policy, hyperlink policy, terms and Conditions and privacy policies have to be ensured as prescribed in GIGW.

r) Identity all the Quality related parameters viz: content contribution, moderation and approval policy, content Review and archival policy has to be ensured by developing the specific functionalities for achieving the same.

s) Identity the activities for achieving and implementing the important processes like :

    ☐ Security policy.

    ☐ Validation & Testing Processes

    ☐ Contingency Management plan and Disaster Recovery Processes

□ Performance Monitoring and Evaluation processes etc.

t) Planning and executing all the Processes involved in Software Engineering Viz:

□ Requirement Gathering

□ Research

□ Customer/ Stakeholder interviews

□ User Flows

□ Information Architecture / Sitemap

□ Project Planning and Scheduling

□ All the Software Design related activities

u) Develop the Web Portal with at least the given set of functionalities as indicated in **section 4** below.

4. <u>Proposed Functionalities</u>

The proposed website shall have following functionalities addressed in it:

1. **Post -login Section (Content Management System)**

2. **Pre-login Section (Public Section)**

4.1. The list of few of the functionalities/modules that shall be addressed in the post-login section are as under:

a. **User Management Module**: This module should be responsible for authorization and authentication process. As only authorized users shall be able to login into the system for updating/fetching/inserting the data into the database. This shall be a compressive module which shall control the access mechanism of the web portal.

b. **Control Management Module**: This module should take care of all the Controls that need to be put on the web portal. This shall help in controlling the placement and visibility of any control and should act as an ON and OFF switch for any control. Control Can be a slide show of photos, Latest happenings Control, New Announcements etc.

c. **Destination Management Module:** This module should help in creation of Destinations and all the data related to any given destination. This module should capture all the aspects of a given destination viz: the attractions in a given destination, activities available in a given destination, facilities available etc.

d. **Registration Management Module:** The Module shall create the facility for registration of the facilities viz: Hotels, huts, houseboat and other allied services like Scotts and guides.

e. **Adventure Management Module:** This module should cater to the creation of adventure programmes and managing the data of older adventure programmes.

f. **Sports Management Module:** This module shall be responsible for the registration of sportsman's for different events carried out by the Department of Tourism

g. **Event Management Module:** This module should be able to support the functionalities related to any event carried out by the department.

h. **Feedback Management Module:** This module should be able to manage the feedback forum by way of assigning the feedback to different officials who might be associated with the particular query raised by any stakeholder.

i. **Archival Policy Management Module:** This module should take care of the archive management and shall automatically archive the content based on the rule specified by the administrator.

j. **Content Moderation Module**: This module should be able to define the rules for the moderation of content, if the content comes from a third party by way of RSS feed or some other sources.

k. **Configuration Module:** This module shall be able to manage links, Dates and also manage the definitions of the Screen Management module etc.

l. **Grievance Management Module:** This module should help in attending to the grievances of the tourists and automatically raise the grievance to the next higher level if not resolved in a given time frame which shall be configurable.

m. **Personalization:** This module should support the personalization preferences of the users by their locality.

4.2. The Modules that shall be attended in the Pre-login Section are given below:

a. **Homepage management Module:** This module should display all the information related to the tourism departments and its scintillating attractions in a seamless and attractive manner, This shall be highly customizable and localizable by the users.

b. **Screen Reader:** This module should play out all the information on the web portal for persons with disability.

c. **Color Management Module**: Shall address the color blindness related issues for the users.

d. **Tourist Information Module:** This module should display all the information related to any given location its facilities etc in a presentable manner.

e. **Events Module:** This module should display all the events that may be scheduled for a given time and once the event is carried out the same shall be moved to the conducted event sections and archives based on the defined policy

f. **Notifications and Subscription Module:** This module should handle the notifications and shall have the facility of subscription. The stakeholders should get the alerts as an when the activity of their interest is scheduled.

