



Government of India

पत्तन, पोतपरिवहन और जलमार्ग मंत्रालय /Ministry of Ports, Shipping and Waterways
दीपस्तंभ और दीपपोत महानिदेशालय/ Directorate General of Lighthouses and Lightships

दीपभवन, ए-13, सैक्टर-24/“DEEP BHAWAN” A-13, SECTOR 24

नोएडा(उ.प्र.)-201301/NOIDA(U.P)-201301

REQUEST FOR PROPOSAL

FOR

**Design, Development and Maintenance of Website and Mobile
Application (Android/iOS) for IALA Conference 2027**

Government of India

Ministry of Ports, Shipping and Waterways

Directorate General of Lighthouses and Lightships

“Deep Bhawan”, A-13, Tulsi Marg, Sector 24, NOIDA, Uttar Pradesh –201 301

Telephone-0120-2411345/ E-mail:noida-dgll@nic.in

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1. DISCLAIMER

The information contained in this Tender document is provided to the Bidder(s), by Directorate General of Lighthouses and Lightships (hereinafter referred to as "DGLL"), Ministry of Ports, Shipping and Waterways, on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

The purpose of this Tender document is to provide the Bidder(s) with information to assist the formulation of their Proposals/Quotations. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the DGLL, its employees and/or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this Tender document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this Tender document and where necessary obtain independent advice from appropriate sources. DGLL, their employees and advisors make no representation nor warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Tender document. DGLL may, in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender document without any further notice.

2. 2.1 PROCESS OF SELECTION

- i. Issue of tender document
- ii. Pre-bid meeting/clarification/corrigendum(if any)
- iii. Submission of bids
- iv. Opening of technical bids
 - a. Presentations of the bidders who fulfil initial eligibility criteria
 - b. Technical bid evaluation who fulfilling eligibility criteria
- v. Opening of financial bids for the bidders that are technically qualified.
- vi. Issue of work order to the bidder whose proposal has been ranked as highest total points (H1) on the basis of technical and financial evaluation criteria as per QCBS terms of this tender document.

2.2 DEFINITIONS

“DGLL” means Directorate General of Lighthouses and Lightships, Noida

“Bidders” means a reputed Indian agency having requisite experience in Design, Development and Maintenance of website / Mobile application.

“Bid” means the Techno-commercial documents submitted by a Bidder in the prescribed format

“AGENCY” or " AGENCIES " means a website development agency

“CLIENT” means the DGLL, Ministry of Ports, Shipping and Waterways, Government of India

3 Notice for Tender

Government of India
Ministry of Ports, Shipping and Waterways
Directorate General of Lighthouses and Lightships
“Deep Bhawan”, A-13, Tulsi Marg, Sector 24, NOIDA, Uttar
Pradesh –201 301.
Telephone-0120-2411345
E-mail:-noida-dgll@nic.in

FileNo:P-27/1/2024-DP

Date: 15..07.2026

Notice for Tender

For & on behalf of President of India, the Director General of Lighthouses & Lightships, Noida (U.P.) India, invites Online Bids under single stage (two cover system, Part I-Technical bid, Part II- Commercial bid) for Design, Development and Maintenance of Website and Mobile Application (Android/IoS) for Directorate General of Lighthouses and Lightships from the experienced prospective bidders.

Tender forms can be downloaded from the web site <https://Gem.gov.in/>.

Important dates are as under;

1.	Estimated Cost	Rs. 2.18 Crore (Inclusive GST)
2.	Earnest Monet Deposit	Rs. 4,36,000/-
3	Period of Download of Bid Document	From:16/07/2026 (19:00 PM) to 29/07/2026 (03:00 PM)
4	Pre-Bid Meeting	22/07/2026 (02.30 PM)
5	Bid Submission Period	Bid Submission Period :16/07/2026 (19:00 PM) to 29/07/2026 (03:00 PM)
6	Last date to submit queries	22/07/2026 (12:00 PM)
7	Date of Opening of Technical Bids	30/07/2026(03:00 PM)
8	Last date of EMD submission	up to 29/07/2026 (02:00 PM)
9	Period of completion of work	03 months
10	Bid validity	90 days from the date of opening of technical bid.
11	Initial eligibility criteria	1. The Agency shall have been in the Design, Development and Maintenance of website / Mobile application business for at least 5 years. 2. Average annual turnover of the bidder during the last three years ending 31st March, 2026 shall be at least 30% of the estimated value i.e Rs. 65.40 Lakhs 3. The Bidder shall have satisfactorily completed similar works for Government of India/State Governments/PSUs/ corporates during last seven

		years ending on 31.03.2026, 4. Three similar works each for an amount not less than 87,20,000 of the estimated cost. (or) 5. Two similar works each for an amount not less than 1,09,00,000 of the estimated cost (or) 6. One similar work for amount not less than 1,74,40,000 of the estimated cost Similar work means: “Design, Development and Maintenance of Website and Mobile Application” for National / international Conference / workshop for any Govt. Sector / PSU/ State Govt / Autonomous body. 7. The agency shall have developed at least one National/international conference website during the last 07 year. 8. The AGENCY must not be blacklisted by the Central Govt. /State Govt. or any of the Govt. departments. 9. The AGENCY shall submit EMD as per the Tender document.
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1.1 The EMD shall be submitted in original to the Tender Inviting Authority, on or before the stipulated timelines, failing which the tender shall be liable to be rejected. DGLL shall not be responsible for any delay or loss due to postal/Courier Services.

1.2 Bidders who are micro and small enterprises (MSEs), registered with Micro Small Medium Enterprises (MSME) or National Small Industries Corporation (NSIC) or any other body specified by Ministry of MSME for similar nature of Works shall be eligible for exemption from payment of EMD Fee as per the prevailing guidelines issued by the Government of India. They are required to submit documentary proof of such registration along with duly filled “Bid Security Declaration Form” as per Annexure – I. The NSIC / MSME certificate

and Bid Declaration Form shall be submitted along the technical bid for claiming the exemptions.

