

# **NATIONAL BOARD OF EXAMINATIONS**

Ministry of Health & Family Welfare, Govt. of India  
NAMSBuilding, Ansari Nagar,  
New Delhi – 110029

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No.: NBE/Admin/IT/Tender/2018

dated 15.10.2018

## **Invitation for Expression of Interest (EOI) for Design, Development & Maintenance NBE's Website Portal**

The National Board of Examinations (NBE) is an autonomous body of Ministry of Health and Family Welfare (MOHFW), Govt. of India, entrusted with the task of conducting uniform and high standard exams at Post Graduation level in the field of Modern Medicine. All entrance tests for admission to Medical courses, with the exception of NEET (UG) are being conducted by the NBE. Additionally, the NBE conducts three year Post Graduation level course namely the Diplomate of National Board (DNB) and a Two years Fellowship Courses.

2. The NBE intends to computerize all its activities by developing an ERP solution as part of Digital India initiative envisaged by the Government of India. In line with this, as a preliminary step, NBE has decided to develop a Web Portal to share information with all the stakeholders through automated processes. Website of NBE, [www.natboard.edu.in](http://www.natboard.edu.in), is currently being hosted on the cloud.

3. The NBE invites Expression of Interest (EOI) for Design, Development & Maintenance of NBE Website/Portal for selection of the firm (also called the "bidder") capable of creating website of NBE as specified in the scope of work and in accordance with the terms and conditions.

### **Eligibility Criteria for bidder**

- 1) The agency/firm (bidder) should be a registered body.
- 2) The agency/firm (bidder) should be registered with the Government eMarketplace (GeM) agency;
- 3) The agency/firm (bidder) should have a turnover of more than 50 Lakhs on incremental basis in each year over the last three years. Copies of Company balance sheet, certified by the chartered accountant to be submitted.

Contd....2/-

- 4) The agency/firm should have minimum of 5 years of experience of web site Design and Development of Websites of reputed organizations.
- 5) The agency/firm should have experience of working on cross platforms and must have experience of developing and designing website, for at least 10 clients.
- 6) The agency / firm / bidder must have taken the GIGW compliance & Standardization Testing and Quality Certification (STQC) for at least 2 created websites.

### **Competencies**

- 1) Past experience in creating and maintaining very professionally and exceptionally creative websites.
- 2) Excellent I.T. skills and project management skills.
- 3) Strong editorial team with communications skills to write clearly.
- 4) Ability to juggle priorities and deadlines and perform well under pressure.
- 5) Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- 6) Awareness on the latest smart technologies for website development.
- 7) Ability to regularly maintain, update the developed website if required.

### **Essential knowledge and experience**

- 1) Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- 2) Expertise with HTML, ASP.NET, JAWA, PHP etc. and content-management systems and latest trends and technology in website content and social media.
- 3) Strong analytical and research skills, including the ability to analyze audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites.
- 4) Knowledge of the mandate and work of a government department website would be desirable.

### **Indicative Deliverables**

- 1) The bidder has to develop and implement the online web strategy with major upgrades in the design and content of the current website in compliance to GIGW guidelines.
- 2) The bidder shall be required to present several designs of output templates out of which some templates will be selected by NBE with/without suggestions for changes which the designer / developer will have to incorporate
- 3) The bidder has to port the content from the present website to new website.
- 4) The bidder has to provide High Level and Low Level Design/ Architecture Document.
- 5) The bidder has to provide the User Manual /SOP.
- 6) The bidder has to provide the Technical Manual including Data Backup/ Archival Process.
- 7) The bidder has to provide Source Code after completion of the project.
- 8) The bidder has to provide arrange the Security Audit Certification from Cert-In empanelled agency before make the website live.
- 9) The bidder has to provide Short term training to all three level users.
- 10) The bidder has to provide a Prompt and Proper Maintenance of website for a period of one year.

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## **Scope of the Work**

### **CONCEPTUAL WEBSITE MAP**

The bidder is advised to visit our websites [www.natboard.edu.in](http://www.natboard.edu.in) and [www.nbe.edu.in](http://www.nbe.edu.in) for current content.

