



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2024/B/5286753 Dated/दिनांक : 13-08-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण		
Bid End Date/Time/बिड बंद होने की तारीख/समय	03-09-2024 20:00:00	
Bid Opening Date/Time/बिंड खुलने की तारीख/समय	03-09-2024 20:30:00	
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)	
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Personnel Public Grievances And Pensions	
Department Name/विभाग का नाम	Department Of Personnel And Training	
Organisation Name/संगठन का नाम	Central Civil Services Cultural And Sports Board	
Office Name/कार्यालय का नाम	Dopt	
Item Category/मद केटेगरी	Custom Bid for Services - As per RFP	
Contract Period/अनुबंध अवधि	1 Year(s)	
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	500 Lakh (s)	
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)	
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No	
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer	
Bid to RA enabled/बिंड से रिवर्स नीलामी सक्रिय किया	No	
Type of Bid/बिंड का प्रकार	Two Packet Bid	
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days	

Bid Details/बिड विवरण		
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation	
·		

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%)/ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी:

Secreatary, CCSCSB

Room No. 361, B-Wing, 3rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi 110003 (Sujit Kumar Mishra)

Splitting/विभाजन

Bid splitting not applied./बोली विभाजन लागू नहीं किया गया

MII Compliance/एमआईआई अन्पालन

MII Compliance/एमआईआई अनुपालन	Yes
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- 1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
- 3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work: <u>1723553654.pdf</u>

Payment Terms: 1723553654.pdf

GEM Availability Report (GAR): 1723553668.pdf

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please

download standard format document and upload: 1723554403.pdf

Any other Documents As per Specific Requirement of Buyer -1: 1723555116.pdf

This Bid is based on Quality & Cost Based Selelction (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document	
As per RFP para 9	100	70	<u>View File</u>	

Total Minimum Qualifying Marks for Technical Score: 70

QCBS Weightage(Technical:Financial):70:30

Presentation Venue: At CCSCSB office

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
23-08-2024 18:00:00	At CCSCSB office

Custom Bid For Services - As Per RFP (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values	
Core		
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	As per RFP	
Regulatory/ Statutory Compliance of Service		
Compliance of Service to SOW, STC, SLA etc YES		
Addon(s)/एडऑन		

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती / रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/ਧਗ	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Ajay Giri	110003,room no 385, 3rd floor, loknayak bhawan	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Buyer Added Bid Specific ATC

Buyer uploaded ATC document Click here to view the file.

2. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. Generic

- 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- 2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
- 3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

5. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Secretary CCSCSB
Account No.
90432010052140
IFSC Code
CNRB0019043
Bank Name
Canara Bank
Branch address

Khan Market, New Delhi

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 7. Floating / creation of work contracts as Custom Bids in Services.
- 8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for <u>attached categories</u>, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
- 10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses.
- 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the <u>General Terms and Conditions/सामान्य</u> नियम और शर्ते, conditions stipulated in Bid and <u>Service Level Agreement</u> specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्ते is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---



CENTRAL CIVIL SERVICES CULTURAL & SPORTS BOARD

Lok Nayak Bhawan, New Delhi - 110 003

Selection of Agency for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB)

			tents	
1			der Reference	
2			: Sheet	
3		Requ	uest for proposal	5
4		Abo	ut the Department	5
5		Proj	ect Background	5
6		Proj	ect Objective	5
7		Scop	oe of Work	6
	7.2	1	Content Management System based Website	6
	7.2	2	Requirement Study:	. 7
	7.3	3	Other Features of Website Development	8
		7.3.1	1 User Interface Design	8
		-	The agency is expected to design the CCSCSB website that complies with GIG idelines for Indian Government Websites), W3C (World Wide Web Consortium) and WCA be Content Accessibility Guidelines) guidelines and standards	1(
		7.3.3	The Website must be safe and secure using HTTPS and a hardened CMS	8
		7.3.4 man	The Agency shall create policy related to terms of usage, site policy, contenagement policy etc. in consultation with the department	
		7.3.5 appl	Agency will be responsible for system fine tuning, patch update, version upgradlication optimization etc	
		7.3.6	6 The application shall be hosted on NIC Cloud Data Centre	. 8
		will	The agency may be required to integrate the CCSCSB website with external portageness for seamless delivery of information from different web portals. However, the agency not be required to make any changes or do any deployment on the systems of these externatals. 8	сy
	7.4	4	Operation, Maintenance and Technical Support	. 8
		7.4.1	1 Warranty:	. 8
8		Pre-	Bid Meeting and Clarifications	Ç
		8.1.1	Pre-Bid conference	Ç
9		Eval	luation Process	Ç
	9.2	1	Criteria for Evaluation1	L (
		9.1.1	1 Essential Eligibility Criteria1	L (
	9.2	2	Technical Evaluation1	L 1
	9.3	3	Evaluation of Commercial Bids	L2
	9.4	4	Final Evaluation of Rids	12