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g. **Feedback Forum:** This module should have the necessary controls for receiving the feedback and it should also display the replies on the same in the order of date.

h. **Social Media Module:** This module should support the functionalities of a social media like facebook where tourists can share their experience with photos and videos in a controlled manner.

i. **Search Module:** This module should facilitate the free search across the site and shall display the desired results in a quick time.

j. **Archives:** This module should display the archived data

k. **Gallery Module {Video Audio}:** This module should help in displaying the video/images in bundle them into groups and galleries based on the activity and events.

l. **News/Media Content Module:** This module should support the display of media coverage and shall have the facility of anchoring to the news portals directly.

m. **Grievance Module:** This module should display the track of a grievance to the aggrieved by way of a controlled mechanism and if the grievance is resolved the same may be made public.

n. **Social Media plug-in:** This module should support interfacing with the social media by having the social media plugged in into the web-portal

o. **Personalization:** This module should help users to customize and personalize the web-pages as per their wishes.

The above modules are just an idea around which the web-portal needs to be developed and is no ways the final list, these modules should form the basis for achieving the following functionalities in general:

- Full Dynamic Web Portal which should have a highly attractive Web Design with responsive Feature (i.e. The Website Should Automatically Adjust to Screen Resolution of Different Devices Automatically).

- CMS (Content Management System) Based Web Pages which can be easily updated from Admin Interface.

- Online Feedback Forms

- Ability to add new Content and Docs to Website as and when Required using Admin Panel.

- Dynamic News Section and Photo gallery to highlight the achievements and happenings in the Department.

- Notices and Circulars Section

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☐ Other Standard Features and Trending aspects.

☐ Web Portal must give information of Tourist places, tips for travelers, wildlife, palaces, museums, lakes, religious places, festivals and other destinations which may attract tourists in the state.

☐ Web Portal must give contact information of the Department/ state. The agency must take consent of department before publishing contact information.

☐ General features like publication of latest news, important information to the tourists regarding weather, timings, facilities available, contact persons etc. must be present in the Web Portal.

☐ The Web Portal must provide hyperlinks to other related websites. The agency must take consent of department on this.

☐ The Web Portal should also be complained to RTI act.

☐ The Web Portal should have links to Facebook page, Twitter account etc. of Department of Tourism, J&K.

☐ Any other feature as mutually agreed by the department and Agency.

4.3. Web Portal : : General Overview

Feature List	Brief Description
Tourism Sector Profile	This section shall contain the Vision, Mission, Action, Tourism statistics, Tourism projects Govt. policies and development plans for tourism sector and shall be highly dynamic in its nature.
Grievance Management System	Provision of receiving grievances of visitors and the redress mechanism thereof
Departmental Email System	Creation of E-mail Accounts for department, users and other stakeholders.
Contact Us	Contact form for every type of contact.
Location Map	A satellite picture, and map of the various places of visit
Home Page	An attractive dash board to provide consolidated information links to various services in a single page with a light weight flash animation
History of Jammu and Kashmir	This section shall provide a brief overview and information about the state of Jammu and Kashmir.

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Information of the Tourist Spots	A hierarchy of information pages about the various health resorts, eco tourism places, pilgrim tourist places, historical monuments, gardens, lakes and rivers, wild life sanctuaries, adventure tourism and games etc. with a video clip of the place, climatic conditions, instructions, health tips, route information, route types, temperature, altitude, its importance, historical background, facilities along with the GIS mappings of all important related services like gandola, pony rides, health, police etc.
Tourists Related Info	The various rules and regulations, membership policies, bookings, fee and other charges for games etc., the permissions formalities and other necessary information along with the important addresses and contact for such processes.
Video and Photo	Dynamic photo and video galleries shall be created with inbuilt
Important Downloads	Information brochures, wallpapers, screensavers, e- post cards, e-telephone directory of important and emergency numbers, trekking maps, site maps, pamphlets etc, printable route plans.
Site Search	A fluid based search which can search on any given word.
Interactive Events	There shall be a facility for an interactive event Calendar
Help Desk	Management of help desk to facilitate the tourists and other
Online Chat & Discussion Board	Provision for online chat between tourists and the authorities and a place for holding discussions among visitors.
Registration and Membership	Registration form and login system for tourists and other stake holders and facility providers.
User Management	A Role based user management of the Web portal
Emergency Services Info	Contact Information about the nearest emergency spots like hospitals, police stations, etc along with the GIS information
Online Registration & Booking	Provision for financial transactions and online reservation and booking.
Multimedia Elements	Incorporation with multimedia elements like sound, music, audio, video, graphics, animation etc. at lowest possible bandwidth.
Max. Browser Support	All the major browsers should be supported
Features	Features like online statistics, contact forms, scrolling area, add to favorites, printable pages, password protection, favorite icon, send to friend and so on should be incorporated.