- 1.2.1 If the Registration Certificate or certificate issued for the works does not pertain to “Similar Works” and / or non-submission of Bid Security Declaration Form, such exemption shall not be granted and their Bid will be liable to be rejected.
 - 1.2.2 MSMEs, which are specified by the Ministry of Micro, Small and Medium Enterprises under MSME Act 2006 and Public Procurement Policy, 2012 as Manufacturing/Service Enterprises, preferably have registered with NSIC under its Single Point Registration Scheme (SPRS).
 - 1.2.3 Medium Enterprise with annual turnover exceeding Rs.50 Crores shall not be considered for availing exemption from payment of EMD.
 - 1.2.4 The items of works/Services mentioned under MSME/NSIC certificate should be the same or similar work of tender.
 - 1.2.5 The MSME/**NSIC** certificate along with Bid Security Declaration form shall not be considered as a shortfall document.
- 1.3 The Technical Bids will be scrutinized by a Tender Evaluation Committee. Technical bids that meet the initial eligibility criteria will only be considered for technical evaluation. The bids, which do not meet the tender requirements, are liable to be rejected. The commercial bids of technically qualified bidders meeting with the qualification requirements shall only be opened. The decision of the Director General of Lighthouses & Lightships, Noida in deciding the successful bidder shall be final and binding on the bidders.
- 1.4 Director General, Directorate General of Lighthouses & Lightships, Noida reserves the right to accept/reject the bid and cancel/postpone the tenders at any stage of the Bid, without assigning any reason, which shall be binding on all Bidders.
- 1.5 Those Bidders whose near relatives are posted as accountants or as Gazetted Officers in any capacity in the Directorate General of Lighthouses and Lightships shall not be permitted to Bid. The prospective Bidder shall also intimate the names of persons who are working in the office of the Director General of Lighthouses and Lightships, Noida, Noida, in any capacity or subsequently employed, who are near relative to any Gazetted officer in the DGLL or in the Ministry of Ports, Shipping and Waterways. Any breach of this condition by the bidder shall render him ineligible. By the term ‘near relative’ is meant wife, husband, parents & grandparents, children & grandchildren, brothers & sisters, uncles, aunts & corresponding in-laws.
- 1.6 No Gazetted Officer of Government of India is allowed to work as a contractor without prior permission of the Govt. of India in writing for a period of two years after his retirement from government service. The contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of Govt. of India as aforesaid, before submission of the Bid or engagement in the contractor’s service.

1.7 The Notice Inviting Bid shall form the part of the contract document.

Director General

For and on behalf of the President of India

4 INSTRUCTION TO APPLICANTS

SECTION-II-INSTRUCTION TO APPLICANTS

1. Introduction:

The Directorate General of Lighthouses and Lightships is a subordinate office under the Ministry of Ports, Shipping and Waterways. It provides General Aids to Marine Navigation along the Indian coast. The Headquarters of the Directorate are at Noida (U.P.) For administrative control the entire coastline has been divided into Nine Districts having their regional offices at Gandhidham, Jamnagar, Mumbai, Goa, Cochin, Chennai, Visakhapatnam, Kolkata and Port Blair. DGLL Aim is to provide safe and secure navigation in the Indian waters.

For the safe voyage in Indian waters, the Directorate has provided aids to marine navigation. They can be categorized as visual and radio aids. The visual aids are lighthouses, light vessels, buoys and beacons. The radio aids are DGNS, RACON, NAIS, NAVTEX etc.

- 1.1 The International **organization for** Marine Aids to Navigation (IALA), effective August 22, 2024, officially changed its status to an Inter governmental Organization (IGO) based on a Convention ratified or acceded to by **50** States. DGLL represents India in IALA as a National member.
- 1.2 The event to be held in Mumbai and will be in the format of an IALA Conference, General Assembly, Technical sessions and Industrial Exhibition to be attended by at least 600 to 800 Domestic and international participants and delegates from approximately 90 International Member States and companies.
- 1.3 The flagship event of the IALA conference is proposed to be held in Jio World Convention Center at Mumbai from 8th to 12th November, 2027 which promises to be an awe-inspiring showcase of maritime fraternity in the latest advancement of technology in Maritime sector

1.4 Delegates and participants:

The IALA Conference/ General Assembly shall be planned to accommodate participants, including the following.

- Member States from approx. 90 Countries
- More than 600-800 Delegates-Industry, practitioners and academia from various countries
- Government Officials

- Press and Media
- Other Stakeholders

2. General Instructions:

- 2.1 DGLL desires to engage a reputed AGENCY for the Design, Development & Maintenance of IALA Conference 2027 Website & Mobile Application for DGLL
- 2.2 All information called for in the enclosed forms should be furnished against the relevant columns in the forms. If, for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in any column “nil” or “no such case” entry should be made in that column. If any particular(s)/ query(s) is not applicable in case of the applicant, it should be stated as “not applicable”.
- 2.3 The applicant may furnish or suggest any additional information, which could be considered necessary to establish capability to successfully complete the envisaged work.
- 2.4 The particulars of the work given in this document are indicative only. These are subject to change and may be considered only as advance information to assist the applicants.
- 2.5 The Applicants are advised in their own interest to ensure that the completed proposal is submitted well before the dates stipulated in the document.
- 2.6 If any unscheduled holiday occurs on the date of submission/opening of the bids, then the next working day shall be the prescribed date of submission/opening of the bid response. Venue and time shall remain unchanged.
- 2.7 Bidder should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- 2.8 All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the Secure Sockets Layer 128 bit encryption technology.
- 2.9 The bidder should ensure/see that the bid documents submitted should be free from virus and if the documents could not be opened due to virus during tender opening, the bid is likely/liable to be rejected.
- 2.10 The time settings fixed in the server side and displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 2.11 Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bidopener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 2.12 The confidentiality of the bids is maintained since the secured Socket

Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.

- 2.13 The bidder should logout of the tendering system using the normal logout option available at the top right-hand corner and not by selecting the (X) exit option in the browser.
- 2.14 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for tender or the relevant contact person indicated in the tender.
- 2.15 Any queries relating to the process of online bid submission or queries relating to GeM Portal in general may be directed to the 24x7 GeM Helpdesk. The contact number for the helpdesk is 1800 233 7315.
- 2.16 The NIT shall be published in <https://gem.gov.in/> & dgll.nic.in. All details including any due date extensions, clarifications, amendments, addenda, corrigenda, etc., in respect of this notification will be uploaded to the websites on <https://gem.gov.in/> only and may not be published in Newspapers. Applicants are advised to regularly visit the website to keep themselves updated.
- 2.17 Contact for coordination, queries regarding Bid document:

The Director General,
Directorate General of Lighthouses & Lightships,
A-13, Deep Bhawan, Tulsi Marg, Sector-24, Noida-
201301 e-mail: noida-dgll@nic.in

Documents required to be uploaded Cover -1 (TECHNICAL Bid)

Online bid should be submitted containing copy of the following documents in Cover-1 as documentary proof, for fulfilling qualifying criteria, failing which the offer shall be summarily rejected.

- i. Scanned copy of EMD as per the NIT in case of MSME, bid declaration form as per Annexure – I along with copy of **MSME / NSIC** registration certificate.
- ii. General Information of firm.
- iii. Scanned copies of documents for proof of eligibility.
- iv. Scanned copies of documents for Technical Evaluation Criteria.
- v. Scanned copy of tender acceptance letter (Annexure III).
- vi. Scanned copy of Undertaking (Annexure – IV).
- vii. Any other document required as per Tender Document.

