

**Scope of Work  
for  
Development of Web Enabled Application for  
empanelment of NGOs and other registered  
Institutions for CABA-MDTP scheme of  
NCPUL**

**National Council for Promotion of Urdu Language**  
**Dept. of Higher Education, Ministry of Human Resource Development,**  
**Government of India**  
**Farogh-e-Urdu Bhawan, FC-33/9, Farogh-e-Urdu Bhawan,**  
**Institutional Area, Jasola, New Delhi, PIN – 110025**

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## **A. Introduction**

The National Council for Promotion of Urdu Language (NCPUL) is an autonomous body under the Ministry of Human Resource Development (HRD), Department of Secondary and Higher Education, Government of India. Set up to promote, develop and propagate Urdu language, Council started its operation in Delhi on April 1, 1996. In its capacity as the National Nodal Agency for the promotion of the Urdu language NCPUL is the principal coordinating and monitoring authority for promotion of Urdu language and Urdu education.

NCPUL have 7 different schemes for promotion of Urdu Language. Right now, maximum work under the schemes is getting done offline.

NCPUL intends to automate affiliation process of NGOs and other institutions for its schemes meant for promotion of Urdu language across the country hence applications from the NICS/ NIC empaneled tier-2 agencies are invited to automate the affiliations process of one of the seven schemes of the NCPUL i.e. One-year Diploma in Computer Applications, Business Accounting and Multilingual DTP Centres (CABA-MDP) and manage the list of candidates getting benefited under the scheme.

Intended bidders can submit their Technical & Financial Proposal within 12 days of publishing of this document on the NCPUL's website. Technical Bid will be opened at 15:30 hrs on the same day of submission of bids i.e. 04/10/2019 by the Committee in presence of the authorized representative of the Bidders and Financial Bid subsequently of those technically qualified. Pre-bid meeting for any clarification from the bidders will be held on 27/10/2019 at 03:00 p.m.

Director (NCPUL) reserves the right to accept or reject any Bid without assigning any reason.

## **B. Eligibility Criteria**

The bidder should be a NICSI's Tier-2 Empaneled agency under the category "Empanelment of Agencies for System Study, Design, Development, Implementation and Maintenance of Websites, Web Portals, Web Enabled Applications and Mobile Applications.

## **C. Scope of Work**

National Council for Promotion of Urdu Language (NCPUL) intends to hire services of an agency to **Design, Development, Implementation and Maintenance of Web Enabled Applications** for CABA-MDTP scheme. The successful bidder is expected to assist and carry out the following activities:

1. The selected bidder will initially automate the process for CABA-MDTP scheme out of 7 schemes. However, provision for affiliation of remaining 6 schemes shall be made which can be done sooner or later.
2. Design and Development of Bilingual web application (English & Urdu) wherein NCPUL can publish notice(s) related to invitation of application for empanelment of NGO's/Trust/Societies/Madarsa to participate in the affiliation process and others.
3. Urdu version will be in Nastaliq font. Translation of content will be responsibility of the developer and the translated content will be vetted by NCPUL before uploading. Hindi version may be made available with the help of Google translate.
4. Registration of the NGO's/Trust/ Societies/Madarsa will be done by providing basic information through online registration form. Integration with NGO Darpan portal of Niti Aayoug to validate Unique ID of NGO/Trust/ Societies/Madarsa and to fetch details of the organizations from NGO Darpan portal.
5. Registration approval process.
6. Regular interaction with NGO Darpan portal for getting NGO data and pushing beneficiary's data back to the NITI Aayoug portal.
7. Creation of login page for NGO's/Trust/ Societies/Madarsa wherein unique User ID and password can be generated and retrieve password by NGO's/Trust/ Societies/Madarsa.
8. Single window Facility for NGO's/Trust/ Societies/Madarsa to apply in any scheme.
9. User ID and password created should be case sensitive and notification of user creation should be sent on E-mail and SMS provided by the user.
10. SMS and email gateway integration for communication and Sending alerts & notifications to the selected users.
11. There will be two forms for affiliation in any scheme, one form will be common for each scheme and one form will be scheme specific. Design and development of Application forms

where NGO's/Trust/ Societies/Madarsa can fill and submit the form based on the scheme(s) for which they are seeking for the affiliation. Workflow based process for approval of affiliation. each scheme will have a designated officer and can view the application respective to that scheme.

