



**Department of Tourism and Civil Aviation, Himachal Pradesh, Shimla-9.**

**Notice Inviting Tender for Revamping, Development and Maintenance of Official Website of  
Tourism and Civil Aviation Department, Himachal Pradesh**

The Department of Tourism & Civil Aviation, Himachal Pradesh invites sealed tenders from reputed and eligible agencies / companies / bidders for designing, development and maintenance of official website of Tourism & Civil Aviation Department, H.P. The details and bid document can be downloaded from website [www.himachaltourism.gov.in](http://www.himachaltourism.gov.in) or can be obtained through email [tourismmin-hp@nic.in](mailto:tourismmin-hp@nic.in) or from the Directorate of Tourism & Civil Aviation, Shimla-9, H.P.

Tender document complete in all respects along with earnest money of Rs. Twenty Five thousand in the shape of Demand Draft drawn in favour of Commissioner (Tourism & Civil Aviation, H.P. payable at Shimla, should reach on or before **24th October, 2017 upto 3:00 PM** and should be addressed to the Commissioner, Tourism & Civil Aviation, Block No. 28, SDA Complex, Kasumpti, Shimla-9, H.P. Tenders (Technical bids) will be opened on 26th October, 2017 at 11:00 AM in the Directorate of Tourism & Civil Aviation, Block no. 28, SDA Complex, Shimla-9, H.P. The tenders received after stipulated time and date, tenders without Earnest Money Deposit (EMD), conditional tenders or incomplete tenders will be rejected.

The Commissioner, Tourism & Civil Aviation, Himachal Pradesh reserves the right to accept or reject any or all tenders without assigning any reason, whatsoever.

-Sd-  
Commissioner,  
Tourism & Civil Aviation,  
Block No 28, SDA Complex,  
Kasumpti, Shimla-171009, H.P.



**Tender document for Revamping, Development and Maintenance of Official Website of Tourism and Civil Aviation Department, Himachal Pradesh**

The Department of Tourism & Civil Aviation, Himachal Pradesh invites sealed tenders from reputed and eligible agencies / companies / bidders under “Two-bid” system i.e. Technical Bid and Financial Bid for designing, development, revamping and maintenance of official website of Tourism & Civil Aviation Department, H.P. and also for managing of social media accounts for the Department like Facebook, Twitter, Instagram, YouTube etc.

Earnest Money as Security	Rs.25,000/- in the form of Demand Draft in favour of Commissioner, Department of Tourism & Civil Aviation, payable at Shimla.
Last date for submission of bids	<b>24-10-2017 at 03:00 PM.</b>
Demonstration of Website Home page design etc.	25-10-2017 at 11:30 am in the Directorate of Tourism & Civil Aviation, Shimla-9, H.P.
Opening of Technical Bids	26-10-2017 at 11:00 am in the Directorate of Tourism & Civil Aviation, Shimla-9, H.P.
Opening of Financial Bids	To be informed separately
Website	<a href="http://www.himachaltourism.gov.in">www.himachaltourism.gov.in</a>
Email	<a href="mailto:tourismmin-hp@nic.in">tourismmin-hp@nic.in</a>
Communication Address	Directorate of Tourism & Civil Aviation, Block No 28, SDA Complex, Kasumpti, Shimla-171009. <b>Tel: 0177- 2625924, 2623959, 2625864, 2625511.</b> <b>Fax: 0177-2625456</b>

Signature of the bidder with seal

## Introduction

The Department of Tourism & Civil Aviation, H.P. plays proactive role in promotion of Tourism in the State. Presently there are approx. 2800 hotels, 640 restaurants, 850 Home Stay units and 2440 Travel Agencies in the State. The Department of Tourism & Civil Aviation, H.P. currently has a website with URL: [www.himachaltourism.gov.in](http://www.himachaltourism.gov.in)

The Department intends to redesign and re-develop the website with modern dynamic and interactive features and also in compliance to the Guidelines for Indian Government Website (GIGW) prepared by NIC and adopted by DARPG, Ministry of Personnel, Public Grievances and Pension, GOI. These guidelines are available at <http://www.web.guidelines.gov.in>