If the Cover-1, i.e. technical bid does not contain any of the abovementioned documents or contains incomplete or unsuitable technical details, then the offer shall be deemed liable to rejection/disqualification. The respective Cover– 2, i.e. Price Bid of the technically disqualified/not qualified offers shall not be opened. The bidders are cautioned that divulging of any price information in Cover-1 (Technical Bid) will result in rejection of their tender.

Cover-2 (PRICE BID)

The Cover-2 shall contain the price bid in the enclosed "Schedule of Work (Bill of Quantity)" as per the MS excel format enclosed at Section–V (to be Uploaded Separately).

- i. Price bid in MS Excel format (schedule of work/Bill of Quantity) provided along with this tender shall only be used for quoting price/offer.
- ii. The rates shall be quoted in Indian currency only, and if quoted in any other currency, the offer is liable to be rejected.
- iii. It may be noted that this part should not contain any terms & conditions. Any condition given in the price bid (cover-2) shall be sufficient cause for rejection of bid.

5 Queries and Response:

- 5.1 All enquiries/clarifications from the Applicants, related to this Tender, must be directed in writing exclusively to the contact person(s) notified above on or before pre-bid meeting i.e., **22.07.2026**. Enquiries received after the due date shall not be entertained.
- 5.2 The mode of communication is through e-Mail only. No other mode of query shall be entertained.
- 5.3 A pre-bid meeting will be held at Deep Bhavan, Noida on **22.07.2026** for clarifications, if any, on the Tender document.
- 5.4 Technical Bids shall be opened on GeM portal at the date prescribed in the tender document in the presence of available bidders or their authorized representatives, if any. The proposals shall be evaluated in accordance with the initial eligibility and technical evaluation criteria to shortlist AGENCIES as prescribed in the Tender document for opening of financial bids.

6 Amendment of Tender Document:

At any time, prior to the deadline for submission of Bids, DGLL either on its own or on request of the bidders may amend the tender Document by issuing an addendum. To give the Bidders reasonable time to take an addendum into account in preparing their Bids, DGLL may, at its sole discretion, extend the deadline for the submission of Bids. Bidders may check the GeM Portal for any such amendments from time to time.

7 Rejection of bid

The bid has to be uploaded in the form of a printed document. The bids submitted by telex, fax or email shall not be entertained. Any condition put forth by the bidder non-conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

DGLL shall not be responsible for any non-delivery of the documents submitted on GeM Portal. No further correspondence on this subject will be entertained.

8 Selection Process:

- The technical bid will be opened and evaluated as per the rules.
- A set of creative presentations is to be provided by the AGENCY at a convenient date after opening of the technical bid as decided by the DGLL.
 - **AGENCY absent in technical demonstration/ presentation/ evaluation on the prescribed date shall be automatically disqualified.**

- AGENCY has to arrange all necessary data, equipment, sample etc. for technical demonstration at DGLL by themselves.
- The AGENCY must give an undertaking to the effect that all the creative concepts belong to it and DGLL shall not be liable in any manner for copyright infringement. In case DGLL selects the technical presentations submitted by the AGENCY, then the actual execution of the work shall confirm the technical presentations submitted by AGENCY and approved by DGLL.
- After verification of documents, the eligible AGENCY will be called for a presentation for a maximum duration of 10-15 minutes each to present their proposals. The proposal submitted by the AGENCY will be evaluated by the constituted evaluation committee. Appropriate weightage only as per scheme indicated at evaluation criteria of this tender document would be taken into account while arriving at a decision for shortlisting the AGENCY for financial bid opening. Only such AGENCY, which qualifies technically, would be invited for financial bid opening.
- The proposal would first be examined by the committee to ensure whether all items as envisaged in this bid document at the desired numbers have been covered. Any shortcoming on this aspect will result in disqualification of a bid. Marks would be given for the components as per the weightage listed in the evaluation criteria of the tender document.
- Evaluation of technical and financial bids will be done as defined in the tender document.
- A contract will be executed between the DGLL and the successful AGENCY. The AGENCY shall not claim any extension in contract as a matter of right.

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E-mail:-noida-dgll@nic.in

6. Initial Eligibility Criteria:

SECTION-III–Initial Eligibility Criteria

Technical Bid:

- 1.1 The agency shall be a company registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under the Society Act. The agency shall also register with:
 - a) Income Tax Authorities
 - b) GST
- 1.2 The Agency shall have been in the Design, Development and Maintenance of website / Mobile application business for at **least 5 years**.
- 1.3 The AGENCY shall have a minimum average annual turnover of 30% of the estimated value during the last three financial years 2023-24, 2024-25 & 2025-26. Turnover certificate duly certified by a Chartered Accountant.
- 1.4 The Bidder shall have satisfactorily completed similar works for Government of India/State Governments/ PSUs/ corporates during last seven years till 31.03.2026
 - a. At least three similar works with value of each work not less than Rs. 87.20 Lakh
 - (or)
 - b. At least two similar works with value of each work not less than Rs. 1.09 Crore.
 - (or)
 - c. At least one similar work with value of work not less than Rs. 1.74 Crore.

Similar work means “Design, Development & Maintenance of Website and Mobile Application” for National / International Conference/workshop for any Govt. Sector / PSU/ State Govt / Autonomous body.

- 1.5 The AGENCY must not be blacklisted by the Central Govt./State Govt. or any of the departments.
- 1.6 The bidder shall have positive net-worth during the last financial year preceding the bid due date.
- 1.7 The AGENCY shall submit EM as per the Schedule.

1.8 Even though the Bidders meet the above qualifying criteria, they are subject to be disqualified if they have:

- i. made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
- ii. record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, barred by the Central /State Government from participating in any project or financial failures, etc.
- iii. BlackListed/debarred by the Director General of Lighthouses and Lightships.