12. Provision of uploading the supporting documents and geo-tagging photograph of proposed study centre location by applicant NGO's/Trust/ Societies/Madarsa in pdf, jpg and xlsx format and field for entering geo-location manually.
13. Reflecting of existing study centre at the time of filling of application form.
14. Auto archival of application data and auto fetching of the same at the time of re-submission of application and editing option.
15. Uploading of geo-tagging photographs of the inspected location by inspecting authority at the time of inspection.
16. Provision to upload MoM held by committee members.
17. Scroller for live scheme notification and other notifications.
18. Provision for uploading the physical inspection reports and entering marks depending on the various parameters.
19. Sorting of applications in the following manner:
  - a. Marking/ Ranking wise sorting of the NGO's/Trust/ Societies/Madarsa.
  - b. State/ District wise sorting.
  - c. Selected/ Rejected/ Under process/ Pending case wise sorting.
  - d. Year/ Session wise application sorting.
20. Online affiliation letter generation.
21. Notification to selected NGO's/Trust/ Societies/Madarsa to be sent through E-mail/SMS provided by the user.
22. Provision for affiliated NGO's/Trust/ Societies/Madarsa to capture the details of courses, batches and student's details enrolled under a particular scheme such as Student's registration no. (If already registered with NCPUL), Student/ Trainees name, Gender, Father's name, Mother's name, Date of birth (days/ months/ years may be preloaded in separate boxes), Email ID and Qualification and uploading latest photograph etc.
23. Provision for uploading result in csv/excel format batch wise, NGO wise or scheme wise. Feature to get the result from third party using APIs.
24. Section for NGO's/Trust/ Societies/Madarsa which will show the status of students i. e; No. of applications received, No. of Students enrolled, Result of students.
25. Develop of dashboards for NCPUL and NGO's/Trust/ Societies/Madarsa having different functionalities as per the roles defined.
26. Various MIS reports generation.

27. Train in-house staff and stakeholders on the usage, maintenance of the system and provide complete knowledge transfer before exit.

## **D. Critical Date Sheet**

<b>Tender Publishing/ Issuing Date</b>	<b>: September 23, 2019</b>
<b>Pre-Bid Meeting</b>	<b>: September 27, 2019 (04 p.m.)</b>
<b>Bid submission end date (Complete documents)</b>	<b>: October 04, 2019 (03 p.m.)</b>
<b>Bid opening (technical) Date &amp; Time</b>	<b>: October 04, 2019 (3:30p.m.)</b>
<b>NCPUL's Website</b>	<b>: www.urducouncil.nic.in</b>

## **E. Timeline & Payment Terms to the developer**

The timelines for design & development of the website will be 4 Months: -

<b>S. No.</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Payment for Development of Application</b>
<b>1</b>	Software Requirement Specifications Document	1.0	As per terms and condition of NICSI
<b>2</b>	UAT Completion	2.0	As per terms and condition of NICSI
<b>3</b>	Training, Security Audit and Go-Live	1.0	As per terms and condition of NICSI

## **F. Other Terms & Conditions**

- I. Technical & Financial Proposal should be submitted in two separate sealed covers. First cover containing, "**TECHNICAL BID**", should provide only technical specification and related system offered along with literature, templates, pamphlets, drawing etc. This cover should contain complete technical specifications of the proposed solution. Soft copies of the bid documents in MS word and proposed solution in CD/ Pen-drive along with hard copy must be submitted.

Second cover containing, "**FINANCIAL BID**" should provide only Price (Manpower requirement wise). In case is/there are any item(s) which is/are necessary in the efficient running of the solution, the prices must be quoted for such item(s) only in financial bid and specifications of these must to be mentioned in the Technical Bid.