## TENDER GUIDELINES

1. The bidder along with tender document has to submit Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty Five thousand only) in the shape of demand draft(s) in favour of Commissioner, Tourism & Civil Aviation, Shimla, Himachal Pradesh, payable at Shimla (HP).
2. Tender Document complete in all respects may be submitted in a sealed envelope and should be addressed to the Commissioner, Tourism & Civil Aviation, Block No. 28, SDA Complex, Kasumpti, Shimla-9, H.P.
3. The tenders received after stipulated time and date, tenders without Earnest Money Deposit (EMD), conditional tenders or incomplete tenders will be rejected.
4. The bidders will be required to re-design home page of the website and **give live demonstration** of the complete concept design of the website before a committee constituted by the Department for this purpose at the Directorate of Tourism and Civil Aviation, Shimla-9, H.P. on **25-10-2017** at 11:30 AM. A soft copy of the same may also be provided to the Department.
5. The successful bidder will have to sign an agreement with the Department for providing services for revamping, development and maintenance of website. Besides, the bidder will have to handle social media accounts like Facebook, Twitter, Instagram, YouTube etc. for the Department for promotion of Tourism.
6. The documents should be enclosed in separate sealed envelopes of appropriate size.
  - a. **ENVELOPE NO. 1:** Should contain Technical bid clearly written as “Technical Bid for designing, development and maintenance of Tourism Department website” with following documents
    - i. Signed covering letter.
    - ii. Technical Bid duly signed.
    - iii. Requisite Earnest Money Demand Draft (EMD).

- b. **ENVELOPE NO. 2:** Should contain the Financial Bid duly signed, stamped and clearly written as “Financial Bid for designing, development and maintenance of Tourism Department website” along with signed covering letter.
  - c. **ENVELOPE NO. 3:** Should contain Envelope 1 and Envelope 2.
7. The inner and outer envelopes should be addressed to the Commissioner, Tourism & Civil Aviation, Block No. 28, SDA Complex, Kasumpti, Shimla-9, H.P. and should clearly mention “Tender for designing, revamping, development and maintenance of Tourism Department, website”. The inner and outer envelopes should also indicate the name and complete address of the Bidder.
  8. After demonstration of home page and concept design of website, the technical bids will be opened and the bidders who found eligible will be short listed for opening of the financial bids. Only the bidders or their duly authorized representative carrying the letter of authorization will be permitted to attend the opening of bids. Incomplete, unsigned, non-submission of required documents as specified by the Department will be treated as non-compliance and the bid will be liable for rejection.
  9. The bidder is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the notice inviting tender (NIT) prior to submission of the proposal. Requests for clarifications should be sent to E-mail: [tourismmin-hp@nic.in](mailto:tourismmin-hp@nic.in)
  10. **Implied Requirements:** services/ licenses or other requirements not specifically requested in this NIT, but which are necessary to provide the functional capabilities proposed by the bidder, shall be included in the proposal.
  11. **Validity of offer:** The offer shall be valid up to six months from the date of opening of tender. However, period can be extended on mutual consent.
  12. The scope of work given in the tender document should be strictly complied. Insufficient, incorrect or invalid information provided by the bidder or his representative, if any, will disqualify the bidder and the bid will not be considered valid.
  13. The rates quoted should be inclusive of all taxes and charges.
  14. The bidder should ensure timely completion of work as per schedule / time period given by the Department of Tourism.
  15. The successful bidder will incorporate all up-gradations / changes in the website that Department will require for a period of one year from the date of successful functioning of website on web server of HP State Data Centre, Shimla and the bidder has to co-ordinate for hosting the

revamped web application with Data Centre technical team. No extra charges will be paid by the Department on this account.