10	Timelines for the Project	12
11	Payment Milestone	13
12	Liquidated Damages	13
13	Special conditions for Website Development	13
13.1	Testing of Website	13
13.2	UAT of Website	14
13.3	SSL	14
13.4	Security Audit	14
14	Terms and Conditions	15
14.1	General terms and conditions	15
14.2	Earnest Money Deposit	15
14.3	Performance Security	16
14.4	Delivery and Documents	16
14.5	Indemnification and Limitation of Liability	16
14.6	Force Majeure	17
15	Annexures	18
15.1	Annexure-I: Cover Letter	18
15.2	Annexure-II: Particulars of Bidder	20
15.3	Annexure-III: Format for Request for Clarifications	21
15.4	Annexure-IV: Format for providing details of past projects of the bidder	
15.5	Annexure-V: Financial Proposal Format	23
15.6	Annexure VI Self-Declaration against Earnest Money Deposit	24
15.7	Annexure VII: HR Certificate for Number of Professionals	25
15.8	Annexure VIII: Self-declaration on No Conflict of Interest	26
15.9	Annexure IX: Undertaking of Clean Track Record	
15.10	Annexure-X: Declaration of no pendency of any criminal case	28
15.13	Annexure-XI: Declaration regarding Non-blacklisting	29

1 Tender Reference

Date	13-08-2024
Tender Reference Number CCSCSB	F. NO. 9/1/2023-24/CCSCSB
Title	Selection of Agency for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB)

2 Fact Sheet

Sl#	Item	Description
1.	Project Title	Selection of Agency for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB)
2.	Name of Purchaser	Central Civil Services Cultural & Sports Board (CCSCSB)
3.	Contact Person, Address and Email	Sujit Kumar Mishra, Secretary, CCSCSB Room No. 361, B-Wing, 3 rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi, Ph. 011-24646961, 24624204
4.	RFP Document Fees	NIL
5.	Earnest Money Deposit	Exempted
6.	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
7.	Last date for submission of queries by Bidders	21st August, 2024
8.	Pre-bid Meeting	23 rd August, 2024
9.	Last date and time for receipt of proposals from Bidders	2 nd September, 2024
10.	Date and time for opening of Technical Proposals	To be notified latter
11.	Date and time for Technical Presentation	To be notified later
12.	Date and time for opening of Commercial Bids	To be notified later
13.	Bid Validity Period	180 Days
14.	Project Term	6 Months Go-Live, 1 year warranty (Operation and Maintenance)

3 Request for proposal

Sealed proposals are invited under Quality Cost Base System (QCBS) from eligible, reputed, qualified software application developers and implementers for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB) to effectively discharge its services and help the beneficiary to avail services online.

4 About the Department

The Central Civil Services Cultural & Sports Board (CCSCSB) is an autonomous body under Department of Personnel and Training, registered under the Societies Registration Act, 1860. It is the Central agency for promotion of cultural & sports activities amongst the Central Government employees in the country. The Board was set up in 1964 as Central Secretariat Club in the Ministry of Home Affairs. Initially the objective of the Board was to promote cultural and sports activities amongst the Central Government employees located in Delhi only. In the course of time, the activities of the Board increased manifold to cater to the needs of the Central Government employees located outside Delhi. Therefore, Regional Sports Boards were set up in various cities where the number of Central Government employees was more than one thousand. At present, there are 22 Regional Sports Boards. These Regional Boards for Culture and Sports are responsible for promotion of cultural and sports activities in their respective areas.

5 Project Background

The Board organizes All India Civil Services Tournaments in various disciplines. These tournaments, which are open to Central Government employees as well as civilian employees of the State/UT Governments, were held by the Board in collaboration with State/UT Governments and Regional Sports Boards. The Board is also affiliated to various sports associations/federations at the National level. The Board's team participated in National Tournaments in Chess, Carrom, Best Physique, Basketball, Hockey, Power Lifting and Shooting Ball.

The Board provides playing facilities for the Central Government employees and has Sports Complex at Vinay Marg which has facilities for Football, Hockey, Cricket, Basketball, Volleyball, Lawn Tennis and Athletics. The Board also maintains Tennis Courts at Bharti Nagar, Pandara Road, R.K. Puram and Brassey Avenue. Facilities for Table Tennis are also available at Nirman Bhawan.

The board organizes various Athletic Meet, Marathon, Women Meet, Regular Coaching in Cricket, Football and Lawn Tennis for the children/dependents of Government employees

6 Project Objective

The primary objective is to enhance and streamline the management of cultural and sports activities facilitated by CCSCSB by developing a comprehensive website, booking engine system, and associated modules for CCSCSB. This digital transformation will simplify the management of sports

facilities and enable efficient coordination for tournaments and events, extending the reach and impact of CCSCSB's cultural and sports initiatives.

