

भारत सरकार
फिल्म समारोह निदेशालय
सूचना एवं प्रसारण मंत्रालय

गेट न०1
सीरी फोर्ट ऑडिटोरियम काम्प्लेक्स
अगस्त क्रांति मार्ग, नई दिल्ली-110049

वेबसाईट के वार्षिक रखरखाव अनुबंध हेतु निविदा आमंत्रण
(हिंदी एवं अंग्रेजी)

फिल्म समारोह निदेशालय, दिल्ली अपनी वेबसाईट www.dff.gov.in और www.iffigoa.org/www.iffi.nic.in (हिंदी एवं अंग्रेजी) के रख रखाव के लिए प्रतिष्ठित एजेंसियों / फर्मों / कंपनी से दो बोली प्रणाली के तहत (तकनीकी बोली एवं वित्तीय बोली) एक वर्ष की अवधि के लिए बोलिया आमंत्रित करता है। इच्छुक एजेंसियां/फर्म /कंपनी तकनीकी बोली एवं वित्तीय बोली के साथ केवल ऑनलाइन माध्यम से अपनी बोली (bid) भेज सकते हैं। नियम, शर्तें और प्रासंगिक जानकारी हमारी वेबसाईट www.dff.gov.in पर भी उपलब्ध है बोली (bids) केवल सी पी पी पोर्टल (ऑनलाइन माध्यम) से ही स्वीकार की जाएँगी। कोई भी बोली (bid) व्यक्तिगत रूप से स्वीकार नहीं की जाएगी हालाँकि रु 20,000/- (रु बीस हजार केवल) का EMD का डिमांड ड्राफ्ट जो की वेतन एवं लेखा अधिकारी (मु० स०) सूचना एवं प्रसारण मंत्रालय, नई दिल्ली पर आहरित {(Pay & Accounts Officer(MS) Min.of I & B) payable at New Delhi होगा इस कार्यालय में व्यक्तिगत रूप से नीचे लिखे दिन एवं समय तक जमा कराया जाना है। इस डिमांड ड्राफ्ट की स्कैन कॉपी ऑनलाइन अपलोड की जानी है। अपलोड किये जाने वाले प्रत्येक दस्तावेज पर रबर मुहर के साथ हस्ताक्षर किये जाने जरूरी है। उन प्रतिभागियों की वित्तीय बोलियाँ खोली जाएँगी जो तकनीकी बोली (bid) तथा प्रेजेंटेशन (presentation) के आधार पर अहर्ता प्राप्त करेंगे। निविदाएँ इस कार्यालय में उन प्रतिभागियों के समक्ष खोली जाएँगी जो निश्चित समय पर उपलब्ध होंगे। निविदा की अंतिम तारीख से पहले एक पूर्व बोली बैठक (Pre bid meeting) भी आयोजित की जाएगी।

- पूर्व बोली बैठक की तिथि एवं समय - 03/09/2020 दोपहर 2.30 बजे
- EMD का डिमांड ड्राफ्ट कार्यालय में जमा करने की अंतिम तारीख -- 17/09/ 2020 दोपहर 2 बजे तक
- निविदा ऑनलाइन भेजने की अंतिम तारीख एवं समय -- 17/09/2020 दोपहर 2 बजे तक
- तकनीकी निविदा खोलने की तारीख एवं समय - 18/09/2020 दोपहर 2.30 बजे

- नोट : 1. टेक्निकल बिड पूरे दस्तावेज का पहला पेज होना चाहिए।
2. निविदा दस्तावेज के नियम और शर्तों को विधिवत हस्ताक्षरित और रबर स्टम्प लगाकर अपलोड किया जाना चाहिए।
3. कृपया अपलोड किए जाने वाले सभी दस्तावेजों पर पृष्ठ संख्या का उल्लेख करें। संबंधित दस्तावेज के पृष्ठ संख्या तकनीकी बोली में के उचित कॉलम में उल्लेख किया जाना चाहिए।
4. कृपया केवल उन दस्तावेजों को अपलोड करें जो निविदा के नियमों और शर्तों से संबंधित हैं।

उप निदेशक (प्रशासन)
फिल्म समारोह निदेशालय
011-26499386

Government of India
Directorate of Film Festivals
Ministry of Information & Broadcasting