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Important Note:

☐ Any Number of modules can be added/removed during the actual requirement analysis for the website and *also the proposal from any firm for anything attractive and innovative* can be also taken into consideration for development.

Phases	Modules	Scope of work
Phase 1	Pre Login	Home
		Tourist places - Wildlife palaces, Museums, Lakes, religious places and other destinations
		Tips for travellers
		Information about festivals
		Information about weather, timings, facilities available
		Cross linking of other websites
		Tourist & Adventure Sports
		Downloads
		Help Desk, Emergency Services Information
		History
		Contact details, contact details of the person, Map,
		Tourist Sector Profile - Vision, Mission, Action, Tourism statistics, tourism projects govt. policies and development plans for tourism sector
		Social media plugins
		Feedback Form
		Gallery - Video & Audio
		News & Media
		Events module
		Tourist information module - Facilities & things available for users

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Phases	Modules	Scope of work
Phase 2	Pre Login	Notifications & Subscription Module
		Search
		Archives
		Grievances
		Personalisation
		Tips for travellers
		Information about festivals
	Post Login	User Management Module
		Control Management Module - Adding, deleting & editing any piece of content / section.
		Destination Management
		Adventure Management
		Sports Management
		Event Management
		Feedback Management
		Archival Policy Management
		Grivance Management
Phase 3	Pre Login	Screen reader for disability
		Color management module for color blindness

Phases	Modules	Scope of work
		Online Chat & Discussion Board
		Registration & Membership
		Online Registration & Booking - Payment Gateway Integration
		Content & Images - Hindi & Urdu
	Post Login	Registration Management
		Content Moderation
		Configuration Module
		CMS for other languages - Hindi & Urdu

5. Pre-Bid Activities

5.1. The bidder should read the eligibility conditions and other details provided in this document carefully before applying.

5.2 The bidder may visit different websites of the department and also the websites of private players for getting the better idea of tourism sector and its needs.

6. Submission Of Proposals

6.1. The bidder need to submit the hard copy of the tender in the office of Director (P&S), Room No 1/9, First Floor, Mini Block, Civil Secretariat, Jammu.

6.2. PLEASE NOTE THAT THE DEPARTMENT SHALL NOT BE RESPONSIBLE FOR ANY POSTAL DELAYS/LOSSES.

6.3. The hard copies of Technical and the Financial bids need to be submitted in separate envelopes. Envelope containing financial bid shall not include any other document. Both technical and financial bid containing envelops are to be enclosed in one envelope which shall be addressed to the Director (P&S) duly superscripted "Design, Development and Maintenance of a dynamic CMS driven Web Portal based on the guidelines for Indian government websites (GIGW) For Department of Tourism, Government of Jammu & Kashmir".

6.4. Detailed specifications of the web portal proposed shall be attached with the technical bids. Incomplete bids in any respect shall be summarily rejected.

6.5. The bidders meeting above eligibility criteria should submit their Expression of Interest along with the following documents:

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⬜Full Company profile along with document supporting experience of developing 10 dynamic Websites/Web systems/Web Applications.

⬜Names of the organisations for which website/s/web applications have been developed (with modules / functionalities deployed).

⬜Registration Certificate/s

⬜GSTIN Registration Certificate

⬜Xerox of organisational PAN Card

⬜Annual turnover certificates for last 02 financial years

6.6. The Bidders are expected to go through all instructions, terms & condition as specified in the bidding documents. Failure to furnish complete required information or submission of a bid with incomplete information can result in rejection of the bid.