- II. Both the covers should first be sealed separately, and then both the covers should be kept in a single sealed bigger envelop. This envelope should be addressed to,

**Director,  
National Council for Promotion of Urdu Language,  
Urdu Bhavan, FC-33/9, Institutional Area,  
Jasola, New Delhi-110 025.**

The Envelope should bear the inscription **“Design, Development, Implementation and Maintenance of Web Enabled Applications for schemes**

**implemented by NCPUL.”**

- III. As a part of the Technical Bid, every intending bidder has to present their proposed solution (live demo) before the Technical Evaluation Committee.
- IV. The rates should be quoted in Indian Rupees (INR). All prices shall be final and shall not be subject to escalation of any kind. Quoted prices should be inclusive of all statutory taxes, fees, cess, duties, levies, charges, surcharges and other components etc. The bidder shall not ask for any extra / increased payment under any head.
- V. A pre-bid meeting with the bidder will be held on **September 27, 2019** at 04:00 PM at Committee Room, IIIrd Floor “Farogh-e-Urdu Bhavan”, FC-33/9 Institutional Area, Jasola, New Delhi-110025 to clarify the queries, if any.
- VI. The last date for receipt of sealed bids in the NCPUL is **October 04, 2019** by 3:00 PM (‘due date’) and the technical bids will be opened on same day at 3:30 PM in the presence of the intending bidders or their authorized representatives, who wish to be present. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for opening of the bids will be the following working day at the appointed date, time & venue.
- VII. The NCPUL shall not be liable for any postal delays and tender received after the stipulated time/date shall not be entertained.
- VIII. Statement of Confidentiality:
- The information contained in this Tender Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of National Council for Promotion of Urdu Language (hereinafter “NCPUL”) or by any of their employees, shall be subject to the terms and conditions set out in this EOI Document and all other terms and conditions subject to which such information is provided. The purpose of this EOI document is to provide the Bidder(s) with information to assist the formulation of their proposals. This EOI/ Tender Document does not purport to contain all the information each bidder may require. This EOI/ Tender document may not be appropriate for all persons, and it is not possible for the NCPUL, their employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this EOI document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI/Tender document and where necessary obtain independent advice from appropriate sources. NCPUL, its employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Tender document. NCPUL may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender document.
- IX. All enquiries / clarifications from the bidders, related to this Tender, must be directed in writing exclusively to the contact person notified by NCPUL. The preferred mode of delivering written questions to the contact person would be through email only.
- X. For any details /clarifications pertaining to Tender, Office of Shri Ajmal Saeed, Asst.

Education Officer, Web & Language Technology Section in NCPUL (Ph. No. 011-49539075, E-Mail: aeovoc@ncpul.in) may be contacted.

**XI. Amendment of RFP Documents**

- a. At any time, prior to the date of submission of bids, NCPUL may, for any reason, at its own initiative modify RFP document by amendments.
- b. The amendments shall be notified through corrigendum on NCPUL's web site, i.e. at [www.urducouncil.nic.in](http://www.urducouncil.nic.in) and these amendments will be binding on all the bidders.
- c. In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, NCPUL at its discretion, may extend the deadline for the submission of bids suitably and decision of the NCPUL shall be final.

XII. The Financial Bid of only those parties who qualify in the technical scrutiny shall be opened and time and date for opening the Financial Bid shall be communicated separately.

XIII. Incomplete bid/ quotations shall be rejected out rightly and decision of the NCPUL shall be final.

XIV. In case of any dispute, differences, claims and demands arising under or pursuant to or touching the contract, the authorised official of the NCPUL and the Bidder shall address the same for mutual resolution, failing which the matter shall be referred to the committee nominated by the Director of the National Council for Promotion of Urdu Language. The recommendation of the Committee subject to the approval of the Director shall be final and binding for both the parties. The venue Place of such arbitration proceedings shall be at Delhi. All disputes arising out of this tender are subject to the jurisdiction of Courts in New Delhi.