Gate No. 01, Siri fort Auditorium Complex
August Kranti Marg
New Delhi-110049

TENDER FOR ANNUAL MAINTENANCE CONTRACT OF WEBSITES

The Directorate of Film Festivals, Delhi invites Bids from reputed agencies/firms/companies for developing, maintaining of its websites (English & Hindi) www.dff.gov.in and www.iffigoa.org/www.iffi.nic.in for the period of one year under two bid system viz. Technical Bid and Financial Bid. Interested Agencies / Firms/companies may send their quotations through online mode with Technical & Financial Bids. The terms and conditions and relevant information may be seen and downloaded from DFF website www.dff.gov.in & CPP Portal (online). Only online bids will be accepted. No physical bids will be accepted. However Demand draft of EMD of Rs. 20,000/- in favour of Pay & Accounts Officer (MS), Ministry of I & B should be deposited in this office before the last date & time . The scan copy of demand draft is to be uploaded on Portal. Each & every document to be uploaded should be signed with rubber stamped. The bids shall be opened in the presence of the representatives of the agencies / firms/companies who wish to be present at the time opening of bids at fixed time. The financial bids of those participants will be opened , who qualify on the basis of technical bid and presentation made by them. A pre-bid meeting will also be arranged well before the last date of the bids.

- Date & time of Pre bid meeting in this office. --- 03/09/2020 at 2.30 P.M.
- Last date to deposit DD of EMD in person in this office – 17/09/2020 upto 2 P.M.
- **The last date for online submission of bids** --- **17/09/2020 upto 2 p.m.**
- Date of opening of Technical Bids --- 18/09/2020 at 2.30 P.M.

- Note :**
- 1. The Technical Bid should be first page of the entire document .**
 - 2. Terms & conditions of tender document should be uploaded duly signed and stamped.**
 - 3. Please mention page nos. on all documents to be uploaded and page nos. should be mentioned in the Technical Bid against the related document.**
 - 4. Please upload the documents only which are related to the terms & conditions of the tender.**

Dy. Director (Admn)
Directorate of Film Festivals
011-26499386

**TERMS & CONDITIONS OF TENDER FOR ANNUAL
MAINTENANCE CONTRACT OF WEBSITES.-**

(A) Qualifications for Tendering for bidders :

1. The bidder shall be registered company in India.
2. The bidder should have executed similar kind of work in at least five government agencies or corporate companies during last three years.
3. The bidder shall not have been black listed by any state or Central Government or its agencies in India. A self certification has to be provided for the same by the bidder.
4. Annual turnover of the bidder should be more than Rs.20 Lakhs in past three years (in each year).
5. Company should be ISO 9001 :2008 Certified or higher or CMM Level 3 certified.
6. During the past three (03) Years, the Bidder must have completed at least one
(1) successful contract involving the Design, Supply, implementation, training, support & maintenance of website or similar functional/technical characteristics and of a comparable scale.
7. Bidder should have ability of providing all kind of technical support and should have relevant software/hardware for smooth functioning of DFF websites.
8. The Bidder must have at least one key person in each of the following specialized areas involved in the project:
 - i. Application software design and development
 - ii. Systems integration
 - iii. Software Testing
 - iv. Training of non-technical end-users.
 - v. Any other aspect related to overall website management and back end support from the agency, as and when required.
9. Each key person should meet the following minimum requirements:
-- Five years of relevant experience, in the specialized area in the capacity of Team leader/management. Detailed profile of the professionals are to be provided.
10. Two persons have to be deployed at the premises of DFF i.e. one technical and one Hindi Translator during the period the Contract.

B) Procedure for filling Tender Forms :

1. The bids are to be submitted through online Portal only under "Two Bids System" ie Technical and Financial.

The demand draft of EMD of Rs.20,000/- in favour of Pay & Accounts Officer (MS), Ministry of I & B in original is to be deposited in this office before the last date & time. Scan copy of demand draft is to be uploaded on online Portal.

2. Tenders received after the due time & Date shall not be entertained.

Tenders submitted on plain paper or without signature will be invalid and shall be Summarily rejected.

3. Any unsolicited correspondence after the last date and time for receipt of tenders is liable to render the tender/offer as invalid.

