

NATIONAL SCHEDULED CASTES FINANCE AND DEVELOPMENT CORPORATION
(Ministry of Social Justice and Empowerment, Government of India)
14TH FLOOR, CORE 1&2, SCOPE MINAR, LAXMI NAGAR, DELHI -110092.

**Notice for Inviting Tender to Design, develop and maintain a
website for NSFDC**

National Scheduled Castes Finance and Development Corporation (NSFDC) is a CPSE under Administrative control of Dept. of Social Justice and Empowerment of the Ministry of Social Justice & Empowerment, GoI invites tenders to design, develop, and maintain a modern, responsive, secure, and accessible website to serve as NSFDC's official digital presence.

Interested Bidders need to apply online on GeM Portal only. The tender document and details of the tender is available on our website at nsfdc.nic.in. The last date of submission of tender is 21st August, 2025.

Further announcements, corrigendum, meeting notices etc. pertaining to the tender will be made available on the NSFDC website.

General Manager (Projects & MIS)

NATIONAL SCHEDULED CASTES FINANCE AND DEVELOPMENT CORPORATION
(Ministry of Social Justice and Empowerment, Government of India)
14TH FLOOR, CORE 1&2, SCOPE MINAR, LAXMI NAGAR, DELHI -110092.

Published on 01st August, 2025
Last Date of Submission of Bid: 21st August, 2025.

Name of Bid Publishing Organization	National Scheduled Castes Finance And Development Corporation (NSFDC)
Address & Contact Number	General Manager (Projects & IT) National Scheduled Castes Finance And Development Corporation 14 TH Floor, Core 1&2, SCOPE Minar, Laxmi Nagar, Delhi -110092. Tel: 011-22056503
Name of Work	Design, develop, and maintain a modern, responsive, secure, and accessible website to serve as its official digital presence. The website will provide comprehensive information about NSFDC's programs, schemes, reports, tenders, news, and events, while ensuring improved communication with its primary audience: marginalized communities, rural users, and NSFDC stakeholders. It will also cater to secondary audiences, including the general public and government officials, by offering features tailored to diverse needs such as low-bandwidth access and support for users with limited digital literacy.

Earnest Money Deposit (EMD) (with atleast 180 validity)	Rs. 50,000/- (Rupees Fifty Thousand Only) by way of DD/Pay Order in favour of “National Scheduled Castes Finance And Development Corporation” or through NEFT/RTGS in following account: National Scheduled Castes Finance and Development Corporation SB A/c No-91072160000016 IFSCCode-CNRB0019050 Canara Bank, Nirman Vihar, Delhi-110092
Estimated Cost of the Work	Rs.25.00 lakhs (including applicable taxes)
Bid Dates	01.08.2025 (T0)
Bid Document Download Start Date	
Pre-Bid Meeting with Bidders	(T0 + 8 th to 14 th Days)
Bid Document Download End Date	(T0 + 20 th Days)
Last Date & Time for submission of Technical Bid & Financial Bid	(T0 + 21 st Day)
Date of opening of Technical Bid	(T0 + 22 th Day)
Presentation by Technically Qualified Bidders	(T0 + 28 th to 34 th Day)
Date of opening of Financial Bid	(T0 + 28 th to 34 th Day)
Bid validity period	180 days from opening of Financial Bid
Bid Addressed to:	General Manager (Projects & IT) National Scheduled Castes Finance And Development Corporation 14 TH Floor, Core 1&2, SCOPE Minar, Laxmi Nagar, Delhi -110092. Tel: 011-22056503

Bid Component	Technical Bid
	Financial Bid
	Earnest Money Deposit

A. INTRODUCTION

National Scheduled Castes Finance And Development Corporation (NSFDC) is a CPSE under administrative control of Dept. of Social Justice and Empowerment (DoSJ&E), Ministry of Social Justice & Empowerment, GoI incorporated u/s 25 of Companies Act, 1956 (now section 8 under companies Act, 2013). NSFDC provides concessional loans to persons belonging to Scheduled Castes category for setting up/augmenting the self-employment ventures and for higher studies.

The existing website of NSFDC (www.nsfdc.nic.in) is a CMS based website and was built using Open-source technologies. Website is currently hosted on NIC Server. The website is required to be upgraded with modern features and should comply with GIGW 3.0, along-with other compliance to other standard / regulation, as instructed by the GoI.

The prospective bidders are requested to thoroughly read and comprehend the various sections of this tender document before participating in the bid on GeM portal. In case of any clarifications regarding the scope of work, the same shall be obtained from NSFDC before the end of Technical Bid Submission date.