The bidder shall be required to present several designs of output templates out of which some templates will be selected by NBE with/ without suggestions for changes which the designer / developer will have to incorporate

#### **I. About NBE**

1. Introduction
2. Mission and Vision
3. Office Bearers(Details of President, Vice Presidents and ED)
4. Organisational Structure
5. President's Message
6. Vice President's Messages
7. Executive Director's Message
8. Board's Governing Members
9. Accreditation Committee Members
10. Annual Reports

#### **II. Minutes, Notices and Govt. Orders**

1. DNB Equivalence and Recognition
2. Minutes of various meetings
3. Orders

#### **III. Accreditation Section**

1. Introduction
2. Notices
3. Information Bulletin for Accreditation with NBE
4. Forms and Annexures
5. Inspection Status
6. Accreditation Status
7. Online Application for Accreditation

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#### **IV. Entrance Examinations**

1. NEET-PG – For admission to MD/MS/Diploma/DNB courses
2. NEET-MDS – For admission to Dental PG courses
3. NEET-SS – For admission to DM/MCh courses
4. DNB CET-SS – For admission to DNB Super Specialties courses
5. DNB PDCET – For admission to DNB (Post Diploma) Courses
6. DNB CET – For admission to DNB (Post MBBS) Broad Specialties Courses
7. FMGE – Screening Test for Foreign Medical Graduates
8. NBE FET – For admission to NBE Fellowship Programme

#### **V. Exit Examinations**

1. FNB Exit Examinations
2. DNB Final Exit Examinations
  - a) Broad Specialties
    - (i) Theory
    - (ii) Practical
  - b) Super Specialties
    - (i) Theory
    - (ii) Practical
  - c) Previous Years Questions Bank
3. Results

#### **VI. Public Notices**

#### **VII. Counselling**

1. Introduction
2. Handbook of Counselling
3. Schedules
4. Rank Letter
5. Seat Matrix
6. Online seat allotments.
7. Joining / non-joining of candidates

Contd....6/-

## **VIII. Registration**

1. Introduction
2. Online submission of Registration forms for DNB / FNB Courses
3. Registration Status & Registration lettersfor DNB / FNB Courses

## **IX. Thesis & Dissertation**

1. Introduction
2. Forms and formats
3. Online submission of Protocols and verification of its Status.
4. Thesis status

## **X. Training Monitoring**

1. Introduction
2. Learning Materials
3. Formative Assessment Test (FAT)
4. Feedback of Formative Assessment
5. Online Appraisal Report
6. CME and Workshops
7. Curriculum
8. NBE Journal
9. E-learning

## **XI. Convocation**

1. Awards
2. Registration for Convocation
3. Degree status

## **XII. Online Verification of DNB and FNB Degrees**

Contd....7/-

### **XIII. Administration**

1. Public Notice.
2. Tenders.
3. Feedback
4. Events
5. Vacancies
6. Recruitment and Promotions
7. Seniority list of NBE staff

### **XIV. Personal Management Information System**

1. Employee Login
2. Employee's Profile
3. Leave
4. Pay and Allowances
5. Office orders
6. Other claims

### **XV. Right to Information**

### **XVI. Contact Us**

Any item mentioned above, whose content is not available in the NBE website [www.natboard.edu.in](http://www.natboard.edu.in) and [www.nbe.edu.in](http://www.nbe.edu.in) should be developed by the service provider in consultation with NBE.

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**Further the scope of work broadly includes:**

1. The designer / developer have to provide CMS (Content Management System) framework with three level architecture (Developer Mode, Confirmation /Authentication Level and Publishing). The front-end user interface for Content Population & Content Management that allows a user, even with limited expertise, to add, modify and remove content from a Web site such as URLs, Links, Pages, Files (any type), Articles (a block of HTML that is created via a WYSIWYG editor or by directly entering the HTML code), Images, Common page – top left and bottom, Videos, Audio, Podcasts, Events, Maps, Embedded code, Fixed and dynamic Page Components etc.
2. The designer / developer shall be required to present several designs of output templates out of which some templates will be selected by NBE with/ without suggestions for changes which the designer / developer will have to incorporate.
3. Text, Application software, files, database available in the present website to be ported/ formatted as to be compatible for new website. The data available in the present website also to be migrated.
4. The developer has to ensure that the website is compatible to all the popular operating systems including mobile operating systems and web browsers in all respects.
5. The developer has to provide mobile compatible applications for various activities of NBE.
6. The developer has to provide the website integrated applications for mass e-mailing and bulk SMSs.
7. The database has to be designed in such way that the present database along with the available data on the existing NBE websites is to be migrated to new web portal without any data loss.
8. The new web portal is to be designed, developed and integrated with a secured payment gateway. This Integration of online payment gateway services must accept credit and debit cards (Visa, Master and Maestro) and internet banking of all public/ private banks. Developer is to ensure that the system provided can generate receipts /acknowledgements and also will provide an automated reconciliation and payment/ receipt reports.