6.7. The department may, for any reason, whether suo-moto or in response to a clarification requested by a prospective bidder, modify the bidding documents by an amendment, any time prior to the last date for submission of bids.

6.8. The Amendments, if any, shall be made public by way of existing website or news papers. In their own interest, the bidders are requested to visit the Departmental website regularly.

6.9. The bid will be opened as per details in NIT in presence of bidders or their authorized representatives, who wish to be present. The representative should bring the authorization letter from the bidder for attending the Bid opening. However, presence of representative of bidder/s is not mandatory for opening of bids.

6.10.The bidder should confirm that there are no hidden costs. Any change found necessary to make the web portal functional will be provided by the bidder without any extra cost.

6.11. Any hard copy of the bid received by the department **after the last date** for submission prescribed by the department will be rejected/returned unopened to the Bidder.

7. Terms of Reference

a) Bids The firm must be a registered body with Govt. of India/ State.

b) Rate should be quoted   inclusive of the cost of Services, Security audit of the Web Portal, Manpower cost, maintenance for   a minimum period of 2 years, Printing of Questionnaires and report generation and also inclusive of GST and other taxes, as applicable.

c) The timelines to complete the development work of website shall be finalized at the time of award of contract.

d) All information, document, photos and data coming in the possession of firm, as a result of the execution of the job shall remain the property of Department of Tourism, J&K.

e) The Firm/agency shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the Department of Tourism, J&K.

f) The Firm/agency shall also ensure complete confidentiality of the information and data provided to carrying out the job.

g) The Firm/agency has to complete the job assigned within the prescribed time and if the job is not completed within the stipulated time, a penalty@ 1% of the cost of the uncompleted job for each day will be imposed on the firm.

h) The Department of Tourism, J&K will have no liability regarding transportation, boarding and loading of firm and their staff.

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i) Under no circumstances the firm shall not appoint any sub contractor or sub lease the contract. If violated the conditions, the contract will be terminated.

j) The rate quoted once will remain firm for that particular dealing. Any Conditions of the Firm sent along with proposal if any, shall not binding on the Department of tourism.

k) *It is not binding on Department of Tourism, J&K to accept the lowest of the biding.*

l) The Web Portal shall be hosted in State Data Centre (of Information Technology Department, J&K), Civil Secretariat, Jammu. The firm/ agency shall ensure the security audit of the Web Portal. The cost of Security Audit shall be borne by the agency/ firm. The agency may coordinate with State Information Technology Department, J&K/ Department of Tourism, J&K to understand the requirement of Security Audit of the website before or after allotment/bidding.

m) The required infrastructure like Servers, storage etc. shall be provided by State Data Centre. Other charges like hosting etc, as applicable shall be mutually decided by Department of Tourism and Information Technology Department.

n) While hosting of Web Portal in State Data Centre, the agency/ firm must ensure the presence of their relevant resources and to coordinate with State Data Centre Operator for its hosting.

o) TDS as applicable on date will be deducted from firm actual bill submitted for payment.

p) The price accepted by the committee is final and no deviation from it will be accepted in this regard.

q) In case of any dispute between the parties, the decision of the Chief Secretary, J&K shall be final and binding on both the parties.

r) The selected service provider will have to complete the job as per term and conditions specified in the EOI.

s) The procuring entity reserves the right to accept or reject any or all EOIs without assigning any reason thereof.

t) Conditional offer/ Eol submitted by fax/email or after the due date and time will be rejected.

u) The selected agency/ firm shall deposit 5% of quoted cost as performance Bank Guarantee in the Bank Guarantee/ FDR/ CDR in the favor of Department designated Officer at the time of signing of Contract with the department.

v) For any query please contact at email : tourismplg@gmail.com, Phone no.:

8. **Evaluation Of Bids**

The bids shall be evaluated in three stages.

1. **Stage–1**: **Pre-Qualification Criteria:**
   Evaluated as per the eligibility criteria(Financial and Technical Qualification Requirements) specified in the previous clauses. Successful bidders shall qualify for stage–2 of bidding,

2. **Stage-2: Technical Bid :**The successful bidders from stage 1 are required to give a detailed presentation (Proof of Concept) on proposed Web Portal and its implementation before a Committee that shall be nominated by the department, ***on a date and time which shall be notified separately***. The successful bidder shall also share its team profile before the Committee.