The board seeks to create an integrated platform that aligns with CCSCSB's commitment to promoting a vibrant cultural and sports community among Central Government employees nationwide. Through this initiative, CCSCSB envisions fostering greater engagement, inclusivity, and excellence in sports and cultural activities within the Central Government community.

7 Scope of Work

CCSCSB intends to engage a reputed agency for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB). The key areas of work to be performed by the agency would be as follows:

7.1 Content Management System based Website

A content management system (CMS) should allow users to create manage, and publish digital content on the web. A CMS typically includes a user-friendly interface for creating and editing content, as well as features for organizing and categorizing content. Here are some key features that we should provide:

a) Home Page:

- Welcome message and overview of CCSCSB's mission.
- Highlights of current events, tournaments, and activities.

b) About Us:

- Detailed information about the history, objectives, and structure of CCSCSB.
- Introduction to the board members and key personnel.

c) Sports Complex Information:

- Overview of the sports complexes managed by CCSCSB.
- Details about the facilities available at each sports complex.

d) Booking Engine System:

- User-friendly interface for booking sports facilities.
- Real-time availability checks and secure payment gateways.
- Different booking categories such as individual bookings, group bookings, and mega event bookings.

e) Membership Section:

- Information about membership options for various sports.
- Online membership registration and renewal facilities.

f) Coaching Services:

- Details about coaching services offered by CCSCSB.
- Online registration for coaching programs.

g) Event Management:

- Information about upcoming events, tournaments, and competitions.
- Online registration for participants and spectators.

h) Winners Portal:

- Dedicated pages showcasing winners of inter-ministry sports events.
- Profiles with details of awards, recognition, and certificates.

i) Admin Dashboard

- Centralized dashboard for administrators to manage bookings and facility availability.
- Access to detailed reports on usage, popular facilities, and revenue generation

j) Secure Payment Gateways

- Implement secure payment options for booking confirmations.
- Support multiple payment methods such as credit cards, debit cards, and online banking
- Automate the refund process if cancellations are made within a specified time frame

k) News and Updates:

• Regularly updated news section for announcements and updates.

1) Contact Information:

- Contact details for inquiries, feedback, and support.
- Interactive map displaying the locations of sports complexes.

m) Document Repository:

- Access to important documents, policies, and reports.
- Downloadable forms for memberships, bookings, and events.

n) Language Support:

- Multilingual support to cater to a diverse audience.
- The information available in the website should display bilingual information in English and Hindi Language only.

r) Search Functionality:

- Robust search feature for quick navigation.
- The Web Portal should support front-end modifications, look & feel as per the web standard guidelines.

s) Portal for inter ministry events

- Participation Registration: Allow participants (Min/Deptt./Individual) to register for inter-ministry events.
- Profile Customization: Enable participants to personalize their profiles.
- Real-time Updates: Provide real-time updates on event schedules, venues.
- Results: Results of the event to be displayed on the website and maintained.

The above list is indicative only and will be finalized after the requirement gathering is completed and SRS has been finalized.

7.2 Requirement Study:

The agency shall draft the detailed functional requirement of the proposed website in consultation with CCSCSB. After the analysis, the agency shall also prepare the software requirement specification document which shall be reviewed and approved by CCSCSB.

7.3 Other Features of Website Development

7.3.1 User Interface Design

The agency may broadly focus on following features for implementation in the website:

- i. User Interface Design: The Website should have easy user-friendly navigation and accessibility. The site should prevent errors and help the user recover from them.
 - The Overall page weight of the website should be optimized for the main target audience.
 - The website should adhere to its own consistency and standards.
- ii. Integration with Email and SMS based services:_Application to support email and SMS based notifications to the concerned stakeholders of the applications.
- iii. Bilingual Application: The Agency shall ensure building of bilingual (English & Hindi) website.
- 7.3.2 The agency is expected to design the CCSCSB website that complies with GIGW (Guidelines for Indian Government Websites), W3C (World Wide Web Consortium) and WCAG (Web Content Accessibility Guidelines) guidelines and standards.
- 7.3.3 The Website must be safe and secure using HTTPS and a hardened CMS.
- 7.3.4 The Agency shall create policy related to terms of usage, site policy, content management policy etc. in consultation with the department.
- 7.3.5 Agency will be responsible for system fine tuning, patch update, version upgrade, application optimization etc.
- 7.3.6 The application shall be hosted on NIC Cloud Data Centre.
- 7.3.7 The agency may be required to integrate the CCSCSB website with external portals /systems for seamless delivery of information from different web portals. However, the agency will not be required to make any changes or do any deployment on the systems of these external portals.

7.4 Operation, Maintenance and Technical Support

7.4.1 Warranty:

The bid value of the project will include one year comprehensive warranty.