4. All documents should be in English/Hindi and readable. There should be no cuttings. If striking out is resorted to, it should be signed.

Offers submitted by telex, telegram, fax or email shall not be considered.

5. No alteration or amendments shall be allowed after submission of the Tender.

For a tender to be valid the individuals signing the tender document must specify, whether they are signing as the sole proprietor/manufactures/ partners or attorneys (with proof provided); or as Authorized Dealers/ Distributors (with proof provided) Offers not accompanied with letters of authority, in cases required, are liable to be rejected.

6. The tender shall be valid for acceptance for the period as indicated in the bid and shall not be withdrawn on or after the opening of tenders till the expiration of the validity period or any extension thereof. On award of Contract, it is expected that the website maintenance would be carried out within the validity period.

7. Technical Bids will be evaluated for qualifications for opening the financial bids. Only those 'Financial bids' will be opened whose technical Bids are qualified and fulfilling all the technical specifications of the tender documents.

8. All the documents must be attested/self signed. The total cost of manpower and scope of work should be included in the bids.

Financial Statement:- A full and detailed presentation of the true condition, as of the proponent's assets, liabilities and net worth should be submitted. The report should include a balance sheet and income statement. If the proponent is a new partnership or joint venture individual financial statements must be submitted for each general partner or joint venture thereof. If firm is a publicly held corporation, the most current annual report should be submitted.

9. Licensing and Upgrades :

The software must be installed with full perpetual license and should not require any license renewal after its acquisition and installation. The cost of the software should not be based on the number of users utilizing the application (per seat licensing model). The Software should be enterprise level software allowing any number of users to use it without extra costs. Any Update if need be must be done using the Internet and must be free of charge. The software should prove to have a full software development life cycle and have regular upgrades and a strong technical support. Above mentioned licensing and upgrade should be valid throughout the tender period.

10. Performance Security:

Within Ten (10) days from date of the receipt of award letter, the Company/agency shall furnish performance security to the department for an amount equal to ten percent (10%) of the total value of contract, valid up to sixty days after the date of completion of all contractual obligations by the Company/agency, including the warranty obligations.

11. General Terms:

i) The Contractor will follow the Labour Law Rules regarding payment to manpower deployed in DFF and will pay atleast minimum wages fixed by Delhi Govt. from time to time. Bids showing Rates below minimum wages will be summarily rejected.

ii) DFF reserves the right without assigning any reason, thereof to:

Accept or reject whole or any part of an offer Reject any or all offers partly or wholly. Cancel or withdraw the tender notice Reject or accept any tender or part thereof Accept or reject any deviations from these conditions.

12. Disputes:

i) All queries and disputes arising of this contract shall be referred to the Director, DFF whose decision shall be final and binding.

ii. The Courts at Delhi shall have jurisdiction to trial all suits and Proceedings related to these contracts.

13. Acceptance:

Signing of the Tender form and the detailed terms and the conditions shall be deemed as the final acceptance of these terms and conditions.

14. (i) In case the firm fails to respond the requests of website updation/ Maintenance within a reasonable period of time, the contract may be terminated forthwith.

(ii) The Contract/Agreement may be terminated without assingning any reason by either side by giving atleast one month notice in advance.

15. The Contract period will be for one year which may be extended further upto two year on successful completion of the work of the initial Contract period. The payment to the Contractor may be made on quarterly basis after the successful completion of the work assigned.

C) Earnest Money Deposit

- i) Tenders have to submit Earnest Money Deposit of Rs.20, 000/- in the form of bank draft in favour of "Pay & Accounts Officer (MS), Min.of I &B" payable at New Delhi, in this office before last date.
- ii) It may be noted that no tendering party is exempted from payment of this Earnest Money Deposit unless exempted by Government of India. Tenderor must submit relevant documents in support of exemption claimed .
- iii) Tenders submitted without EMD, unless exempted, shall be primarily rejected.
- iv) EMD in respect of parties, which are not short-listed for the work, will be returned immediately after finalization of the contract.