B. SCOPE OF WORK

1. PROJECT OVERVIEW

NSFDC intends to design, develop, and maintain a modern, responsive, secure, and accessible website to serve as its official digital presence. The website will provide comprehensive information about NSFDC's programs, schemes, reports, tenders, news, and events, while ensuring improved communication with its primary audience: marginalized communities, rural users, and NSFDC stakeholders. It will also cater to secondary audiences, including the general public and government officials, by offering features tailored to diverse needs such as low-bandwidth access and support for users with limited digital literacy.

2. OBJECTIVES

- Enhance public awareness of NSFDC's schemes and services.
- Improve user experience and accessibility.
- Ensure the website is mobile-responsive, high-performance, and supports major browsers, including older versions.
- Maintain compliance with government standards, guidelines, and acts, including GIGW 3.0, DBIM, latest applicable standards of WCAG, the Rights of Persons with Disabilities Act, 2016, the Information Technology Act, 2000, and the Digital Personal Data Protection Act, 2023.
- Implement secure content management and updated features.
- Provide products (without process flow) to interested applicants including:
 - a. Loan applications form
 - Forms for different type of loans, having 10-15 input fields to be filled by applicant.
 - Details submitted by applicants will be sent to Channel Partners by email.
 - b. CSR Application form having 10-15 input fields to be filled by agencies.
 - c. Sub-products under capacity building projects to be offered to beneficiaries (such as become a Uber / Ola driver)

3. WEBSITE DEVELOPMENT

The Website development process will include the following steps/stages:

- Pre-Development: Detailed project planning with milestones, risk management, and contingency strategies.
- System Study and Requirement Analysis: Incorporating user requirements to address diverse user needs.
- Development
- Testing and User Acceptance Testing (UAT): Including feedback from representative users.
- Security Audit: Conducted by a CERT-In empaneled auditor.
- Deployment: On NSFDC's existing NIC Server.
- Go Live
- STQC Certification: For GIGW compliance.
- User Training: For content managers, IT staff, and end-users.

4. OPERATION AND MAINTENANCE OF WEBSITE

The Website for NSFDC is to be developed on Web Content Management Platform and agency is to operate and maintain the Website for three (3) years (Warranty Period for 1 year + Operations and maintenance Period for 2 years).

During Warranty Period, the following tasks shall be the sole responsibility of the vendor:

- Content Updates: Within 24 hours of request.
- Bug Fixing: Critical bugs within 24 hours, non-critical within 72 hours.
- Minor Enhancements: Limited to UI tweaks, adding static pages, or updating existing modules.
- Security Audit Bug Fixing: Address findings from periodic security audits.
- Conduct periodic compliance audits to ensure ongoing adherence to DBIM, GIGW, WCAG and CERT-In etc. guidelines.

However, during the Operations and Maintenance Period, the above mentioned tasks including any other requirement shall also be taken care by the vendor at the quoted rate.

5. STANDARDS/GUIDELINES

The Website will adhere at the minimum to the following Standards/Compliances:

- DBIM (Digital Brand Identity Manual) of GoI.
- GIGW 3.0 along with applicable WCAG version and level (Web Content Accessibility Guidelines).
- CERT-In Security Audit Certificate.
- SSL Certificate.
- Any Other compliance related to accessibility, cyber security and data privacy laws.

6. CORE FEATURES AND MODULES

The Website will have various sections/pages including but not limited to the following:

- (i) **Homepage**
 - Banner/Slider
 - Latest News & Announcements
 - Quick Links
 - Contact Details
- (ii) **About Us**
 - Vision, Mission, Objectives
 - Organizational Structure
 - Management Team
- (iii) **Schemes & Programs**
 - List of ongoing schemes

- Eligibility criteria, documentation, and application process
- (iv) **Downloads**
 - Application Forms, Reports, Guidelines
- (v) **Products**
 - Beneficiaries' Loan applications which can be forwarded to NSFDC's Channel Partners
 - CSR Application forms
 - Sub-products under capacity building projects to be offered to beneficiaries (such as become a Uber / Ola driver)
- (vi) **Tenders & Notices**
 - Upload and manage tenders and public notices
- (vii) **Media Gallery**
 - Photos, Videos of events and programs
- (viii) **RTI / Compliance / Legal**
 - RTI details, grievance redressal, and statutory disclosures
- (ix) **Contact Us**
 - Address, Email, Phone, Google Map integration
 - Contact Form
- (x) **Accessibility & Multilingual Support**
 - Hindi and English language toggle
 - Accessibility options for differently abled users
- (xi) **Admin Panel**
 - User role management
 - Content Management System (CMS)
- (xii) **Social Media Integration**
 - Display latest NSFDC's social media posts.
- (xiii) **FAQs, feedback forms and ChatBot**
 - Answers to common queries through FAQs
 - Capture & respond to queries through Feedback Form
 - ChatBot to provide 24/7 bilingual (Hindi & English) support through human-like, rule-based responses. It must also include a feedback mechanism to track and update unanswered or inadequate queries by Admin, ensuring continuous improvement.