7.4.1.1 Warranty, Maintenance & Technical Support:

Handholding support is required during the comprehensive warranty period of one year, and the software should fulfill following conditions:

(a) Major bugs (The major bug may result in collapsing large part of the software and stop the system) may be discussed mutually with CCSCSB to fix the time frame for fixing it and minor bugs (the minor bug won't result in any noticeable breakdown of the system. It Results in some unexpected or undesired behaviour in the reports and the software, but not enough to disrupt system function) to be fixed within 2 to 4 hours of complaint. Any failure in the system or a subsystem thereof which is critical to the functioning of system should be attended without delay and should be rectified within a maximum period of 24 hours of

lodging a complaint with the supplier / vendor by CCSCSB, including loading of operating system software if required.

- **(b)** If the system is down beyond **24 hours**, penalty at the rate of **Rs 5000 /- (Rs five thousand only) per day** will be charged or recovered out of the performance guarantee/ security deposit held toward warranty. In case of any system/sub system being down for more than two working days, user has the option to get it rectified from any suitable agency at risk and cost and penalty to the bidder.
- (c) Any system failing at subsystem level three times within a period of three months or displaying chronic faulty behavior or development defects or quality control problems, will be totally replaced by the vendor at his risk and cost within 30 days of being intimated. The vendor should also include the business continuity plan and Disaster recovery plan for the proposed application.
- (d) Any new requirement or change in existing requirement not exceeding 10% of the quantum of work involved in the development of full application, will be discussed between vendor and CCSCSB to fix a time-frame for incorporation of change. Estimation of quantum of work for new requirements will be done jointly by the vendor and CCSCSB.

8 Pre-Bid Meeting and Clarifications

8.1.1 Pre-Bid conference

- a) CCSCSB shall hold a pre-bid meeting with the prospective bidders on 23rd August, 2024.
- b) The Bidders should submit their queries in writing by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.
- c) Any requests for clarifications post the indicated date and time mentioned will not be entertained by CCSCSB.
- d) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on dopt.gov.in or Gem Portal

9 Evaluation Process

CCSCSB will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders. The Committee constituted shall evaluate the responses to RFP and all supporting documents/documentary evidence. The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

9.1 Criteria for Evaluation

9.1.1 Essential Eligibility Criteria

SL	Parameter	Criteria	Documents to be Submitted
1.	Legal Entity	Responding bidder should be: a. Registered as a Company / LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. b. Registered with Goods and Services Tax Network (GSTN). c. Company should be in operation for last five (5) years as on date of bid submission date	a. Copy of Certificate of Incorporation / Registration b. Copy of GST Registration Certificate
2.	Sales Turnover	Average Sales Turnover from IT/ ITeS must be Rs. 5 Crores in last three financial years ending at 31st March 2023.	Copy of audited Profit & Loss Statement OR Certificate from the Statutory Auditor
3.	Certifications	The bidder should have following certifications with validity: CMMI DEV - Level 5 or above ISO/IEC 27001-2013 ISO/IEC 20000	Copy of certificate issued by accredited organizations
4.	Experience	Bidder shall have been in the business of Web Application Development for at least last 5 financial years i.e. 2018-19 to 2022-23 with experience of at least 5 similar projects for Central/State Govt.	Work Order (completed/ongoing/phase completion/CA certificate)
5.	Manpower Strength	Bidder should have minimum 100 Technical Resources on its roll	HR Certificate
6.	Location of Office	The bidder must have an office located in Delhi/NCR.	Proof in support of location of office.
7.	Blacklisting	Responding Firm/ Company shall not be under a declaration of ineligibility for corrupt or fraudulent practices and must not be blacklisted by any State Govt./ Central Govt., for any reason, at the time of bid submission	Self-Declaration
8.	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy

9.2 Technical Evaluation

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

S. No	Evaluation Criteria	Max	Documents Required
		Score	•
1	Understanding Scope of Work	30 Marks	To be assessed by the Selection committee after presentation by the bidders. Criteria of Assessment include background of organisation, Work Experience in Govt and / or in similar projects as indicated in the RFP.
2	Company should be in operation for last five years as on date of bid submission date.	20 Marks	Copy of certificate of incorporation/registration
3	The Average annual turnover during the last 3 financial years as on 31st March, 2023: a. Upto 5 Crore - 4 Marks b. Upto 10 crore-6 Marks c. More than 10 Crore: 10 Marks	10 Marks	Audited balance sheet / certificate from chartered accountant.
4	Experience of implementing web-based e-Governance application project(s)/Dash Board Integration including requirement study, design, development, go-live with operations & maintenance or hosting services for any State/Central Government of India in last 5 Financial Years i.e. from 2018-19 to 2022-23 with minimum value of 2 crore each: a. 1 completed project – 5 Marks b. More than 1 project - 20 marks	20 Marks	Work Order and Client Certificate/Go-live Certificate OR Self-certificate certified by statutory auditor of the bidding firm
5	Certifications: (i) CMMI DEV level 5 or above- 5 Marks (ii) ISO/IEC 27001-2013, ISO/IEC 20000 & ISO 45001- 5 Marks	10 Marks	Relevant copies of certificates
6	Manpower Strength- Bidder should have minimum 100 technical resources on its payroll. Upto 100 Technical Resources-5 Marks	10 Marks	HR certificate

