



## National Productivity Council (NPC)

(An Autonomous Organisation under Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Industry and Commerce)

Utpadakta Bhawan, 5-6 Institutional Area, Lodi Road, New Delhi

### Request for Quotation

RFQ No. 70101/DBIM&GIGW-3.0@NPCWebsite/2025-26

Dated: 25<sup>th</sup> July, 2025

### RFQ for selection and engagement of the STQC / Cert-In Empanelled Agency(s) for the Implementation of DBIM 3.0 and GIGW 3.0 at NPC website

National Productivity Council (NPC), under Ministry of Commerce & Industry invites Request for Quotation (RFQ) from selection and engagement of the STQC / Cert-In Empanelled Agency(s) for the Implementation of DBIM 3.0 and GIGW 3.0 at NPC website, namely [www.npcindia.gov.in](http://www.npcindia.gov.in),

RFQ form along with terms and conditions is available on the websites of NPC, New Delhi ([www.npcindia.gov.in](http://www.npcindia.gov.in)).

### Schedule of RFQ

Procuring Authority	National Productivity Council
Start Date	25 <sup>th</sup> July 2025
Last Date & Time of Submission of Bid	4 <sup>th</sup> August, 2025 at 15:30 Hrs.
Correspondence Address:	Group Head (IT), National Productivity Council 5-6 Institutional Area, Lodi Road New Delhi-110003 Phone: 011-24607321, 24607345 Email: <a href="mailto:nikhil.p@npcindia.gov.in">nikhil.p@npcindia.gov.in</a>
Bid Validity	90 days from the date of Bid submission
Cover of the sealed RFQ should be clearly marked as <b>“RFQ for Implementation of DBIM 3.0 and GIGW 3.0 at NPC website”</b>	

## Contents

1.	TERMS AND CONDITIONS:.....	3
1.1	Technical Scope of Work of NPC Website .....	3
1.2	Conformance Standards: .....	4
2.	INSTRUCTIONS TO AGENCY(S).....	5
2.1	Eligibility Criteria .....	5
2.2	PAYMENT .....	5
2.3	PENALTY .....	6
2.4	RFQ Submission Process.....	6
	ANNEXURE –I - RFQ SUBMISSION FORM.....	8
	ANNEXURE –II - AGENCY PROFILE - FINANCIAL COMPETENCE .....	9
	ANNEXURE -III - ‘FINANCIAL BID’ PROFORMA .....	10

## 1. TERMS AND CONDITIONS:

The rate(s) quoted shall include the following works for which no extra charges shall be payable other than the AMC charge.

### 1.1 Technical Scope of Work of NPC Website

The technical scope of work for the Implementation of DBIM 3.0 and GIGW 3.0 at NPC website is as follows:

1. The website should conform to the standards laid down in the latest MeitY developed framework Digital Brand Identity Manual (DBIM) 3.0 and Guidelines for the Indian Government Website (GIGW 3.0).
2. The website should conform to **accessibility standards** to cater to every citizen, irrespective of their disability.
3. The website shall be **bilingual (English and Hindi)**.
4. The website should conform to and integrate an **easy-to-use Content Management System (CMS)** for managing overall website content.
5. Develop a **role-based access management system** to ensure secure and restricted access for different users.
6. The website should conform to clearly distinguish content for **authorized users and the general public**.
  - Authorized users should be created and managed via CMS.
  - Role-based access should allow uploading files, creating and updating content, etc.
7. The website should conform to be accessible with all major browsers (e.g., **Firefox, Internet Explorer, Opera, Google Chrome, Safari**) and **devices used by disabled individuals**.
8. The website should conform to be **responsive and compatible with all devices**.
9. The website should conform to ensure **no copyright laws are violated** related to images, templates, code, etc.
10. The website should conform to use **modern technologies** (e.g., **jQuery** instead of Flash) for animations and dynamic elements.
11. The website should conform to and must support **Web Syndication (RSS/Atom)** and **Responsive Web Design (RWD)** for mobile and tablet access.

12. The website should conform to and have a **department/organization address locator** with **Google Maps geolocation integration**. Include **map-based location access** on the contact page.
13. The website should conform to and obtain a **Safe to Host Certificate** from **CERT-In empanelled auditors**.
14. The website should conform to and obtain a **GIGW Compliance Audit Certificate** from the **STQC Directorate**.
15. The website should conform to and optimize the website for **search engines** using meta-tags, dynamic links, dynamic titles, and internal search functionality.
16. The website should conform to application of **adequate security measures** against vulnerabilities (e.g., hacking, SQL injection, etc.).
17. The website should conform to **provision for social media integration**.
18. The website should conform to using **minimum web space and memory** for fast loading, while accommodating departmental requirements.
19. The website should conform to implementation mechanism to ensure **auto-removal or archiving of outdated announcements/tenders/notices/career announcements etc.**
20. The website should conform to display the **Copyright Policy, Terms & Conditions**, and **Privacy Policy** prominently on the homepage.
21. The website should conform to and Sub-Users accessibility to **update their individual content** through their specific user rights.
22. The website should conform to **centrally managed via CMS** (e.g., official updates, GRs/notifications).
23. The website should conform to **dynamic Form Builder** Feature / Tool for creating customizable forms. Allows administrators to design and deploy various forms for innovative challenge submissions without coding.