7. DELIVERABLES

- Fully functional website (in Hindi [default language], English and other regional languages [through AI-based language translation tools]).
- Ownership of the website developed by vendor shall be with NSFDC.
- Hosting on NSFDC's existing NIC server and domain (nsfdc.nic.in)
- API Integration with external portals (ex. PM-SURAJ, VISVAS, SFMP etc.).
- Admin Dashboard.
- User manual & adequate number of training session for NSFDC's website content managers, IT staff.
- Source code, database, digital assets & credentials etc.
- Warranty for 12 months from date of handing over fully functional Website.
- SSL for 2 years (from date of Go-live)
- Security Audit for two years (from date of Go-live).
- STQC Certification (GIGW 3.0)
- DBIM compliance.
- Email integration.
- Accessibility audit certification from DEPwD.
- CERT-In Security Audit Certificate.
- Two Year Operations & Maintenance (O&M) after completion of Warranty Period.

After completion of initial 2 year validity period of SSL and Security Audit, renewal of SSL and Security Audit certification will be performed by the vendor on reimbursement basis.

8. TIMELINE

- (i) The total work must be completed within 90 days from date of award of contract.
- (ii) The Warranty Period shall be for 12 months from date of handing over of fully functional website to NSFDC.
- (iii) The Operations and Maintenance period shall be extend over further 24 months after completion date of Warranty Period.

C. ELIGIBILITY CRITERIA

S.#	Requirement	Specific Requirements	Documents Required
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1.	Legal Entity	Any proprietorship firm/Partnership firm or company with limited liability/ or company registered under Indian Companies Act /Cooperative Body/ Society registered under cooperative Act/HUF/Trust who is authorized undertaken such works and also to participate in the bid in India	Relevant documents
2.	Certification	The bidder should be NICS empaneled.	Copy of the Valid NICS Empanelment Certificate.
3.	Quality Certificate	The bidder should have the ISO 9001:2015 and ISO 27001: 2018 Certifications	Copy of certificates
4.	Net Worth	The net worth of the bidder as on 31st March 2024 should be Positive.	CA Certificate with CA's Registration Number
5.	Technical capability	The bidder must have designed, developed, implemented & maintained at least 3 Websites for a Central/State Govt. Ministry or any of its associated organization in last 5 years.	Copy of Work Order /client certificate
6.	GIGW Compliance Certificate	The bidder must have experience of developing Website / Web Portals as per GIGW (Guidelines for Indian Government Websites) and should have at least 3(Three) of its websites certified from STQC for GIGW Compliance	Copies of the STQC Certificate
7.	Tax registration and clearance	The bidder should have a registration number of GST, and PAN number (mandatory)	Self-Attested Copies of the required Document
8.	Status	The bidder must not be currently blacklisted, debarred, or restricted from participating in tenders or contracts by the National Informatics Centre (NIC), National Informatics Centre Services Incorporated	Self-attested undertaking on the bidder's letterhead confirming non-blacklisting status.

		(NICS), GeM, or any other Central/State Government Ministry, Department, or associated organizations.	
9.	Submission of EMD	The agency/firm should submit a demand draft of Rs. 50,000 (Rs. Fifty Thousand only) in favour of NSFDC payable at Delhi as EMD along with technical bid.	Relevant proof of DD/Pay Order/UTR no. in favor of NSFDC.

D. TECHNICAL BID EVALUATION CRITERIA

S.#	Criteria	Max. Marks	Norms
1.	Bidder should have experience for 3 (three) similar assignments related to Central / State Govt. Ministry or its associated org. in last 5 years.	20	3 to 4 assignments = 15 marks 5 or more assignments = 20 marks <i>Copy of Work Orders along with Work Completion Certificate</i>
2.	ISO 9001:2015, ISO 27001:2018, NICS empanelled Company for IT / ICT / Software Development related projects.	15	ISO 9001:2015 = 2.5 marks ISO 27001:2018 = 2.5 marks NICS Empanelment = 10 marks <i>Self-Attested Copies of the required document</i>
3.	The bidder should have experience of Developing Website / Web Portals as per GIGW and should have at least 3 (three) of its website certified from STQC for GIGW Compliance.	20	3 to 5 = 15 marks Above 5 = 20 marks <i>Copy of STQC Certificates along with Work Order</i>
4.	The bidder should have at least 20 IT Professionals on their payroll having qualifications B.E/ B.tech/ MCA/ M.tech / MBA from recognized	15	Manpower below 20 = 5 marks Manpower 20 to 40 = 10 marks Manpower above 40 = 15 marks <i>1. List of technical experts. 2. The bidder has to give and undertaking on its letter head that it</i>