More than 100 Technical Resources-10 Marks		
--	--	--

- a) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified for the next stage, i.e. Commercial Bid opening.
- b) The bidder with highest technical bid (H1) will be awarded 100% score.
- c) Technical Scores for other than H1 bidders will be evaluated using the following formula:

Tn = {(Technical Bid score of the Bidder/ Highest technical evaluation marks * 100} % (Adjusted to two decimal places)

9.3 Evaluation of Commercial Bids

- a) The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- b) The technically qualified bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: Fn = {(Financial Bid of L1 / Financial Bid of Bidder) * 100} %.

9.4 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:
- b) Bn = 70%*Tn + 30%*Fn
- c) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

10 Timelines for the Project

The implementation schedule for the project is as following:

SL	Project Milestones	Time for Completion (In Months)
1.	Submission of System Requirement Study document	Within 1-month from the
		effective date of contract
2.	Completion of design and development of the	Within 4-months from the
	application	effective date of contract
3.	Completion of User Acceptance Test (UAT) of the	Within 5-months from the
	project	effective date of contract
4.	Cyber security audit certification, STQC audit,	Within 6-months from the
	configuration & go-live the project	effective date of contract
5.	Application Maintenance Support of the project	1-year from the date of go-live of
		the application

11 Payment Milestone

Sl.	Milestone	Deliverables	Payment Terms
1.	Completion of system requirement study (SRS)	SRS document approved by CCSCSB	10% of the quoted cost
2.	Completion of design and development of the application	Completion Certificate by CCSCSB	20% of the quoted cost
3.	Completion of User Acceptance Test (UAT)	UAT Certificate by CCSCSB	30% of the quoted cost
4.	Go-live of the application	Go-live Certificate by CCSCSB	20% of the quoted cost
5.	Application Maintenance and Support service of application	Maintenance activity report	Remaining cost equally divided by duration (quarter)

12 Liquidated Damages

The supplier shall complete the project as per the delivery schedule and not later than the duration specified. In the event of failure of the supplier to meet the above schedule, CCSCSB at its discretion shall be entitled to deduct liquidated damages and not by way of penalty, a sum as specified below:

- (a) Delay in delivery: In the event of failure of the supplier to deliver the said application software within the stipulated time, the CCSCSB shall at their discretion be entitled to deduct liquidated damages and not by way of penalty, a sum of 1% per week or part thereof will be charged on the total cost of the project value of undelivered uncompleted task. Such damages shall be in full satisfaction of the Suppliers liability for the delay.
- (b) If the delay is longer than Ten weeks CCSCSB shall, except as provided hereinafter, be entitled to cancel the order in full or in part at its sole discretion without any financial repercussions on the Board. The liability will not be limited to 10 % in case the delay is longer than ten weeks. The exact penalty as described in the above sub paras will be levied as Consequential Damages.

13 Special conditions for Website Development

13.1Testing of Website

i. Agency shall plan out a series of different tests and each test having a different purpose, to verify that all system elements have been properly integrated and that the system performs all its functions and satisfies all its non-functional requirements. Following tests need to be covered (but not limited to):

- a. High volume performance testing
- b. Failure mode and anomalous behaviour tests
- c. Introductory, silent running & system readiness tests
- d. Integration testing
- ii. On successful completion of the Integration testing, Agency shall carry out the actual system testing as per the system test plan.
- iii. Performance security-audit of the application shall be performed by STQC (Standardisation Testing and Quality Certificates)/ any other authorized agency.
- iv. The website should be supported by all browsers must be GIGW / STQC compliant.

13.2UAT of Website

CCSCSB shall perform user acceptance test on the website, before the website is made live for public. The Agency shall prepare a plan to co-ordinate the User Acceptance activity. The parameters for carrying out but not limited to the testing of the website is given below.

- Functional testing
- Usability testing
 - Test for navigation
 - Content checking
- Compatibility testing
 - Browser testing
 - Operating system compatibility
- Performance testing
- Security testing
- Website speed
- User experience

The Agency will also prepare a plan for Training and Workshops in accordance with CCSCSB to provide trainings to end users of the department. The agency may prepare User-Guidelines for reference of end-users.

13.3SSL

The agency shall carry out SSL certification.

- i. Secure connection between Client and Server through Secure protocol HTTPS
- ii. Encryption of Data during transmission from server to browser and vice versa
- iii. Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.
- iv. SSL Security in the application server
- v. Implement SSL encryption for secure data transmission.
- vi. Regular security audits and vulnerability assessments to ensure data protection.

13.4Security Audit

The agency will be responsible for conducting the security audit by engaging the security auditor from CERT-IN empaneled agency. Software Development Agency will provide necessary support / compliance to auditor for security audit of the application to get the safe to host certificate. Safe to Host Certificate for Applications (Web Application) (including all the pages) shall be conducted by the Bidder. The agency shall provide staging environment for the security audit.