## **1.2 Conformance Standards:**

1. The selected agency shall follow the design, development, and technical standards specified in the MeitY developed framework DBIM 3.0 and Guidelines for Indian Government Websites (GIGW 3.0), issued by the Department of Administrative Reforms and Public Grievances (DARPG) and updated from time to time by NIC.
2. The agency must also ensure testing through the Sugamya Web portal with a compliance score exceeding 95% (accounting for removal of all major and medium-level bugs), and obtain necessary STQC certification for MyGov 2.0 and all related applications.

3. The new website must be accessible to Persons with Disabilities (PwD) as per the GIGW guidelines (<https://web.guidelines.gov.in/assets/gigw-manual.pdf>) and the Web Content Accessibility Guidelines (WCAG) issued by W3C (<https://www.w3.org/TR/WCAG20/>).

## 2. INSTRUCTIONS TO AGENCY(S)

### 2.1 Eligibility Criteria

The agency should enclose the following documents along with their quotation.

- a. Bidder must submit a valid Incorporation/Registration Certificate.
- b. Bidder must submit a copy of GST Registration and PAN of the Company/Firm.
- c. Bidder must be a CERT-IN & STQC Empanelled Information Security Auditor and must submit the empanelment certificate issued by CERT-IN.
- d. Bidder must be ISO 27001 Certified at least two months prior to the publishing date of this bid.
- e. The bidders/agency must be the agencies offering IT support services and supplying computer professionals for at least three years with an average annual cumulative turnover of at least Rs. 50 Lakh during the last 3 years (2022-23 to 2024-25). Copies of the balance sheets of last three financial years, duly certified by a Chartered Accountant shall be submitted in support of the requisite turnover.
- f. The agency must have experience of delivering at-least three (3) software projects for central and/or state government departments/ministries/PSUs. Copies of orders/contracts and completion certificate from the clients should be submitted as supporting documents.
- g. The agency must have experience of delivering at-least three (3) software projects for National Productivity Council. Copies of orders/contracts should be submitted as supporting documents.
- h. The agency should have a registered office in Delhi or NCR.
- i. The agency should be registered with the Service Tax department and shall have a valid PAN from the Income Tax department
- j. An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State Government institution and there has been no litigation with any government department on account of similar services shall be submitted.
- k. The agency shall submit the copies of relevant documents to support their eligibility in the Envelope of the RFQ. The copies of these documents shall be duly attested by the bidder with signature and stamp.
- l. The Copyright of the developed software/application would remain with the NPC.

### 2.2 PAYMENT

Payment will be released on completion of satisfactory performance duly certified by NPC, New Delhi.

## 2.3 PENALTY

In case of unsatisfactory performance during any time, NPC may levy a penalty @ 10 % of the proportionate monthly amount of the 6 monthly charge.

- 1) NPC will have the right to withhold payment or terminate the contract at any time if the service of agency is not found satisfactory. The decision of the NPC in this regard will be final and binding.
- 2) In case of any major breakdown in any website(s)/Portals, the agency shall have to rectify the problems within 24 hours. Deduction will be made from the monthly bill if the problem persists as under:-

Time Schedule	Penalty
From 24 hours to 36 hours	5% of the proportionate monthly amount
from 36 hours to 48 hours	10% of the proportionate monthly amount
from 48 hours to 60 hours	20% of the proportionate monthly amount
More than 60 hours	25% of the proportionate monthly amount

If the breakdown in website(s)/Portals lasts for more than 72 hours, NPC reserves the right to terminate the contract suo moto and transfer the work of maintenance to any other agency as deemed fit.