2. Technical Bid–Essential Documents to be Submitted

The bidder is required to furnish detailed information with regard to their financial capacity, technical capability and experience. Following details with supporting documents shall be required to be uploaded in the CPP portal along with the technical bid,

Scanned and Digitally Signed Copy of,

1. A covering letter from the bidder–Letter of Submission.
2. Scanned copy of EMD as per tender, in case of MSME, bid declaration form as per Annexure – I along with copy of MSME and NSIC registration certificate.
3. EMD of requisite value shall be in the form of Demand Draft/ BG in favour of Pay and Accounts Officer, LHLS, payable at Noida.
4. A list of all documents accompanying the Bid.
5. Power of Attorney in favour of signatory/to the Tender, duly authenticated by Notary Public.
6. A declaration to the effect that
 - a. the Bidder has not made any payment or illegal gratification to any person/authority connected with the Bid process so as to influence the Bid process and has not committed any offence under IPC Act in connection with the Bid,
 - b. no changes have been made in the Bid document,
 - c. the Bidder is not barred / black listed by the Government of India or any State Government in India and no bar subsists as on the Bid submission date.
7. Registration of the firm,
 - a. In case the Bidder is a Partnership firm,
 - i. Certified copy of registered Partnership Deed.
 - ii. Duly executed Power of Attorney, in the name of Bidder's authorized representative to act on behalf of the Bidder, duly authenticated by a notary public or equivalent certifying authority;

- b. IncasetheBidderis a limited company,
 - i. Registration certificate of the company and Memorandum and Articles of Association of the company;
 - ii. Duly executed Power of Attorney, in the name of Bidder's authorized representative to act on behalf of the Bidder, duly authenticated by a notary public or equivalent certifying authority.
 8. Prior experience of the AGENCY in Design, Development and Maintenance of website / Mobile application during the last five years ending till 31st March, 2026.
 9. CVs of key personnel like Project Head, Head of Operations, Creative Lead, Operation Manager, Protocol Head.
 10. Details of Awards/Appreciation received for managing website / Mobile application
 11. Details of bank information for e-payment system.
 12. Documentary proof fulfilling the eligibility criteria as per tender.
 13. Scanned copy of Valid PAN and GST of the bidder.
 14. Average Annual Turnover during last three financial years, certified by the Chartered Accountant.
 15. Details of in-house infrastructural facilities for the similar work including 24x7 technical maintenance team (enclose company profile including infrastructural and manpower list duly certified by AGENCY).
- Note:** All the information shall be submitted in hard copy along with a soft copy in a pen drive on or before due date of bid submission. In case of a discrepancy in hard copy and pen drive, the provisions made in bid submitted on GeM portal shall prevail.
16. Tender acceptance letter as per Annexure-VI.
 17. Information regarding any litigation, current or during last 5 years, orders regarding exclusion, expulsion or black listing if any, in which Bidder is involved, the parties concerned and disputed amount. The bidder/company shall also declare whether at any time the individual/firm has been prosecuted by any court either in India or abroad for violation of any specific rules laid down for execution of work/contract of any time subjected to Industrial Disputes Act for violation of said provisions of the Act or any action taken by the state/central government should be indicated.
 18. An undertaking that the bid is unconditional as per pro forma at Annexure VII.

3. Language of the bid

All documents related to bid should preferably be in English language. The language for communications shall be English. Any printed literature furnished by the bidder may be written in another language provided that this literature is accompanied by an English Translation. In such case, for purpose of interpretation of the Bid, the English translation shall prevail.

4. BidPrice

- a) The bid price shall be inclusive of applicable Goods and Service Tax.
- b) Price Bid shall be submitted in online through GeM Portal only. Any other form of submission will not be accepted.
- c) The bidder shall complete the schedule of works as in included in the bid document stating item wise, unit price and the total amount.
- d) The bidder shall quote the prices for items in the Schedule of quantities after careful analysis of the cost involved for the performance of the complete scope of work, specification after considering all parts of the bid document.
- e) In case any activity though specifically not covered but is required to complete the work as per scope of work, scope of supply, specifications or any other part of the tender document, the prices quoted shall be deemed to be inclusive of cost incurred for such activity.
- f) The quantities given in the Schedule of quantities are indicative, tentative and approximate. Actual quantities may vary during execution of works against various items.
- g) Price quoted by the bidder shall remain firm and valid until completion of Contract performance.
- h) The rates shall be quoted in Indian Currency only and if quoted in any other currency, the offer is liable to be rejected.

5. Bid Currencies

The Contract provides for payment of the Contract Price in Indian Rupees only.

6. Taxes

- a) The successful Bidder shall bear all Taxes both corporate and personnel, including but not limited to taxes on income levied on the Contractor or on their affiliated companies on account of payments received by them from the Employer for the works done under the Contract.
- b) The rate (s) quoted by the Contractor shall be inclusive of the cost of materials, labour, execution, supervision, maintenance, POL, statutory fee, taxes and levies, overheads and profits and every incidental and contingent costs and charges whatsoever. Nothing extra shall be payable by DGLL.
- c) The Employer will perform such duties in regard to the deduction of such taxes at sources as per applicable law. Any new taxes, levies, duties imposed after signing the contract shall be reimbursed by the Employer on production of documentary evidence.

7. PerformanceBankGuarantee

All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee (PBG) shall be borne by the selected bidder. The PBG may be discharged/returned by DGLL upon being satisfied that there has been due performance of the obligations of the bidder under the work orders. However, no interest shall be payable on the security deposit or the performance bank guarantee. The bidder shall submit PBG within 10 days from the issue of Work Order. PBG shall be valid for a period of 60 days beyond the date of

completion of all contractual obligations of the selected bidder. The selected bidder shall submit a PBG of an amount of **5%** of the contract value.

The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the work. In case the selected bidder fails to submit PBG within the time stipulated, DGLL, at its discretion, may cancel the order placed on the agency without giving any notice. DGLL shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period.

8. Liquidated Damages

The Agency shall perform its obligations in a professional manner. In case of delay in execution of the assigned work by the agency, DGLL may impose penalty on delay in execution of activities with reference to the timeline committed during the concept presentation, at the rate of 0.5% of contract value per week of delay subject to a maximum of 10%. If the delay is beyond the stipulated time, then DGLL may annul the project and shall be free to get it done from other agencies at the risk and costs of the appointed agencies. DGLL may debar and blacklist the agencies for applying in its future works for a period of 3 years.

After Go-Live the downtime for the website and mobile application shall not be more than 60 Minutes in a month other than preventive Maintenance and any modification approved by the DGLL.

9. Payment Terms

The following milestones will be followed for the payment:

- i. **5% payment** of the contract value after **successful submission of SRS** preparation & sign-off including planning & conceptualization.
- ii. **25% payment** of the contract value shall be made after Design, Development & User Acceptance Testing (UAT) of the web portal on MelTY approved cloud server and user operation manual
- iii. **10% payment** of the contract value shall be made after successful interface and demonstration of international payment gateway.
- iv. **30% payment** of the contract value shall be made after Deployment & Go-Live of the Web portal and Mobile Application and its acceptance.
- v. **30% payment** of the contract value shall be made 60 days after the completion of event and submission of historic data of the website and report.

10. ForceMajeure

10.1 Definition of ForceMajeure

In this Clause, "ForceMajeure" means an exceptional event or circumstances:

- (a) Which is beyond a Party's control,
- (b) Which such Party could not reasonably have provided against before entering into the Contract,
- (c) Which, having arisen, such Party could not reasonably have avoided or overcome, and
- (d) Which isn't substantially attributable to the other Party .