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The selection of the successful bidder shall be made on **QCBS (Quality and Cost Based Selection) scheme**.

QCBS Evaluation :

☐Technical part points =80%

☐Financial part points=20%

Technical Bid Evaluation:

Points: 80%   **Score: 100 points**

S. No.	Criteria		Score (out of 100)
	Combined annual turnover for the year 2015-16 & 2016-17 should be more than 1 Crore		5

	Past Project Experience
	  i. Experience in Development of Dynamic website/web system/web applications.
	  ii. 5 marks for each past project with maximum of 30 marks.
			30

	Workflow Management Project Methodology Project Management Team		5
	Atleast 1 website design and developed in last 2 years with a minimum value of 20 Lakhs. The bidder shall submit the work orders of the work dated 2015 and ahead		5
	No. of Mobile applications designed or developed (2.5 Per Mobile application)		5
	Digital campaigns carried out by the agency by way of SMS or online forms (2.5 per campaigns) .		5
	Proof of Concept		40
	a. Analysis Part (Understanding of Users)	10	

	b. Technology Part
	    1. Design/UI/Front-End/Back-End/database and software engineering principles.
	    2. Proposed features in the website apart from the one mentioned in this EOI
		10
		
		20	

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	c. Post implementation support and Satisfaction of previous clients (shall be substantiated by way of satisfactory certificate from the client, and each satisfactory certificate will earn 2.5 marks to the maximum of 5 Marks)	5

3. Minimum qualifying score shall be 80% (i.e. 80 out of 100 score points) of the Technical bid points.

4. Only those proposals which have scored 80% in the technical bid evaluation shall be considered for financial evaluation.

5. **Stage-3: Financial Bid Evaluation:**   **Weightage: 30%**

Name of the Bidder	Financial Bid Amount	Financial Score
Bidder 1	B1	(LB/B1) x 20
Bidder 2	B2	(LB/B2) x 20
Bidder 3	B3 (LB (Lowest Bid))	20

6.

Cumulative Technical and Financial Score (CTFS) with weightage 80:20

Bidder details	Technical Score (**TS**) (out of 80)	Financial Score(**FS**) (out of 20)	Cumulative Technical and Financial Score **CTFS** (out of 100)	Rank of the Bidder based on the cumulative score. Highest cumulative score bidder will be the winner of the bid
Bidder 1	(T1/100) *80=TS1	(LB/B1)*20=FS1	TS1 + FS1	?
Bidder 2	(T2/100) *80=TS2	(LB/B2)*20=FS2	TS2 + FS2	?
Bidder 3	(T3/100) *80=TS3	(LB/B3)*20=FS3	TS3 + FS3	?

6. During evaluation of bids, the department may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

7. Any effort by a Bidder to influence the department, in its decisions on bid evaluation, bid comparison or award of contract may result in rejection of bid.

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9. POST-BID ACTIVITIES:

9.1. The successful bidder shall be eligible for **Award of Contract**.

9.2. The successful bidder is required to enter into **Memorandum of Association (MoA)** on stamp paper/s of denomination/s as required under law, which shall include the terms and conditions of this tender document and others as decided in meetings of the Committee and at the time of award of the contract.

9.3. The Parties (Department and the successful bidder) shall frame timeline for implementation of the project, as such the department has fixed a time line of *45 days to launch the first phase and rest* shall be finalized at the time of award of contract.

9.4. The successful bidder shall have to depute a team of experts to the department. The time and their duration of stay shall be finalized at the time of award of contract.

9.5. Development, Deployment and customization of the product shall be done on the local servers of the party and later on onto the servers of State Data.

9.6. The successful bidder shall follow the standard System development life-cycle (SDLC) during the development of the system. The stages of the life-cycle shall produce standard documents like Software Requirement Specification (SRS),SDS etc. which shall be implemented only after approval of the Department.