14 Terms and Conditions

14.1 General terms and conditions

- a) While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by CCSCSB on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of CCSCSB. Any notification of preferred Bidder status by CCSCSB shall not give rise to any enforceable rights by the Bidder.
- d) CCSCSB reserves the right to amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- e) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- f) After CCSCSB notifies the successful bidder that its proposal has been accepted, CCSCSB shall enter into a contract with the successful bidder, incorporating all clauses, pre-bid clarifications and proposal of the bidder.
- g) The contract shall be written in English. All correspondence and other contract documents, which the parties exchange, shall also be written or translated accordingly in that language. For purposes of interpretation of the contract, the English documents or translation shall prevail.
- h) The authorized signatory should be the duly Authorized Representative of the bidder, for which a copy of Power of Attorney or Board Resolution will be submitted along with the technical bid of this RFP.
- Engagement contract shall be covered and construed in accordance with Laws of India including without limitation, the relevant Central and State Acts and Rules, Regulations and Notifications issued and amended thereunder from time to time.
- j) Agency shall keep confidentiality of the details and information with regard to the project, including systems, facilities, operations, management and maintenance of the systems.
- k) All disputes, differences, claims, and demands arising under the engagement contract shall be referred to President of the CCSCSB. No suit or other proceedings relating to said RFP, shall be filed in any Court of law except the competent Courts of Law having jurisdiction within the local limits of New Delhi only, where headquarter of CCSCSB is located.
- If any provision or condition of this Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of this Contract.
- m) In case of any difference between RFP and GeM specific terms and conditions, the RFP will prevail.

14.2 Earnest Money Deposit

The Bidders are exempted from paying EMD. It is mandatory for all Bidders to fill up and submit the Bid Security Declaration Form (Refer Annexure VI). The form shall be effective and in force until the bid validity period, or, until the selection of the Selected Bidder (whichever is earlier).

14.3 Performance Security

- i. The successful agency shall furnish Performance guarantee to the CCSCSB for amount equivalent to 5% (of the total value of the contract prior signing of the contract) as guarantee for the due performance and fulfilment of all obligations within 21days from the date of the issue of notification of award by the CCSCSB.
- ii. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty period.
- iii. Supplier may furnish performance guarantee in the form of an account payee Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee from a Commercial bank in an acceptable form, safeguarding the Purchaser's interest in all respects.
- iv. The CCSCSB will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations including the warranty obligations subject to adjustment of all amounts/losses/damages/recoveries/ penalties payable to the Purchaser and claims of Purchaser, there from.

14.4Delivery and Documents

- i. The agency shall submit all the deliverables on due date as per the delivery schedule. The agency shall not without the CCSCSB's prior written consent disclose the contract, drawings, specifications, plans, patterns, samples to any person or agency other than an entity employed by the CCSCSB for the performance of the contract. In case of termination of the contract, the entire document(s) used by the agency in the execution of project shall become property of the CCSCSB.
- ii. The agency shall also provide all necessary documentation as mentioned in Deliverables section of this RFP as part of the deliverable

14.5Indemnification and Limitation of Liability

i. Indemnification

The bidder shall indemnify, defend and hold CCSCSB and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by them or its associated agencies or any act, default or omission of any of them in relation to this agreement.

ii. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, the aggregate liability of the contractor to the Procuring Entity, whether under the contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the contractor to indemnify the Procuring Entity concerning IPR infringement.

14.6Force Majeure

In the event of being prevented from delivering the supplies and services on the delivery date due to acts of God, acts of war, blockades, embargoes, epidemics, revolutions, strikes, lockouts, floods, fires, major accidents resulting in damage of supplies or other similar events of the same nature or reasons beyond control of supplier such delays shall constitute excusable delays provided notices are given within 30 (thirty) days of the occurrence and cessation of such event along with supporting documents.

15 Annexures

15.1Annexure-I: Cover Letter
[To be submitted on bidder's letterhead]
Date:
То:
Central Civil Services Cultural & Sports Board
Lok Nayak Bhawan, Khan Market,
New Delhi - 110 003
Sub: Selection of Agency for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB)
Dear Sir,
With reference to your RFP document (Ref No.: dated2024), we, having examined the RFP document and understood their contents, hereby submit our Proposal for the aforesaid Project. The Proposal is unconditional and unqualified.