Force Majeure shall include, but is not limited to, exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:

- (e) War, hostilities (whether war be declared or not), invasion, act of foreign enemies with India
- (f) Rebellion, terrorism, revolution, insurrection, military or usurped power, or civil war,
- (g) Riot, commotion, disorder, strike or lockout by persons other than the Contractor's Personnel and other employees of the Contractor and Sub-contractors,
- (h) Munitions of war, explosive materials, ionizing radiation or contamination by radioactivity, except as may be attributable to the Contractor's use of such munitions, explosives, radiation or radioactivity, and
- (i) Natural catastrophes such as earthquake, hurricane, typhoon, Tsunami, Flood or volcanic activity.

10.1 Notice of Force Majeure

If a Party is or will be prevented from performing any of its obligations under the Contract by Force Majeure, then it shall give notice to the other Party of the event or circumstances constituting the Force Majeure and shall specify the obligations, the performance of which is or will be prevented. The notice shall be given within 3 days after the Party became aware, or should have become aware, of the relevant event or circumstances constituting Force Majeure.

The Party shall, having given notice, be excused performance of such obligations for so long as such Force Majeure prevents it from performing them.

Notwithstanding any other provision of this Clause, Force Majeure shall not apply to obligations of either Party to make payments to the Other Party under the Contract.

10.2 Duty to Minimize Delay

Each Party shall at all times use all reasonable endeavours to minimize any delay in the performance of the Contract as a result of Force Majeure.

A Party shall give notice to the other Party when it ceases to be affected by the Force Majeure.

10.3 Consequences of Force Majeure

If the Contractor is prevented from performing any of his obligations under the Contract by the Force Majeure of which notice has been given under Sub-Clause "Notice of Force Majeure", and suffers delay and/or incurs Cost by reason of such force Majeure, the Contractor shall be entitled to:

- (a) An extension of time for any such delay, if completion is or will be delayed, and
- (b) If the event or circumstance is of the kind described in sub-

paragraphs(e)to(i) of Sub-Clause “Definition of Force Majeure” and,in the case of sub-paragraphs (f) to (i), occurs in the area of work, payment of any such Cost.

After receiving this notice, the committee constituted by the employer comprising members from MoPSW, IFW, DGLL and representative of the contractor shall examine to agree or determine these matters. The decision of the committee shall be binding on the contractor.

10.4 Force Majeure affecting Subcontractor

If any Subcontractor is entitled under any contract or agreement relating to the Works to relief from Force Majeure on terms additional to or broader than those specified in this Clause, such additional or broader Force Majeure events or circumstances shall not excuse the Contractor’s non-performance or entitle him to relief under this Clause.

10.5 Optional Termination, Payment and Release

If the execution of substantially all the Works in progress is prevented for a continuous period of 90 days by reason of Force Majeure of which notice has been given under Sub-Clause “Notice of Force Majeure”, or for multiple periods which total more than 180 days due to the same notified Force Majeure, then either party may give to the other Party a notice of termination of the Contract. In this event, the termination shall take effect 7 days after the notice is given, and the Contractor shall proceed in accordance with Sub-Clause “Cessation of Work and Removal of Contractor’s Equipment”.

Upon such termination, the Employer shall pay to the Contractor:

The amounts payable for any work carried out for which a price is stated in the Contract;

- (a) Any other Cost or liability which, in the circumstances, was reasonably incurred by the Contractor in the expectation of completing the Works;
- (b) The Cost of removal of Temporary Works and Contractor’s Equipment from the Site and the return of these items to the Contractor’s works in his country (or to any other destination at no greater cost); and
- (c) The Cost of repatriation of the Contractor’s staff and labour employed wholly in connection with the Works at the date of termination.

10.6 Release from Performance under the Law

Notwithstanding any other provision of this Clause, if any event or circumstance outside the control of the Parties(including, but not limited to, Force Majeure) arises which make it impossible or unlawful for either or both Parties to fulfill its or their contractual obligations or which, under the law governing the Contract, entitles the Parties to be released from further performance of the Contract, then upon notice by either Party to the other Party of such event or circumstance:

- (a) The Parties shall be discharged from further performance, without prejudice to the rights of either Party in respect of any previous breach of the Contract, and

- (b) The sum payable by the Employer to the Contractor shall be the same as would have been payable under Sub-Clause "Optional Termination, Payment and Release", if the Contract had been terminated under Sub-Clause 4.37.2

11. Indemnities

The Contractor shall indemnify and hold harmless the DGLL and his Personnel, and the respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of

- a. Bodily injury, sickness, disease or death, of any person whatsoever arising out of or in the course of or by reason of the design, execution and completion of the event and the remedying of any defects, unless attributable to any negligence, willful act or breach of the Contract by the Employer, the Employer's Personnel, or any of their respective agents, and Employer, the Employer's Personnel, or any of their respective agents, and
- b. Damage to or loss of any property, real or personal (other than the Work), to the extent that such damage or loss:
 - i. Arises out of or in the course of or by reason of the design, execution and completion of the Work and the remedying of any defects, and
 - ii. Is not attributable to any negligence, willful act or breach of the Contract by the Employer, the Employer's Personnel, their respective agents, or anyone directly or indirectly employed by any of them.
 - iii. Confidentiality

12. Confidentiality, Non-Disclosure and Information Security

12.1 Confidential Information

For the purpose of this Contract, "Confidential Information" shall include, but not be limited to:

a. All information, documents, drawings, specifications, software, source code, databases, website architecture, APIs, system configurations, network diagrams, security architecture, credentials, e12.1 encryption keys, digital certificates, content management systems, user information, event management information, registration data, financial information, reports, correspondence, manuals, and any other information disclosed by the Directorate General of Lighthouses and Lightships (DGLL), the International Organization for Marine Aids to Navigation (IALA), the Ministry of Ports, Shipping and Waterways (MoPSW), or any other authorised agency.

b. All information generated, processed, collected, stored, transmitted or maintained by the Successful Bidder during execution of the Contract.

c. Any information marked as "Confidential", "Restricted", "Official Use

Only" or otherwise designated as confidential by DGLL or IALA.

12.2 Confidentiality Obligations

The Successful Bidder shall:

- i. Keep all Confidential Information strictly confidential throughout the Contract period and thereafter.
- ii. Use Confidential Information solely for the purpose of execution of the Contract and for no other purpose whatsoever.
- iii. Not disclose, publish, reproduce, distribute, transmit, sell, assign, copy or otherwise make available any Confidential Information to any third party without prior written approval of DGLL.
- iv. Restrict access to Confidential Information strictly on a "Need-to-Know" basis to its employees, consultants, subcontractors and authorised representatives engaged in the Project.
- v. Ensure that every employee, consultant, subcontractor or resource deployed under the Project executes an individual Non-Disclosure Agreement (NDA) before being granted access to any confidential information.