16. The agreement will be deemed to be completed on successful designing, development, hosting, installation, completion of training of the Department officials and handing over of the source code along with design and technical details including documentation which should be provided to the Department.
17. The time frame for study, design and development of the Website including successful audit from CERT-In empanelled agency, Standardization Testing and Quality Certification (STQC), transfer of final source code and web hosting will be 06 (six) months from the date of award of the work.
18. 50% payment of order value will be made on delivery, completion, hosting and successful cyber audit from CERT-In empanelled agency, STQC certification and transfer of final source code to the Department. 40% payment will be released after a period of 2 months from successful rollout of online website on web server and balance 10% shall be released after a period of one year.
19. The Department of Tourism, H.P. at its sole discretion with prior notice can cancel / terminate the agreement without assigning any reason.
20. For management of Social Media accounts (i.e. Facebook, Twitter, youTube and Instagram etc.), **a separate proposal** for one year promotional campaign may be attached with the tender document. There will be minimum 30 post per month in each account and prior approval of the Department has to be obtained /managed by the successful bidder for posting matter, pictures in the respective account.
21. Warranties and Liability:
  - a. The bidder will warrant that the Website will be free of programming errors and defects in workmanship and materials, and that it will be in full conformity with the scope of work. Any shortcomings noticed or identified by the Department in this regard will make the bidder liable to penalties and the bidder will be required to rectify the defects promptly at own expense.
  - b. The bidder will not sub-let the work or it's part to any other agency or individual(s).
  - c. The bidder further warrants that it owns and has complete rights to license, convey and without any encumbrance the website and deliverables covered in the agreement.
  - d. The bidder further warrants that it has obtained all required registrations, permissions and consents from all third parties necessary to deliver the Website, background technology and deliverables.
  - e. The bidder expressly warrants that the Website does not contain any protective feature designed to restrict or prevent its use by the Department and visitors.
  - f. The bidder further warrants that the Website or any associated portion of it does not contain any virus, worm, Trojan horse routines, trap door, or any other codes or instructions that may be used to access, modify damage or disable the Website.

- g. The bidder warrants that the Website does not infringe upon the trademark, copyright patent trade secrets or any other rights of any third party and where there is a use or infringement the bidder shall obtain a license for use from the rights holder permitting such use. The bidder shall indemnify against liability for infringement.
  - h. The bidder warrants that the website fully complies with the Guidelines for Indian Government Website (GIGW) prepared by NIC and adopted by DARPG, Ministry of Personnel, Public Grievances and Pension, GOI.
  - i. The bidder warrants that all content forming part of the Website is provided from or obtained only from the Department of Tourism, H.P. The intellectual property rights of website will be the propriety of the Tourism & Civil Aviation Department, H.P.
22. The bidder shall not assign any rights or obligations to a third party.
23. The bidder undertakes to comply fully with the Department's requirements for the project. The project should be completed as per the work plan agreed upon. In case the bidder does not complete the project as per work plan, the Department will be at liberty to levy a penalty of upto 1% of the tender amount for every weeks of delay subject to maximum amount of penalty of Rs. 25,000/-. In addition, amount of security (EMD) shall also be forfeited. In case of any breach of the agreement, the Department will be entitled to withhold payments due and accrued to the bidder.
24. Any dispute arising out of the work shall be subject to the decision of the Commissioner / Director, Tourism & Civil Aviation, H.P. whose decision shall be final. Settlement of all disputes will be made within the jurisdiction of Courts at Shimla, Himachal Pradesh.
25. The bidders are requested to read the tender document carefully and ensure compliance with all specifications / instructions herein. Non-compliance with specifications / instructions in this document may disqualify the bidders from the tender exercise.
26. The bidder /vendor agency should have a office / Liaison office in Shimla for better implementation of the project.