- 1. All information provided in the Proposal and in the Appendices to it is true and correct and the documents accompanying such Proposal are in original or true copies of their respective originals, as the case may be.
- 2. This statement is made for the express purpose of qualifying as a IA for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB) thereof for a period of ________ to CCSCSB.
- 3. We shall make available to the CCSCSB any additional information it may find necessary or require to supplement or authenticate the Proposal.
- 4. We acknowledge the right of the CCSCSB to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 5. We declare that we have examined and have no reservations to the RFP documents, including any corrigendum or addendum issued by the CCSCSB.
- 6. We understand that you may cancel the bidding process at any time and that you are neither bound to accept any proposal that you may receive nor to invite the bidders to submit a proposal for the project, without incurring any liability to the bidders.
- 7. We believe that we satisfy the eligibility criteria and meet(s) the requirements as specified in the RFP document.
- 8. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the CCSCSB in connection with the engagement of the bidder, or in connection with the bidding process itself, in respect of the above-mentioned project and the terms and implementation thereof.
- 9. We agree to keep this offer valid for 180 days (one hundred eighty days) from the proposal or bid submission end date specified in the RFP.
- 10. We agree and undertake to abide by all the terms and conditions of the RFP document.

We submit this proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature of the authorized signatory of bidder)

Place:

(Name and designation of the of the authorized signatory of bidder)

(Name and seal of the bidder)

15.2Annexure-II: Particulars of Bidder

[To be submitted on bidder's letterhead]

Sr. No.	Heads	Particulars
1.	Registered name of the firm	
2.	Type of the firm (legal entity)	
	(Please enclose self-certified copy of certificate of	
	incorporation)	
3.	Complete address of registered office	
4.	Date and country of incorporation	
5.	Number of years of operations in India	
6.	Number and locations of offices in India	
7.	Contact person details (name, designation, mobile number, email)	
8.	Telephone number (with ISD & STD code)	
9.	Fax number (with ISD & STD code)	
10.	Brief description of the firm including details of its main lines of business along with the brief profile of the organization	
11.	Annual turnover from IT and ITeS operations in any three of the last five FY 2018-19, 2019-20, 2020-21 and 2021-22, 2022-23 (enclose certificates duly signed by Chartered Accountant along with seal]	
12.	Copy of CMMi certificate and date of assessment	
13.	Validity period of the CMMi assessment	
14.	Copy of bidder's PAN card	
15.	Copy of bidder's GST registration certificate	
16.	Any other relevant information	

Signature of authorized signatory of bidder
Name and designation of authorized signatory of bidder
Telephone & mobile number (with ISD & STD Code)
Fax number (with ISD & STD Code)
E-mail address
Official seal of the bidder

15.3 Annexure-III: Format for Request for Clarifications

[To be submitted on bidder's letterhead]

Bidder's Request for Clarification

Bidder's name: Name & designation of person Address of organization

submitting request including phone, fax, email

> Tel: Fax: E-mail:

S# Bidding document Content as in RFP requiring Query or points of clarification

reference (Section clarification required

or Page No.)

1.

2.

3.

15.4 Annexure-IV: Format for providing details of past projects of the bidder

1	Project Name:	
2	Value of Contract/ Work Order (In INR):	
3	Name of the Client:	
4	Project Location:	
5	Contact person of the client with address, phone and email:	
6	Project Duration:	
7	Start Date (month/year): Completion Date (month/year):	
8	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
9	Narrative description of the pro	ject with scope:
10	List of Services provided by you	r firm/company:

15.5 Annexure-V: Financial Proposal Format

[To be submitted on bidder's letterhead]

	[10 bc 3	ubilitica oli biaaci 3 i	cttcriicauj	
To:				
Centra	al Civil Services Cultural & Sport	s Board		
Lok Na	ayak Bhawan, Khan Market,			
New D	Delhi - 110 003			
	inancial Proposal for Engageme al Civil Services Cultural & Sport		sign and Devel	opment of Website for
(RFP I	Ref No.: date	d:2024).		
Dear S	Sir,			
Civil S	e pleased to submit our Financia ervices Cultural & Sports Board Ref No.: date	(CCSCSB) as per the te	=	
a. b.	We hereby declare that our fir The financial bid has been qu the CCSCSB.	•		-
c.	The financial bid quoted here	shall be fixed for the e	ntire contract _l	period.
d.	Our financial bid is as follows:			
Sr. No.	Particulars	Unit Price	Total Qty.	Total Price (in INR)
a) b) c)	The prices should be quoted in The quoted price should be in Payment shall be released after Income Tax.	clusive of all applicabl	e taxes and cha	arges.
Yours	faithfully,			
Date:				
	ture of the authorized signatory	of bidder)		
Place:				
-	e and Designation of the of the a	uthorized signatory of	bidder)	
(Rubb	er seal of the bidder)			

15.6 Annexure VI Self-Declaration against Earnest Money Deposit

(To be submitted on the Letterhead of Bidder)

To Central Civil Services Cultural & Sports Board Lok Nayak Bhawan, Khan Market, New Delhi - 110 003

Sub: Selection of Agency for Design and Development of Website for Central Civil Services Cultural & Sports Board (CCSCSB)

Ref: XXXXX

Madam/Sir,

I/We understand that, as per clause no.14.2 above referenced RFP, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit. I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of three years from the date of disqualification as may be notified by you (without prejudice to CCSCSB rights to claim damages or any other legal recourse) if,