12.3 Website Source Code and Intellectual Property

- a. The complete source code, object code, databases, scripts, APIs, graphics, website content, documentation, configuration files, deployment manuals and all related deliverables developed under this Contract shall be the exclusive property of DGLL.
- b. No proprietary lock-in, licensing restriction or technical dependency shall be imposed that prevents DGLL from independently operating, modifying or maintaining the website.
- c. The Successful Bidder shall not reuse, sell, license, publish or commercially exploit any customised component developed specifically for DGLL without prior written approval.

12.4 Data Protection

The Successful Bidder shall ensure that:

- a. All registration data, delegate information, payment-related information, exhibitor details, speaker information and user records remain confidential.
- b. Personal data shall not be transferred within and outside India without prior written approval of DGLL.
- c. No data shall be copied to personal devices, cloud services or third-party storage systems unless specifically authorised in writing by DGLL.
- d. Upon completion or termination of the Contract, all copies of DGLL data shall be returned and securely destroyed data available at contractor and a Certificate of Data Destruction shall be submitted to DGLL.

12.5 Public Disclosure

The Successful Bidder shall not issue any press release, publication, advertisement, presentation, case study, portfolio reference or publicity material relating to this Project without

obtaining prior written approval from DGLL.

12.6 Compliance

The Successful Bidder shall comply with all applicable Government of India cybersecurity, information security, privacy and data protection requirements, including any security directions issued by DGLL or other competent Government authorities during the tenure of the Contract.

13. Dispute resolution

The Bidder and DGLL shall endeavour their best to amicably settle, by direct negotiation, all disputes arising out of or in connection with the contract.

In case any dispute between the Parties does not settle by negotiation, does not settle by negotiation, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the third to be appointed by the Ministry of Ports, Shipping and Waterways, Government of India.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing.

Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

Government of India
Ministry of Ports, Shipping and
Waterways Directorate General of
Lighthouses and Lightships “Deep
Bhawan”, A-13, Tulsi Marg, Sector 24,
NOIDA, Uttar Pradesh –201 301.

Design, Development & Maintenance of IALA Conference 2027 Website & Mobile Application for
DGLL (Directorate General of Lighthouses and Lightships)

Section IV

Scope of Work

1. About DGLL

The Directorate General of Lighthouses and Lightships (DGLL) is an subordinate office under the Ministry of Shipping, Government of India. DGLL is responsible for the provision, maintenance, and management of navigational aids—including lighthouses, lightships, and other electronic and optical aids—to ensure safe navigation along Indian coastlines.

2. Introduction

The IALA Conference is a quadrennial global congregation of maritime navigation authorities, technology providers, subject matter experts, and industry leaders from across member nations. This prestigious event serves as the premier platform for:

- **Knowledge Exchange:** Sharing best practices, technological innovations, and operational experiences in marine aids to navigation (AtoN) systems including lighthouses, buoys, beacons, Vessel Traffic Services (VTS), and electronic navigation aids
- **Policy Harmonization:** Developing and refining international standards for maritime safety, navigation efficiency, and environmental protection
- **Collaborative Decision-Making:** Facilitating multilateral discussions on emerging challenges in maritime safety, sustainable navigation solutions, and digital transformation
- **Technology Showcase:** Demonstrating cutting-edge innovations in radionavigation systems, digital communication technologies, and information services

The 2027 conference holds special significance as India, serving as national member of IALA, demonstrates its commitment to global maritime governance and positions itself as a thought leader in the Indo-Pacific maritime domain and India to host both the IALA Conference in 2027.

The IALA Conference 2027 Website is envisioned as an all-in-one, AI-powered event management platform for global conferences. It will integrate event information, registration, sponsor promotion, and attendee engagement through an intuitive interface and **AI-enabled virtual assistant**. The website will support multilingual communication, provide real-time updates, and include a Content Management System -CMS for complete content control.

The main activities are as follows:-

- Build a modern, responsive, and user-friendly digital platform for the IALA Conference.
- Provide a seamless registration and participation experience for attendees, exhibitors, and speakers.
- Enable real-time communication through an AI chatbot assistant.
- Offer content-rich, Search engine optimization(SEO)-optimized pages for global outreach.
- Support scalable architecture for future conferences and events.

This terms of reference (TOR) document defines the objectives, scope, deliverables, tasks, and acceptance criteria for designing, developing, and deploying a robust digital platform.

3. Objectives

- 3.1 To design, develop, and deploy a comprehensive, scalable, and user-centric digital platform for the International Organization for Marine Aids to Navigation (IALA) to support the 21st IALA Conference and General Assembly scheduled for November 2027 in Mumbai, India.
- a) To design, develop, and deploy a comprehensive, scalable, and user-centric digital platform for the International Organization for Marine Aids to Navigation (IALA) to support the 21st IALA Conference and General Assembly scheduled from 8th to 12th November 2027.
 - b) To design, develop, and deploy a comprehensive, scalable, and user-centric digital mobile platform Android / IOS for the International Organization for Marine Aids to Navigation (IALA) to support the 21st IALA Conference and General Assembly scheduled for 8th to 12th November, 2027.
 - c) Providing dedicated one developer for Technical support at Deep Bhavan / event venue, during the entire period of Go-live of website and post data collection at Deep Bhavan, Noida for any time-to-time development as per inputs received from IALA.
 - d) A 02 Minutes video to be developed and hosted in Website by DGLL inviting all the delegates and Participants. Theme and description of the video will be shared by DGLL.
 - e) One laptop and one mobile each Android and iOS with all necessary tools for deployment, review and checking the site 24x7 to be supplied(Non returnable).
- 3.2 The website shall serve as the primary digital gateway for global maritime stakeholders, facilitating seamless information dissemination, participant engagement, and conference management while showcasing India's maritime leadership and technological capabilities on the international stage.
- I. The website & mobile application should Go-Live at least one year before the event and all bugs to be resolved on or before end of July 2027.
 - II. The website shall incorporate an AI-Powered chatbot to provide 24/7 intelligent conversational assistance.
 - III. The website is supposed to be maintained for a period of 2 years post go-live with a dedicated full-time onsite resource after go-live and till commissioning of the event or kicked-off.
 - IV. The website will be hosted on a MeITYempanelled Cloud Infrastructure Provider (CSP) for a period of 2 years from the day of Go-Live and all relevant certifications w.r.t CERT-In guidelines, GIGW 3.0 (Optional), SSL Certificate and domain name provisioning have to be taken care by the service provider.