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9. The web portal developer must ensure that Websites / Web Portal(s) comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> and that the website(s) / web portal(s) / application(s) are security audited by a CERT-IN empanelled agency.
10. The web portal must be developed in such a way that it has the capability of integration with the National Portals (if required).
11. The system developer has to provide a user manual along with references and also has to provide full documentation of system. They have to give short term training to all the three level of users.
12. The web portal developed should run on secured https certification. The developer shall be responsible for any kind of security threat and data loss.
13. The web portal developer has ensured that the development and maintenance of the web portal must be undertaken in purview of Cyber laws of Govt. of India.
14. The web portal developer would be required to provide free off-site Warranty for a period of one year. After completion of Warranty for a period of one year, NBE may opt for Annual Maintenance Cost (AMC) which include Bug Fixation and / or Website Maintenance to ensure the portal application is up and running.

### **Criteria for evaluation**

The evaluation process consists of 2 stages. Only those firm/bidder/companies that have passed the technical evaluation stage, will be allowed to submit the financial bid.

The following are the technical evaluation criteria:

- 1) Background and Registration of organization ( date of start, various types of IT related tasks performed in past other than web development)
- 2) Proven practical experience with all stages of developing Website, Web-technology skills, with previous experience of website management, editing, hosting. (Work -order, Agreements, SLA )
- 3) Past experience of maintaining web-sites (AMC document agreement, bill of payments etc.)

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- 4) Registered in Central/State Govt. Organizations/bodies.( Documents of empanelment with them )
- 5) Average income tax paid in last 3 years (on basis of attached ITR document of three years )
- 6) Average Turnover for the last 3 years (on basis of CA's certified document of three years )

The above items shall be verified on the basis of the documents submitted by the bidder and the presentation given by the bidder. The day and time for presentation shall be intimated to the bidder by NBE. The successful bidder, has to score above 70% in the technical evaluation, shall be allowed to submit the financial bid. The decision of committee to provide score shall be final and binding to accept for bidders.

### **Single Stage Two Envelops System (Two Bid System)**

Two envelops system shall be followed by NBE to determine the successful bidder. The agency/firm (bidder) should bifurcate their quotations in two separate envelops, (with appropriate superscriptions), and submit the same in one sealed envelope.

- 1) The first envelop, called the Techno-Commercial bid, should contain the eligibility, technical quality and performance aspects, commercial terms and conditions and documents sought in the tender, except the price and relevant financial details.
- 2) In the second envelop, called the Financial bid, the agency/firm (bidder) should submit its price quotation along with other financial details.
- 3) All interested bidders may submit their Bids addressed to the Honorary Executive Director, by 12 noon of 31<sup>st</sup> October, 2018 at :

National Board of Examinations,  
NAMS Building, Medical Enclave,  
Ansari Nagar, Mahatma Gandhi Marg,  
New Delhi – 110029

Contd....11/-

- 4) The envelopes containing the Techno-Commercial bids shall be opened on the same day at 3 pm at office of the :

National Board of Examinations,  
PSP Area,  
Sector 9, Dwarka,  
New Delhi – 110075

The same shall be scrutinised and evaluated by NBE's Technical and Evaluation Committee with reference to the parameters prescribed in the tender documents, and responsive, eligible and technically compliant bidders shall be decided.