	institutes. The IT professionals should be working for the bidder and not placed in any outside organization.		<i>has the necessary infrastructure and expertise to handle this project and shall not outsource this Project to a third-party.</i>
5.	Presentation of 3 sample website templates.	30	a. Presentation Quality (max. 5 marks) b. Layout (max. 5 marks) c. Overall Aesthetics (max. 5 marks) d. Execution Plan (max. 10 marks) e. Technology (max. 5 marks) <i>Committee members from authority with 01 (one) outside IT experts to evaluate and allot the marks.</i>

1. Bidders interested for the work will be invited for a pre-bid meeting to clarify tender requirements.
2. Only those bidders who have scored at least 80% marks in the technical bid evaluation criteria shall be declared as “Technically Qualified Bidders”.
3. The Financial Bids of only “Technically Qualified Bidders” will be opened. The decision of the NSFDC in this regard shall be final.
4. The Bidders are required to quote for all the items as mentioned in the Price Schedule i.e. Website Development, Security Audit, SSL Certification, STQC, Annual Maintenance. Therefore, any bid that does not quote for all the items will be determined to be non-responsive and will be rejected.
5. The evaluation committee will evaluate each of the technically qualified bids on the basis of the QCBS Method. The weightage of the technical and financial parameters will be in the ratio of 80:20 respectively. For the calculation of the combined Technical and Price Score of all bidders, the following formula will be used:

The bidder with the highest (H1) overall score (including technical and financial) shall be awarded the bid as per the QCBS procurement methodology. Accordingly, 80% weightage shall be given to the technical score and 20% weightage to the financial score.

The lowest Financial Proposal (FP) will be given a financial score (FS) of 100 points. The financial scores of other proposals will be computed as follows:

$$FS = 100 \times FP/F$$

(F = Amount of Financial Proposal)

Proposals will finally be ranked according to their combined technical (TS) and financial (FS) scores as follows:

$$S = TS \times Tw + FS \times Fw$$

where, Tw and Fw are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.80 and 0.20 respectively. The Selected Applicant shall be the Applicant having the highest combined score (H1). In case of a tie in the highest combined score then the bidder with higher technical bid score shall be selected as a successful bidder. In case of a further tie in technical bid score, the bidder with the lower financial bid shall be selected as the successful bidder. In case of tie for both technical bid score and financial bid, the bidders will be called for negotiations by NSFDC and the bidder offering higher rebate shall be selected as a successful bidder.

E. BIDDING PROCESS AND CONTRACT AWARD

To ensure a transparent and efficient bidding process for the design, development, and maintenance of the NSFDC website, the following process will be followed:

- a. Bid submission will be open for 15 days in GeM portal.
- b. A meeting will be held to address queries from interested bidders and clarify tender requirements before Technical bid evaluation.
- c. Technical bid evaluation will be followed by presentation by bidders.
- d. Opening of financial bids for technically qualified bidders.
- e. The final evaluation will be based on the QCBS method (80:20 technical-financial weightage).
- f. The contract will be awarded to bidder with highest (H1) overall score (including technical and financial) with work commencing immediately thereafter to meet the 90-days deadline.

Earnest Money Deposit (EMD):

- a. No interest shall be paid on EMD by NSFDC.
- b. EMD of unsuccessful bidders will be refunded within 30 days from the date of finalization of Bidder to undertake the said work.
- c. The Successful Bidder's EMD will be discharged upon the Bidder acceptance of work order and submission of Performance Security.
- d. The EMD may be forfeited either in full or in a part, at the discretion of NSFDC, on account of one or more of the following:
 - The Bidder withdraws their Bid during the period of Bid Validity of 180 days.
 - Bidder does not respond to request for clarification of their Bid.
 - Bidder fails to co-operate in the Bid evaluation process, and
 - In case of a successful Bidder, the said Bidder fails to sign the work order for acceptance` in time; or fails to furnish Performance Security.

F. REJECTION OF BIDS

The bid will be considered Non Responsive & Summarily Rejected in case it does not fulfill any one or more of the following conditions:-

- a. If EMD is not provided by the bidder.
- b. If the bidder tries to put any influence.
- c. If the bidder furnished false information.
- d. If the Authorised Signatory has not signed with official seal on all pages of the bid document.
- e. Any bid indicating conditions beyond those indicated in this Tender Document i.e. conditional bid shall be rejected.