- a) I am /We are in a breach of any of the obligations under the bid conditions,
- b) I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
- c) On acceptance of our bid by CCSCSB, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Yours faithfully, (Authorized Signatory)

Name, Designation & Contact No. Seal

15.7 Annexure VII: HR Certificate for Number of Professionals

[To be submitted on bidder's letterhead] Date: To: Central Civil Services Cultural & Sports Board Lok Nayak Bhawan, Khan Market, New Delhi - 110 003 Sub: Certificate by the Human Resource for Number of Full-time Software Development Professionals on company's payroll Dear Sir, In accordance with eligibility requirements of this RFP (Ref No.: ______ 2024) process, we _____<Name of the bidding firm>_____ wish to declare that we have more than _____<number of employees>____ full time software development professionals on our own payroll, competent to support CCSCSB Project to execute and deliver the services as per the envisaged scope of work. Yours faithfully, Date: (Signature of the Human Resource) Place: (Name and designation) (Name and rubber seal of the bidder)

15.8 Annexure VIII: Self-declaration on No Conflict of Interest

Format for Self-declaration on "No Conflict of Interest" [To be submitted on bidder's letterhead]

Date:
To:
Central Civil Services Cultural & Sports Board
Lok Nayak Bhawan, Khan Market,
New Delhi - 110 003
Sub: Undertaking for No Conflict of Interest
Dear Sir,
In accordance with the RFP document (Ref No.: dated:2024), we, M/ wish to declare that we do not have any conflict of interest that may
affect the current Bidding Process.
Yours faithfully,
Date:
(Signature of the authorized signatory of bidder)
Place:
(Name and designation of the of the authorized signatory of bidder)
(Name and rubber seal of the bidder)

15.9Annexure IX: Undertaking of Clean Track Record

Format for Undertaking on Clean Track Record – No Corrupt or Fraudulent Practices [To be submitted on bidder's letterhead]

Date:
To:
Central Civil Services Cultural & Sports Board
Lok Nayak Bhawan, Khan Market,
New Delhi - 110 003
Sub: Undertaking of Clean Track Record
Dear Sir,
With reference to the above subject, we hereby wish to inform that, we, M/s isn't debarred by any Central or State Government Department or Institution as on the date of submission of the bid and there has been no litigation with any Department or PSU or Corporation in Central or State Government which may have any material impact on our ability to deliver the project (if awarded) or under a declaration of ineligibility for corrupt or fraudulent practices as on date
We hope that this undertaking provided hereinabove shall suffice the purpose. In case you need and further clarification, we would be glad to provide the same.
Yours faithfully,
Date:
(Signature of the authorized signatory of bidder)
Place:
(Name and designation of the of the authorized signatory of bidder)
(Name and rubber seal of the bidder)

15.10 Annexure-X: Declaration of no pendency of any criminal case

Declaration regarding no pendency of any criminal case against the bidder or conviction by any Court of Law

[To be submitted on bidder's letterhead]

Date:
Γο:
Central Civil Services Cultural & Sports Board
Lok Nayak Bhawan, Khan Market,
New Delhi - 110 003
Sub: Declaration regarding not involving in any Criminal Offence by any Court of Law
Dear Sir,
or We declare that no criminal case is registered or pending against the (company or
LLP firm) or its owner or partners or directors anywhere in India. I or We further declare that neither
or we nor our (company or LLP firm) or its owner or partners or directors are found
guilty of any criminal offence or convicted by any Court of Law.
Dated theday of 2024.
Yours faithfully,
Date:
(Signature of the authorized signatory of bidder)
Place:
(Name, address and designation of the of the authorized signatory of bidder)
(Name and rubber seal of the bidder)

15.11 Annexure-XI: Declaration regarding Non-blacklisting

Declaration regarding non-blacklisting of bidder [To be submitted on bidder's letterhead]

Date:				
То:				
Central Civil Serv	vices Cultural & S	Sports Board		
Lok Nayak Bhaw	an, Khan Market	- -)		
New Delhi - 110	003			
Sub: Declaration	regarding Non-b	placklisting of bidde	er	
Dear Sir,				
In response to t	he Ref. No.	dated	for	We
hereby declare	that presently o	our Company		or any of our group or
-				ord and is not declared
_			-	udulent practices either
		eriod of time by ar	ny State/ Central gove	rnment/ PSU/ UT or the
Procuring Entity				
If this declaration	on is found to be	incorrect then with	hout prejudice to any	other action that may be
taken, our securi	ity may be forfeit	ed in full and our b	id, to the extent accepto	ed, may be cancelled.
Dated the	day of	2024.		
Yours faithfully,				
Date:				
(Signature of the	authorized sign	atory of bidder)		
Place:				
(Name, address,	and designation	of the of the author	ized signatory of bidde	r)
(Name and rubh	er seal of the hid	der)		