XV. The quantities indicated in the Tender Document are tentative and may be increased/decreased at the sole discretion of the NCPUL and the bidder shall have no right to claim any minimum/definite volume of business.

XVI. The bidder shall maintain the quality of service as per the Scope of Work/ Work Order. No deviations in the specifications of the product/solution would be accepted.

XVII. NCPUL may terminate the project at any time and without assigning any reason. NCPUL makes no commitments, express or implied, that this process will result in a business transaction with anyone.

XVIII. In case of any work for which there is no specification in this document, such work shall be carried out in accordance with the directions of the NCPUL or its authorized representative.

XIX. Time is the essence of the contract and the tenderer is required to complete the work in all respects within the stipulated time of completion and hand over the same, complete in all respects to the satisfaction of the NCPUL.

XX. Director, NCPUL and/ or his representative(s) shall have power to make any alterations or additions to the stipulated specifications, drawings, designs, and instructions that

may appeal to him to be necessary or advisable during the progress of the work and the bidder shall abide by the instructions of NCPUL.

- XXI. The successful bidder shall be bound to carry out the work in accordance with any instructions which may be given to him in writing and such alterations shall not invalidate the contract, and any additional work which the bidder may be directed to do in the manner specified above, as part of the work, shall be carried out by the bidder on the same conditions in all respects on the basis of which he agreed to do the main work and at the same rates as are specified in the tender for the main work without any deviation. The time for the completion of the work shall be extended in the proportion that the additional work bears to the original contract work and the certificate of the NCPUL shall be conclusive as to such proportions.
- XXII. Bidder shall not use or disclose any Confidential Information of the NCPUL except as specifically contemplated herein. For purposes of this Contract / Service Level Agreement / tender, "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.
- XXIII. NCPUL will be sole owner of the outcome of the project.
- XXIV. The NCPUL without prejudice to any other remedy, reserves the right to terminate the tender/ Work Order in whole or in part and also to blacklist a Bidder (L-1) for a suitable period in case he fails to honour his bid/ Work Contract or found guilty for breach or contravention of condition(s) of the tender documents/ Work Order, negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by such Bidder or by its employees, agents, representatives. In such case of termination, the NCPUL will have the right to put in place next agency (L-2) or any other agency for carrying out the remaining job. Any extra expenditure shall be recovered from the agency failed to deliver.
- XXV. **Site for delivery:** "Farogh-e-Urdu Bhavan", FC-33/9, Institutional Area, Jasola, New Delhi-110025.
- XXVI. The Contractor shall at all times indemnify the NCPUL against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938, Workmen's compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961, or any modifications thereof or as a consequence or any accident or injury to any workman or other persons in or about the Works, whether in the employment of contractor or not, save and except where such accident or injury has resulted from any act of NCPUL, his agents or servants, and also against all costs, charges and expenses of any suit, action or proceedings arising out of such accident or injury and against all sum or sums which may, with the consent of the contractor, be paid to compromise or compound and claim, without limiting his obligations and liabilities as above provided, the contractor shall insure against all claims, damages or compensation payable under the Workman's compensation Act, 1923 or any modification thereof or any other law relating thereto.

**XXVII. Warranty**

Standard Warranty for a period of one year after completion of the work, for supplied Applications. During warranty period selected bidder shall cater all technical issues like not opening of webpage/file, corruption of file, image/text deterioration etc. The defects, if any shall be attended to within 24 (twenty-four) working hours and must be resolved within next two (2) working days.

**XXVIII.** the NCPUL also reserves the right to discontinue the project in full and/or part (including the warranty period) without assigning any reason and such decision shall be final.

**G. Evaluation Criteria**

Competencies and capabilities of the bidder will be checked by going through the provided Credentials and live demo of the proposed solution before the Technical Evaluation Committee. Financial Bid will be opened of only those bidders who will qualify technically.