## **Instructions / Requirements etc. for the Website:**

The Website should be provided with following features:

1. Website should be developed using Open Source Software with Content Management System and web analytics. Following CMS features should be there in the proposed website:
  - Content Editing (WYSIWYG)
  - User management & user roles
  - Action and view permissions
  - Content versioning and audit
  - Some form of workflow and notifications
  - Support for Hindi and English
  - Normalized database schema design
  - Some form of content import-export
  - Assets management and thumbnail generation for uploads
  - Valid XHTML
  - Rich text editing which generates accessible markup
  - Valid and minified CSS and javascript
  - Automatically generated sitemaps.org document
  - Integration with web Analytics
  - Automatic RSS feeds
  - Open search support
  - Print CSS and / or print versions of content
  - SEO consideration for duplicate content
  - Page / control and website templates
2. Attractive Look and feel with aesthetic design and suitable color combination, background and screens, structure and layout, easy navigation, facility to upload documents and other information and allowing users to define the period for which document is to be kept live for public viewing on the site.
3. Alignment with ongoing tourism industry with easy adaptability to effect direction and content changes as and when the current strategic goals change.
4. Attractive Photo Gallery and Video Gallery.
5. One page each for all district of the State covering details of main destinations, location, facilities and places of interest etc. and one page for information about HP Tourism Development Board. However, there should be thematic dynamic pages like Popular destinations, Nature, Adventure, Heritage, Spiritual, Seasonal and Unexplored destinations with pictures. The contents may be taken from the existing website.
6. Interactive Map with Geo- coordinates & online map based navigation ( how to reach/ take me there features ).

7. Interactive calendar of events with links.
8. Should be a responsive designed website to ensure adaptability of website to all operating systems, browsers, mobiles, handheld devices etc.
9. Apart from English, the main pages ( minimum 3 pages) of the website should also be available in Hindi. An administrative section should be provided to website administrator for multilingual content.
10. User friendly with easy to navigate features and easy to use functions.
11. Faster download of pages. The section also contains Tourism Brochures and promotional Monal magazine. Brochures and Magazine should be available as flipbook for online access.
12. User should be able to reach the required page within 2 to 3 clicks.
13. The Sections like 'latest updates', 'Tender', 'Vacancy', Tourist Statistics, RTI, Do's and Don'ts, Schemes, Act, Rules, Notifications etc. must be dynamic. In addition the section of Hotels, Guest Houses, Home Stay units, Registered Travel Agencies /Tour Operators of each district must also be dynamic.
14. Provide for extensive Website analytics and statistics covering traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistics and reports as may be required by the Department.
15. Link with social media sites like facebook, twitter, YouTube, Instagram etc.
16. User administration services as part of a comprehensive Content Management framework which should be integrated into the Website design.
17. To provide customizable automated templates.
18. Latest stable versions of software be used as on date of implementation.
19. Comprehensive website content search facility of individual section of the website as well as entire website.
20. Graphical, Pictorial and audio video interfaces, wherever and whenever needed.
21. Bidder will provide training in the use /updating/ adding new pages maintenance of the Website. All technical aspects of Website maintenance including requirements for hosting, registrations, submission to search engines and other link sites for a period of at least one week. Complete Website source code and other technical and operational documents



- associated with the Website development, administration and use will be provided to the Department. Bidder will provide necessary technical details including requirement of software, software tools and systems required for the proper upkeep and maintenance of the website. Bidder will provide technical support for the Department officials to become trained in the organization and administration of the Website. Separate training should be provided to Website Administrator.
22. Currently the Department's website is hosted at HP State Data Centre of Information & Technology Department, Shimla, H.P. and the revamped website will also be proposed to host at the State Data Centre of Department of Information Technology, IT Bhawan, Mehli, Shimla.
  23. Compliance to the Guidelines for Indian Government Website (GIGW) prepared by NIC and adopted by DARPG, Ministry of Personnel, Public Grievances and Pension, GOI.
  24. Bidder will provide website cyber security audit clearance from CERT-In empanelled agency before hosting in HP State Data Centre and the bidder may incorporate the charges of cyber security audit clearance in the bid. The successful bidder / vendor will co-ordinate with the technical team of Department of Information Technology, Shimla, H.P. for security audit clearance. **The Bidder will ensure the Security Audit to be conducted by the third party to remove all the security vulnerabilities.**
  25. The Website should be developed with open source technology, using up-to-date and well established development tools and software. Generally it should ensure the adherence to commonly accepted standards and practices, including W3C compliance and using latest website design technologies with acceptability on all current user technology platforms; browsers, operating systems.
  26. The Department will not be responsible against any liability for the use of Software with regard to copyright / license violations, if any.
  27. **User Management:** The super user should be able to create users and allow privileges to users for updation / uploading content on website. The super admin should be able to manage the overall content of the main website and also should have the option to edit/ delete content updated by any user. The other users will be able to perform functions allowed to them by the super user.
  28. Bidder shall provide to the Department complete software code and related dependencies as well as CMS, along with transfer of all related Intellectual Property Rights of the modified source code to the Department used for the Website development.
  29. The successful bidder will extend full support to Department / DIT team for website hosting and also to know about the requirements for web application hosting with DIT technical team.