4. Detailed Functional Scope

5.1 Front-end (User-Facing Modules)

a. Home Page

- Dynamic banner with conference highlights.
- Countdown to event start and registration call-to-action.
- Featured speakers, sponsors, and quick navigation links.
- News ticker for announcements.
- Integration with AI Chatbot widget for instant assistance.

b. About Conference

- Overview, history, and mission of IALA.
- Organizing and advisory committees.
- Downloadable brochure and previous conference archives.

c. Programme Schedule

- Interactive, filterable agenda by date, track, or session type.
- Speaker-session linkage.
- PDF export option and calendar sync.

d. Speakers Directory

- Comprehensive profiles with photo, bio, designation, and topic details.
- Search and filter by country or session.

e. Registration & Ticketing

- Secure online registration form.
- Confirmation email with unique ID or QR code.
- Separate flows for attendees, exhibitors, and media.
- OTP or CAPTCHA verification.

f. Exhibition & Sponsorship

- Sponsor logos by tier (Platinum, Gold, Silver).
- Booth layout map and downloadable sponsorship brochure.
- Sponsor enquiry and confirmation tracking.

g. Gallery & Media

- Photo and video albums by year or category.
- Fullscreen lightbox viewer and social sharing.

h. News & Announcements

- Categorized news updates, press releases, and alerts.
- Archive and search feature.

i. Contact & Venue

- Interactive Google Map with route finder.
- Enquiry form with department routing (media, registration, support).
- Hotel and travel partner listings.

j. Multilingual Support

- English and Hindi versions with language toggle.

k. Translation Facility

For Indian user to operate/filling up/query raised by participants from abroad in any foreign language, the translation facility may be provided in the website.

l. Discussion forum

- Functionality for members to interact about topics related to workshop, seminars and conference

m. API integration

- The system shall integrate with oxford software via API to synchronise abstracts, papers, authors and session metadata
- Integration of minimum 02 or more foreign and Indian payment gateway to received payments.

5. Backend (CMS & Data Management Modules)

a. Content Management System

- Manage pages, news, galleries, schedules, and announcements.
- Add/Edit/Delete functionality with publishing control.

b. **Registration Management**

- View, filter, and export registered user data.
- Manual entry for offline registrations.
- Automated email notifications.

c. **Speaker & Session Management**

- CRUD operations for speakers and sessions.
- Assign speakers to specific sessions or tracks.

d. **Registration**

Industrial Exhibition registration

Delegates registration

Accompanying Registration

Speaker Registration

Hotel and travel itinerary intimation / booking details

Above is indicative not exhaustive

e. **Sponsor Management**

- Sponsor tier setup and logo uploads.
- Booth tracking and exhibitor allocation.

f. **Analytics Dashboard**

- Real-time registration statistics and traffic insights.
- Top-performing pages, user origin, and session data.

g. **Email & Notification System**

- Automated confirmation, updates, and newsletters.
- Bulk email broadcasting to participants.

6. Admin Panel Features

- a. Role-based user permissions (Admin, Editor, Manager).
- b. Real-time dashboard with registration, speaker, and sponsor stats.
- c. Content editor with CMS interface.
- d. Banner, footer, and menu management.
- e. Activity logs for tracking admin actions.
- f. Exportable reports in Excel or PDF.

• **Gen AI Chatbot Module**

7.1 **Overview:** The **Gen AI Chatbot** will act as an intelligent digital assistant for visitors, providing instant responses, event information, and personalized support. It will leverage **Generative AI (LLM-based)** technology fine-tuned with conference data.

• **Chatbot Features**

7.2 **24x7 Virtual Assistant:** Responds instantly to queries regarding schedule, speakers, registration, and venue.

7.3 **Natural Language Understanding (NLU):** Conversational responses in English and Portuguese.

7.4 **Data Training:** Uses curated event FAQs, program data, and sponsor information.

7.5 **Dynamic Integration:** Fetches live data from CMS for updated answers.

7.6 **Multichannel Access:** Available via website widget, WhatsApp, or Telegram (optional).

7.7 **Feedback Loop:** Collects visitor satisfaction ratings and learns from interactions.

7.8 **AI Analytics Dashboard:** Tracks top queries, response accuracy, and usage trends.

7.9 **Voice Interaction (Optional):** Text-to-speech and speech-to-text interface.

7. Admin Control for Chatbot

- a. Dashboard to monitor queries, sessions, and accuracy rates.
- b. Manual correction of AI responses through a CMS interface.
- c. Option to update FAQs and knowledge base dynamically.

8. Mobile Application

9.1 Overview

- a. Native mobile app to enhance user experience and accessibility.
- b. Developed, launched and to be available on Google Play Store and Apple App Store.
- c. The cost pertaining to App store shall be borne by the service provider and should be quoted as part of the financial bid.
- d. Syncs data in real time with the main conference website CMS.

9.2 Key Features

- a. **User Login & Profile Management**
 - o Single sign-on using registration credentials.
 - o QR code for check-in at venue.
- b. **Event Schedule & Notifications**
 - o Real-time access to agenda and speaker sessions.
 - o Personalized reminders and push notifications.
- c. **AI Chatbot Assistant**
 - o Integrated in-app chatbot for instant help.
 - o Voice and text-based query handling.
- d. **Speaker & Sponsor Directory**
 - o Interactive profile viewing and search.
 - o Option to bookmark favourite sessions or exhibitors.
- e. **News & Media Feed**
 - o Instant updates on announcements.
 - o Embedded video and photo galleries.
- f. **Interactive Map & Navigation**
 - o Venue map with directions and session locations.
- g. **Offline Mode (Partial)**
 - o Access saved data (schedule, speaker info) without internet.
- h. **Live telecast**

Provision to Live telecast of event decided by the DGLL in the website

9.3 Admin Dashboard for Mobile App

- a. Centralized control via CMS for app notifications and updates.
- b. Analytics for downloads, active users, and session engagement.
- c. Design & UX
 - i. Mobile-first responsive design using or Bootstrap 5.
 - ii. WCAG 2.1 accessibility compliance.
 - iii. Modern UI animations for banners and section transitions.
 - iv. Integrated chatbot bubble on every page.
 - v. SEO-friendly structure with optimized metadata and sitemap.

9.4 GIGW Compliance

- a) The website and mobile application will be **fully compliant with GIGW 3.0 (Guidelines for Indian Government Websites)**, covering:
- b) **Accessibility**
 - i. Support for screen readers and keyboard navigation.
 - ii. Text alternatives for images and videos.
 - iii. High-contrast, responsive design.
- c) **Usability**
 - i. Clear navigation hierarchy.
 - ii. Readable typography and structured content.
 - iii. Multilingual accessibility toggle.
- d) **Security**
 - i. HTTPS and strong authentication.