10. SECURITY AND COPYRIGHT

1. The sensitive data stored at the backend of the website shall be stored in encrypted form.

2. The website shall be run on the Secured Socket Layer (SSL). The website shall be audited according to OWASP (Open Web Application Security Project) application security verification standard..

3. The bidders have to ensure and take the responsibility that there will be no breach of security and no tertiary data is generated and transmitted.

4. The department shall own the copyright of the content of the Web Portal and shall be free to use the same in its own concerns, if needed.

11. ANNUAL MAINTENANCE CONTRACT(AMC)

1. The warranty period (AMC) shall commence after the final deployment of the product.
2. AMC period shall be 3 years, extendable Upto 2 more year by mutual consent
3. Department reserves the right to extend or reduce the AMC period of the project at any instance of time

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12. <u>TRAINING</u>

12.1. The successful bidder shall train nominated person/s of the department for handling and making changes as required, before the product is handed over to the department for operations.

12.2. The successful bidder shall depute training teams to the department as and when required without any extra charges.

12.3. The successful bidder shall provide instruction/training manuals with the final web portal.

13. <u>PAYMENT TERMS</u>

1. Prices shall be quoted in Indian Rupees (INR) only.
2. The amount is required to be quoted both in figures and in words, in case of a discrepancy, the amount quoted in words will be taken as final.
3. The amount payable shall be subject to the applicable Taxes like TDS etc.
5. The cost of the bid includes the following:

   a. Design and Development cost of the Website (Front-End/Back-End)
   b. Maintenance and AMC of the website for 2 years
   c. Documentation and Training cost
   d. Certification cost (STQC, Cert-In, OWASP, etc.)
   e. Any other charge/s which are necessary for completion of the project mentioned in the scope of work

14. <u>PERFORMANCE SECURITY DEPOSIT</u>

14.1. The successful bidder is required to furnish 5% of the project cost as performance security in the shape of D.D/ FDR/ CDR in the favor of Department designated Officer at the time of signing of Contract with the department. The performance security shall be returned to the supplier 30 days after the date of completion of all contractual obligations of the party selected for implementation of the web portal. However, in case of unsatisfactory service during the contract period, the Performance Security will be forfeited. The decision of the Department to declare the service unsatisfactory shall be final.

15. <u>GENERAL TERMS & CONDITIONS</u>

15.1. Submission of bid under this EoI shall mean that the bidder has accepted all the terms and conditions laid down in the tender document.

15.2. The Department may make changes within general scope of the Contract.

15.3. The project has to be taken immediately after award of the contract. Implementation schedule must be included in the proposal itself which shall be finalized after discussion with the Department. In case of failure to do so, the Department may impose the penalty on recommendations of the Commissioner Secretary.

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15.4. The Department reserves the right to reject or accept any Proposal without assigning any reason or cancel or withdraw the EoI.

15.5. The Department reserves the right to relax any condition enumerated or arising out of this EoI, without assigning any reason/s thereof. .

15.6. If the implementation of project/s is/are not affected before the specified period, the Department shall have the authority to cancel the order or to take any action deemed fit in the circumstances.

15.7. Preference shall be given to the bidders who have an experience in designing & development of configurable systems commonly called as "Do IT Yourself Systems".

15.8. Preference shall be given to the bidders who are expert in media and content delivery, having the knack of media web portals and systems.

15.9. **Parties:** The parties to the Contract are the successful firm/bidder and the Department of Tourism, Govt. of Jammu and Kashmir through its Director(P&S).

15.10. The contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity.

15.11. **Forfeiture:** Failure of the successful bidder to comply with the requirements of the Department   shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security.

15.12. **Undertaking:** Undertaking from the bidder to the effect that the firm has not been blacklisted by any Government or Semi-government body during the past 3 years.

a) **Arbitration Clause:** In case of any dispute between the parties, the decision of the Chief Secretary, J&K shall be final and binding on both the parties.

Sd/-
Director (P &S)
Department of Tourism
Government of Jammu & Kashmir

Department of Tourism Government of Jammu & Kashmir