D) SCOPE OF WORK for both English and Hindi Websites

i) Maintenance & development of both websites of this Directorate's website www.dff.gov.in & www.iffigoa.org/www.iffi.nic.in The websites are functional.

ii) Modification of both Websites, if required.

iii) Website maintenance contract cover alterations, updates and repairs, In addition to completing all maintenance requests, your contract includes internal and external links, on- line Forms, search facilities, site maps and any dynamic functionality.

iv) Services covered in Annual Maintenance Packages are :-

- Graphic Design Support for website and Social Media handles.
- Catalogue Management.
- Advertisement,
- Email Campaigns and Newsletters Management.
- Flash Advertisements & Presentation Updates
- Content Management
- Graphic updates or New Designs
- Altering the usability of website
- Search Engine Optimization

- SMS integration & E-mail alerts with the applications
 - Security audit of the modules developed from empanelled vendor
 - Audit trail of CMS Admin, user etc
 - Incorporation of audio & video gallery in the website and conversion and uploading of videos in suitable format Maintaining of web-based applications relating to online booking of auditoriums and current inventory management including past database.
 - Management and updation of Archives related to various events organized by DFF.
 - Uploading/downloading of Tender on online Portal & websites of this Directorate
- v) Online submission of applications relating to the National Film Award, Indian Panorama and International Film Festival of India & booking of Siri Fort Auditoriums (nationalfilmawards.in, iffigoa.co.in, ip.iffigoa.co.in)

vi) In addition, the applications relating to online booking of Auditoriums and inventory management including past database (partially developed). The maintenance and development of CMS of both the websites www.dff.gov.in and www.iffigoa.org/www.iffi.nic.in is under the scope of work of the current AMC.

vii) The Websites should be differently abled persons friendly.

Viii) Email and SMS integration with the online submission of forms, payment and approvals.

ix) Development of Content Management System with workflow.

x) Creation of Admin, user and roles for Content Management System to upload the content.

E) **Deployment of Staff** –

The firm shall deploy atleast one technical staff and one Hindi writer-cum-translator at the premise of the Directorate for speedier update/maintenance of websites. Technical person should hold a B.Tech./BCA/MCA or equivalent degree & must have at least three years of experience in website creation/maintenance and in Asp.net, MS Sql, NIC cloud server and online Portal. The Technical staff deployed should also have experience in maintenance & development of the websites. The firm should deploy the technical staff & Hindi staff at the premises of the Directorate on all working days from 09.30 to 6.00pm. At occasions he/she may be required to work beyond office hours & even on holidays.

Note : The Contractor should also follow Labour Law Rules in respect of manpower to be deployed in the office of Directorate of Film Festivals. The Contractor will pay atleast minimum wages fixed by Delhi Govt. revised from time to time.

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Technical Bid

The following documents should be submitted along with Technical bid:

Sl.no.	Particulars (attach documents as proof)	Yes/No	Page no. of document
1.	Proof of company registration in India ie. GST Registration .		
2.	Proof of similar kind of work executed in atleast 05 government/PSU offices during last 03 years .		
3.	Proof of bidder's turnover of more than Rs.20 Lacs during FY 2016-17/17-18/18-19		
4.	ISO 9001 :2008 certified or higher or CMM Level 3 certified		
5.	Copy of PAN card of company		
6.	Profile of the technical staff to be deployed as mentioned in e tender document(attach certificates of experience in same field for 3 years in govt/PSU)		
7.	Profile of the Hindi Translator to be deployed as mentioned in the tender document with experience of two years		
8.	Key person should have 05 (five) years of relevant experience, in the specialized area in the capacity of Team leader/management. Detailed profile of the professionals are to provided.(attach experience certificates)		
9.	Presentation of 15 minutes to be given by the eligible bidders as per the Technical bid, regarding the – i) Profile of bidder's company, (ii) Proposed plan manage websites as per scope of work of DFF.		

Signature and Stamp of the Bidder

Financial Bid

S. No.	Particular	Rates	GST (f applicable)	Total with GST
1.	Rates for the maintenance and development of Websites as per Scope of Work mentioned in the Tender document for one year with providing 2 (two) Manpower (one technical & one translator) as mentioned in terms & conditions.			
2.	Audit Of Online applications relating to the National Film Awards, Indian Panorama and International Film Festival of India. (Audit (CERT-In) of three above.			
3.	Total amount :			
Total Amount including GST (in words) Rupees				
Signature and Stamp of the Bidder				

Note: Financial bid which is to be uploaded separately by the bidder on CPP portal must contain Name and address of the bidder.