G. PAYMENT TERMS

Sr. No.	Deliverables / Milestone	Timeline (Duration in which milestone is to be completed by vendor)	Due amount
1	Award of contract	T ₀	-
2	IA and Wireframe	10 Days from award of contract	5%
3	SRS and UI design	25 Days from award of contract	10%
4	UAT Report + Bug-Fix Closure	40 Days from award of contract	15%
5	Security Audit and Go-Live	60 Days from award of contract	20%

6	GIGW Compliance Audit and other certifications	80 Days from award of contract	40%
7	Admin Training, User Manual	90 Days from award of contract	10%
8	Annual Maintenance Charges	-	Quarterly

The vendor will notify in writing to NSFDC the date of submission of each deliverable / milestone and start of next deliverable / milestone. The vendor shall obtain approval from NSFDC for completion of each deliverable / milestone. The time taken by NSFDC for approval of milestone will be excluded from the mentioned timelines.

In case, the vendor submits a deliverable / milestone for approval to NSFDC and the submitted deliverable / milestone is disapproved by NSFDC, a maximum of 3 days would be provided to the vendor to rectify the issues. Delay beyond 3 days in rectification of a disapproved deliverable / milestone will be counted towards delay in deliverable / milestone and would be counted as delay within the control of vendor and accordingly, penalty would be charged.

H. PERFORMANCE SECURITY

A Bank Guarantee of any National Level Bank equivalent to 5% of the financial proposal value with a validity of 9 months shall be deemed the Performance Security, which may be forfeited for prohibited practices, conflicts of interest, or breach of contract.

I. DISQUALIFICATION

The selected party's proposal is liable to be disqualified if the information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwillingly or otherwise, at any point of time.

J. PENALTY & TERMINATION

Penalties for delays within the selected party's control:

A penalty @ 4% of the due amount shall be levied for delay of every 7 days against each deliverable / milestone.

Delays beyond the selected party's control will be approved by

CMD, NSFDC so as not to incur penalties provided reasonable mitigation efforts are made.

It is hereby notified that the successful bidder shall be required to complete the assigned work within a permissible period of 90 (Ninety) days from the date of Award of the Contract with maximum of 120 (One Hundred and Twenty) days.

In the event that the selected party fails to complete the deliverables within the stipulated timeline of 90 days from the award of contract, as outlined in the tender document, and the delay extends beyond 120 days from award of contract, NSFDC reserves the right to terminate the work order with immediate effect. Upon such termination, the Performance Security, equivalent to 5% of the financial proposal, shall be forfeited in full. This termination shall be enacted without prejudice to any other rights or remedies available to NSFDC under the contract or applicable law. The Vendor shall be notified in writing of the termination, and NSFDC will initiate recovery proceedings for the entire amount paid to the bidder up to that point. In addition, no further claims for payment or compensation shall be entertained for the incomplete deliverables.

K. Force Majeure

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions quarantine restrictions, of any such eventually is given by party to the other within 21 days from the date of occurrence thereof, neither party shall be reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance, or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decisionNSFDC will be final and conclusive.

L. Arbitration

a) If a dispute of any kind whatsoever arises between the NSFDC and the bidder in connection with, or arising out of, the Contract or the execution of the works or after their completion and whether before or after the repudiation or other termination of the contract, including any disagreement by either party with any action, in action, opinion, instruction, determination, the matter in dispute shall be settled by sole arbitrator appointed by CMD, NSFDC in accordance with the Indian Arbitration and Conciliation Act, 1996 or any

statutory amendment thereof.

b) Arbitration proceeding shall be held at Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English. The jurisdiction of the court will be Delhi.

M. FORMAT FOR FINANCIAL PROPOSAL

- The format for submission of Financial proposal is at Annexure I.

FINANCIAL PROPOSAL FORMAT

Dear Sir,

We, the undersigned, offer to provide the job for the design, develop, implement and maintain a website for NSFDC in accordance with the terms & conditions as contained in bidding document. We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in rejection of our financial proposal.

Summary of Costs

S.No.	Particulars	Amount (in Rupees)	Amount (in words)
01	Total charges for design, development, hosting and handing over of fully functional NSFDC Website (inclusive of tax), including warranty period of 1 year.		
02	Total Operations & Maintenance Charges for 2 years commencing after completion date of warranty period of one year from date of handing over fully functional NSFDC Website (inclusive of tax)		
	TOTAL		

Date :

Authorized Signature

Place :

Name :

Designation :

Name of firm :

Address :

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