30. Images and videos will be provided by the Department.
31. Online Hotel reservation System and Online Bus reservation system are separate websites which are not part of this tender. Suitable links will be provided on Departmental website to access these reservation websites. In addition, links to access Government of India and Government of Himachal Pradesh websites may also be provided.

**Acceptance Testing:**

Website will be tested by the Department with required technical and other capabilities to inspect, test and evaluate the Website and determine whether it satisfies the acceptance criteria as agreed upon in the work plan. Bidder will rectify the deficiencies and other deviations from work plan identified by Department immediately and not later than 10 days from the date of intimation by the Department.

**Security:** The Bidder will provide the following security features:

- i. Tools for control and monitoring Website security
- ii. Protection against defacement, hacking
- iii. Design should incorporate security features to protect the site from Session Hijacking, Sql injection, Cross scripting, Denial of Service etc.
- iv. should host website with SSL Certificate and all pages should be on https.

**ELIGIBILITY CRITERIA:** Technical bid should contain the following:-

1. The Bidder should have completed at least 5 (five) websites during the last 5 years.
2. The Bidder should have annual turnover of Rs. Twenty Lakhs during last two years i.e. 2015-16; 2016-17. Chartered Accountant / Auditors Certificates need to be attached.
3. The Bidder shall submit proofs of company registration, partnership registration certificate and GST No. along with tender document.
4. Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies.
5. Detailed Technical Proposal content shall be provided in the Format at ANNEXURE – A

**GENERAL TERMS AND CONDITIONS:**

1. The Tenderers / Bidders shall acquaint himself fully with requirement of Tourism Department. No compensation on account of any difficulties will be entertained at a later stage after award of works.
2. That the technical bid shall be opened first and only the qualified tenderers shortlisted by the Department shall participate in the financial bid which shall be opened on the date fixed.
3. In the event of the bid being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person duly authorized to do so. The signatures on the tenders will be deemed to be the authorized signatures.
4. All the pages of the Tender document should be signed by the owner of the firm or his Authorized Signatory as token of acceptance of Terms & Conditions. In case the tenders are signed by the authorized signatory, a copy of authorization may be enclosed along with tender.
5. The EMD of successful bidder will be retained by the Department as a performance security. No interest will be paid on the performance security. The performance security will be refunded after a period of two years from the date of completion of project and live hosting of website.
6. The tender for the works shall remain open for acceptance for a period of six months from the date of opening of tenders. The earnest money will be forfeited in case of bidder withdraws his bid during the validity period.
7. The Bid security (EMD) shall be returned to the unsuccessful bidders after finalization of tender without any interest.