- 5) Each eligible and Technically compliant bidders shall make a presentation for a maximum of 15 minutes, before NBE's Technical and Evaluation Committee at 5pm of the same day.
- 6) Thereafter, in the second instance, the Financial bids of only the techno-commercially compliant offers (as decided in the first instance above) shall be opened at 3pm of the 31<sup>st</sup> October, 2018 for further scrutiny, evaluation, ranking and placement of contract.
- 7) The Financial bids of technically non-compliant bidders shall be returned unopened to the respective bidders by SPEEDPOST/reliable courier or any other mode with proof of delivery.
- 8) Any Bid received by NBE after the last date for submission of Bids will be summarily rejected and returned unopened to the Bidder. NBE shall not be responsible for any postal delay or non-receipt / non-delivery / incomplete Bid documents. No further correspondence on this will be entertained.

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## **General Instructions**

1. The firm must be registered with Offices / institutions of the Govt. of India/ State Governments.
2. The agency/firm (bidder) should be registered with the Government eMarketplace (GeM) agency;
3. The bidder should behaving PAN, TAN/TIN, GST (which ever applicable) and Registered for Service Tax.
4. Rate quoted should be inclusive of the cost of Services, Manpower cost, Printing, Transportation, maintenance for a minimum onward period of 1 year, inclusive of charges of GST and other taxes as applicable.
5. Any reimburse of amount shall be considered only after successful completion of assignment.
6. 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 NBE.
7. Selected Bidder has to return the data after the development work is completed, along with coding.
8. The firm/bidder shall not make or allow making an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the NBE. The firm/bidder shall also ensure complete confidentiality of the information and data provided to carrying out the job.
9. The firm has to complete the job assigned within the joint agreement duration and if the job is not completed within the stipulated time, a penalty @ 10% of the cost of the uncompleted job for each day will be imposed on the firm.
10. NBE will have no liability regarding transportation, boarding and loading of firm/bidder and their staff.
11. Under no circumstances the firm shall not appoint any sub contractor or sub lease the contract. If violated the conditions, the contract with the firm will be terminated.

Contd....13/-

12. The rate quoted once will be remaining firm for that particular dealing. Any Conditions of the firm sent along with proposal if any, shall not binding on NBE.
13. It is not binding on NBE to accept the lowest of the bidding.
14. TDS as applicable on date will be deducted from firm actual bill submitted for payment.
15. The price accepted by the committee is final and no deviation from it will be accepted in this regard.
16. Conditional offer submitted by firm/bidder or submitted by fax/email will not be accepted.
17. The NBE reserves the right to accept or reject any or all EoIs without assigning any reason thereof.
18. Jurisdiction for disputes if any, shall be at New Delhi only.

### **Earnest Money Deposit**

The Bidders shall furnish, Earnest Money Deposit (EMD) of Rs.25,000/- as Bid Security in the form of Demand Draft / Banker's Cheque, from a scheduled commercial bank, drawn in favour of National Board of Examinations, New Delhi.

The EMD of unsuccessful bidders shall be returned without any interest only after finalization of selection and the signature on Service Level contract (SLA)/Agreement with NBE.

The EMD of the successful bidder shall be returned to the agency without interest after the agency signs the Service Level Contract (SLA) /Agreement and submits a Performance Bank Guarantee (PBG) equal to 10% of the contract value.

The EMD will be forfeited if the agency withdraws the bid during the period of bid validity or does not accept the correction of errors. If the successful Bidder fails to sign the Contract/Agreement within the time stipulated, the NBE will adopt measures relating to unfair practices.

Contd....14/-

## **Disqualification**

NBE reserves the right to reject Bids in the following cases:

- 1) Bids received after due date and time.
- 2) Bids not accompanied by all requisite documents along with the Earnest Money Deposit (EMD) by Demand Draft / Bankers Cheque.
- 3) If the hard copy of Bids is not signed by the authorized signatory of the agency.
- 4) If the bidder submits the Bid specifying his own terms and conditions.
- 5) If information submitted in Bids is found to be misrepresented, incorrect or false.
- 6) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract even after the date of notice of award of contract or within such extended period, as may be, the selection may be rejected.
- 7) Bidders may specifically note that while evaluating the Bids, if it comes to NBE knowledge, expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of Bids, then the bidders so involved are liable to be disqualified.

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