## 2.4 RFQ Submission Process

- a. Agencies are advised to study the RFQ Document carefully. Submission of the RFQ will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the RFQ document with full understanding of its implications. RFQs not complying with all the given clauses in this RFQ document are liable to be rejected. Failure to furnish all information required in the RFQ Document or submission of an RFQ not substantially responsive to the RFQ document in all respects will be at the agency's risk and may result in the rejection of the RFQ.
- b. All the RFQs must be valid for a period of 90 days from the date of RFQ opening for placing the initial order. If necessary, NPC will seek extension in the RFP validity period beyond 90 days. The Agency(s), not agreeing for such extensions will be allowed to withdraw their RFPs.
- c. All pages of the RFQ being submitted must be signed and sequentially numbered by the Agency(s) irrespective of the nature of content of the documents. Un-signed & un-stamped bid shall not be accepted.
- d. Upon verification, evaluation/assessment, if in case any information furnished by the Agency(s) is found to be false / incorrect, their bid will be summarily rejected and no correspondence on the same shall be entertained. Detailed RFQ has to be submitted in a sealed envelope superscripted "RFQ for Redesign of NPC Websites" on or before 4<sup>th</sup> August, 2025 at 15:30 Hrs. The envelope should be addressed to GH(IT), National Productivity Council, 5-6 Institutional Area, Lodhi Road, New Delhi -110003 before the due date and time specified. No extension on the specified submission schedule will be entertained.
- e. NPC may, at its own discretion, extend the date for uploading of RFQs. In such a case all rights and obligations of NPC and the Agencies will be applicable to the extended time frame.
- f. NPC will not be responsible for any delay on the part of agencies in submission of RFQ documents before the due date and time of submission.

- g. The RFP submitted by telex/fax/Email or any manner other than specified above will not be considered. No correspondence will be entertained on this matter.
- h. The agencies will bear all costs associated with the preparation and submission of their RFQs. NPC will, in no case, be responsible or liable for those costs, regardless of the outcome of the Request for Proposal RFQ submission process.
- i. In case terms and conditions of the RFQ document are not acceptable to any agency, they should clearly specify the deviations in their RFQs.
- j.

## ANNEXURE –I - RFQ SUBMISSION FORM

*(To be submitted on the letter head of the Agency(s))*

To:

Group Head (IT),  
National Productivity Council  
Productivity House  
5-6 Institutional Area, Lodi Road  
New Delhi-110003

**Subject:** Submission of the Request for Quotation (RFQ) for Implementation of DBIM 3.0 and GIGW 3.0 at NPC website.

Dear Sir,

- I/We are hereby submitting our Request for Quotation (RFQ) for Redesign of NPC Websites.
- I/We hereby undertake to abide and accept unconditionally all the terms and conditions as contained in RFQ documents and in default thereof, to forfeit and pay to NPC, or its successors or its authorized nominees such sums of money as are stipulated in the RFP document. We understand you are not bound to accept any proposal you receive
- I/We hereby declare that all the information and statements/ documents furnished/made available along with this Request for Quotation (RFQ) are true and authentic to the best of my/our knowledge and belief.
- I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to our disqualification and rejection of my/our RFQ/bid at any stage besides liabilities towards prosecution under appropriate law:
- If I/We fail to provide the desired manpower as per the order/ Letter of Intent within 10 days of the date of issue of Letter of Intent and/or I/we fail to sign the agreement as per contract and/or I/we fail to submit performance guarantee as per contract, I/we agree that NPC shall, without prejudice to any other right or remedy, be at liberty to cancel the Letter of Intent and to forfeit the said earnest money as specified above.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_



## NNEXURE –II - AGENCY PROFILE - FINANCIAL COMPETENCE

- a) Name of the Agency: \_\_\_\_\_
- b) Incorporated as \_\_\_\_\_ in year \_\_\_\_\_ at \_\_\_\_\_  
(State Registered Firm, Co-operative Society or Partnership Firm)

**c) Agency profile (\*)**

Agency Registered Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

PAN: \_\_\_\_\_

(Attach attested copy)

GST Registration No. \_\_\_\_\_ (Attach attested copy)

Telephone No: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

- d) Average annual turnover/ revenue of the agency in INR from assessment services only for last three financial years 2022-23, 2023-24 and 2024-25)

Financial Year	Total Turnover/ revenue (net of taxes and duties) from similar projects/activities
<b>1</b>	<b>2</b>
<b>FY: 2022-23</b>	
<b>FY: 2023-24</b>	
<b>FY: 2024-25</b>	

Average Turnover/ revenue during Last 3 (three) Years.....

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**Note:** Consolidated Audited Annual Reports/Financial Statements for last three financial years have to be provided as proof for firm's turnover/revenue.

## **ANNEXURE -III - ‘FINANCIAL BID’ PROFORMA**

We hereby quote our rates on “All Inclusive” basis for Request for Quotation (RFQ) for Implementation of DBIM 3.0 and GIGW 3.0 at NPC website.

The agency /firm may submit rate in the following table-

<b>Description of Work</b>	<b>Rates (inclusive of All Taxes)</b>
Request for Quotation (RFQ) Implementation of DBIM 3.0 and GIGW 3.0 at NPC website	
Amount (In Words)	

**(Signature of Authorised Signatory)**

We have fully understood and accept all terms & conditions of the above RFQ and quote our rates. We have signed on each page of Technical Bid / Financial Bid as token of acceptance of terms and conditions detailed on each page.

**(Signature of Authorised Signatory)**

**Name:**

**Designation:**

**Date:**

**Seal:**