8. The bidder must ensure that the conditions laid down for submissions of offers are complete and correctly filled. The rates and units shall not be overwritten and shall be in both i.e. figures and words. Any omission to fill the rates and units shall altogether debar the quote from being considered.
9. In case two or more agencies are found to have quoted the same rates, the committee authorized by the Commissioner/Director Department of Tourism, H.P. shall decide about the Bidder to which the offer shall be granted based on the report on the past performance of the firm, and length of experience or any other factor. The decision of the committee shall be final.
10. The Bidder must have resources to provide technical assistance to rectify any issue pertains to the website and to co-ordinate with the technical team of State Data centre at Shimla at a short notice.
11. Any changes with respect to this tender will be notified through website only.
12. All costs incurred in connection with submission of bids like preparation, any personal visits, submitting the bids personally, subsequent processing etc. shall borne by the bidder. The Department of Tourism & Civil Aviation, H.P. will not be responsible / liable for the same regardless of the outcome of the tendering process.
13. TDS and other Taxes as applicable will be deducted from Bidder / Firms bills as per Govt. instructions from time to time.
14. The tenders found not in accordance with the conditions / specifications as per Tender Document are liable to be rejected.
15. The successful bidder shall have to sign an agreement with the Department of Tourism & Civil Aviation, H.P. after the award of the work on the non-judicial paper of the value of Rs. 100/- duly signed and stamped.

**Read and Accepted**

**(Signature and Stamp of the Bidder)**

## DECLARATION BY THE TENDERER

It is hereby declared that I/We the undersigned, have read and examined all the terms and conditions etc. of the tender document for which I/We have signed and submitted the tender under proper lawful Power of Attorney. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by all the terms and conditions. This is also certified that I/We/our principal operating firm have no objection in signing the agreement if the opportunity for the designing, development and maintenance of Tourism Department's website is given to me/us.

Date:

Signature:

Name:

Designation:

On behalf of: (Company Seal)

**TECHNICAL BID PERFORMA**

Designing, Development and maintenance of Official Website of Tourism Department.

<b>A - PAYMENT DETAILS</b>		
1	DD No. and Date	
2	DD Amount	
3	Bank Name / Branch	

<b>B - BIDDER DETAILS</b>		
1	Name of Firm/Agency/Company	
2	Registered address	
3	Telephone No. (Landline)	
4	Fax No.	
5	Mobile No.	
6	Email Address	
7	Name & Address of Branch, if any	
8	Type of Organization: (Whether proprietorship/ partnership/ society/Private Limited or Co-operative body etc., attach proof)	
9	Name of Proprietor / Partners / Directors of the Organization:	

<b>C - OTHER DOCUMENTS REQUIRED</b>		
1	The Bidder should have completed at least 5 (five) websites during the last 5 years. Certificate / proof need to be attached.	Attached ( Yes/ NO)
2	Annual turnover of Rs. Twenty (20) Lakhs for the last two years i.e. 2015-16 and 2016-17. Chartered Accountant /Auditors Certificate need to be attached.	Attached ( Yes/ NO)
3	Company Registration / Partnership Registration Certificate. Certificates need to be attached	Attached ( Yes/ NO)
4	GST number.	Attached ( Yes/ NO)
5	Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies.	Attached ( Yes/ NO)

(Authorized Signatory)  
Name and address with seal

**FINANCIAL BID PERFORMA**

Designing, Revamping, Development and maintenance of Official Website of Tourism Department.

<b>S. No.</b>	<b>DESCRIPTION</b>	<b>PRICE IN RUPEES</b> <b>(in words and figures)</b>
<b>1</b>	Designing & Development costs including maintenance / upgradation charges (AMC) for two years after the period from the date of revamped website rollout.  (The Department may extend the AMC on mutually agreed terms, if required)	<b>Rs. =</b>  <b>(in words and figures)</b>
<b>2</b>	Cost for creation and handling of social media accounts like Facebook, Twitter, YouTube, Instagram etc..  (The cost should includes 1st three months trial without any extra charges to the Department)  (The Department reserves the right to make use of any or all the social media accounts )	<b>Rs. =</b> (per account)  (in words and figures)  <b>(Each account handling per month cost)</b>

**Note:** The Department of Tourism & Civil Aviation reserves the right to use any or all the social media accounts for promotional activities. The bidder / vendor may quote for Sr. No 1 or Sr. 2 or for both.

Certified that the prices quoted above are inclusive of all taxes/ charges / license costs/ software costs, security audit clearance cost and no extra charges will be applicable for completion of project.

(Authorized Signatory)  
Name and address with seal