- ii. Secure coding practices.
 - iii. Regular vulnerability assessments and penetration testing.
- e) Integrations**
- i. Google Maps API (venue and directions).
 - ii. Bulkemail / SMTP for email communication.
 - iii. Google Analytics-4 for traffic insights.
 - iv. reCAPTCHA v3 for spam protection.
 - v. Social Media Meta integration for improved sharing.
- f) Deployment & Hosting**
- i. Deployment on Meity approved Cloud Server with auto-scaling support.
 - ii. CI/CD pipeline setup for version-controlled releases.
 - iii. Domain setup, SSL certification, and DNS configuration.
 - iv. Backup policies and version rollback mechanism.
- g) Hosting & Infrastructure**
- i. Entire platform hosted on MeitY-approved cloud servers in India only.
 - ii. Data storage and processing within India (data localization compliant).
 - iii. SSL certificate for all domains and APIs.
 - iv. Firewalls and 24×7 monitoring.
 - v. Daily automated backups with recovery testing.
 - vi. Disaster recovery and failover setup.
- h) Maintenance & Support**
- i. Till event ends maintenance support post-launch.
 - ii. Monthly performance and chatbot accuracy reports.
 - iii. Option for extended AMC (annual maintenance contract).
 - iv. Continuous AI model retraining with updated event data.
- i) Certifications**
- i. Security Audit of CMS based website, mobile app from Cert-IN at the time of Go-Live and for every year of support &/or on any code level change(s)
 - ii. STQC Certification for compliance to GIGW 3.0 guidelines (Optional).

9. Non-Functional Requirements

10.1 Security & Compliance: Adhere to GOI guidelines (secure hosting, data encryption at rest & in transit).

10.2 Scalability: Support concurrent users

10.3 Usability: Intuitive and user-friendly UI/UX with role-specific dashboards.

10.4 Performance: Page load ≤3s; report generation ≤5s for up to 10,000 records.

10.5 Reliability & Availability: 99.5% uptime SLA; automated backups & disaster recovery or as per MEITY certified CSPs guidelines/Meghraj (NIC Cloud) Norms

10.6 Maintainability: Modular codebase, API-first design, comprehensive documentation is must

10.7 Audit & Logging: Complete audit trail of all user actions, data changes.

10. Technical Services to be rendered:

- 11.1 Requirement Gathering & preparation of **Software Requirement Specification (SRS)** document

- 11.2 Designing the **prototype & wireframes**
- 11.3 **Design, Development & Unit** Testing of the Portal
- 11.4 Conduction of various types of testing like functional testing, integration testing, non-functional testing, regression testing, performance testing etc.
- 11.5 Data Migration including Verification & Validation of migrated data
- 11.6 Conduction of User Acceptance Testing (UAT)
- 11.7 Vulnerability Assessment & Penetration Testing (VAPT)&Security Audit
- 11.8 Deployment of Web Portal on production environment/Cloud VM Management
- 11.9 Error Management & Bug-Fixing Support post Go-Live for a period of 2 years

11. Training & Hand-Holding Support on the Project

- a. There must be onsite training to officials to train them in the overall workflow of the developed solution and back- end administration module. The plan including number of batches, duration etc. should be shared by the bidder in his bid. Bidder will also provide the user manual in soft copy to operate the solution. The stakeholders to be identified shall be shared by the department at the right time.
- b. Comprehensive training/hand-holding must be conducted at a centralized location at the DGLL headquarters in Noida consisting of representatives from different sections of stakeholders to be trained on “Train-the-Trainer” model. The same will be Classroom based (CBT) and instructor led (ILT).
- c. The relevant stakeholders may be included from district level also. In case of pandemic situation, the training may be conducted vide online collaboration platforms like Zoom, Google Meet, MS-Teams etc.
- d. The bidders may mention the plan for the same in their proposal documents. All infrastructure related to the same as seating space, air conditioning, IT infrastructure etc. will be provided by the department along with a list & profile of audiences.

12. Technology Landscape

- a. The bidder needs to clearly divulge the proposed technology stack in their technical proposal document.
- b. The technology stack should adhere to open source and should be designed to minimize the dependence on use of COTS/licensed products (OS/Database/GIS etc.)

13. Operation and Maintenance (O&M)

The various activities to be performed by the System Partner during the 2 years of support phase (Post Go-Live) are mentioned below: -

- The System Partner will be required to regularly update, operate, and maintain the complete end-to-end solution for a period of 2 years after Successful implementation.
- The SP will be required to provide the Technical Support for web application/web portal not limited to: -
 - Resolution of any bugs & issues including bug fixing, improvements in presentation and/or functionality.
 - Provide the latest updates, patches / fixes, version upgrades relevant to the solution.
 - Conducting cosmetic changes in the web application/web portal within reasonable limits/threshold of industry accepted “Minor Changes”
 - Software version control and software documentation management reflect features and functionality of the solution.

- Installation of the necessary patches and application upgrades.
- The service provider (SP) shall extend functional support to DGLL in operating the portal. It is expected that the SP will cater to L1 requirements, i.e. operating ticket logging software and providing coordination services with the back-end support team.
- **The service provider is required to depute one full-time dedicated onsite resource (developer/onsite engineer) after go-live and till completion of the event having 3-5 years of relevant experience.**

14. Hosting Infrastructure

- a. The complete framework/solution shall be hosted on the cloud infrastructure of a MEITY Empaneled Cloud Service Provider (CSP) and quote the charges for the same accordingly as part of their financial bid formats.
- b. Service Provider/Implementation Agency need to provide the server configuration, requirement of Servers, Deployment Architecture, Backup, DR plan etc. at the SRS stage itself for facilitating quick and hassle-free procurement by the department and for preventing any timeline delays.
- c. Service Provider/Implementation Agency needs to take care of all configuration & set up of the environment for hosting the solution in close co-ordination with the CSP team for the Go-Live stage and subsequent VM management in the AMC phase (if opted)

15. Project Timelines

- ✓ This web portal & mobile application shall be developed in approximately 6 months' time followed by training/hand-holding sessions and 2 years of Operations & Maintenance support. The detailed break-up of the timelines is as follows: -

SN	Item Particulars	Timelines (T=0)
1	Requirement gathering, SRS preparation & sign-off including planning & conceptualization	T+10 days
2	Submission of a Working Prototype/Mock-Up of the web portal	T+15 days
3	Design, Development & User Acceptance Testing (UAT) of the web portal	T+20 days
4	Design, Development & User Acceptance Testing (UAT) of the mobile application and integration of international payment gateway	T+1 Months
5	Data Migration & Security Audit	T+40 days
6	Deployment & Go-Live of the Web portal & Mobile Application	T1=T+45 days
7	Training/Handholding, STQC Certification, Change Management & Stabilization	T2=T+18 Months
8	Comprehensive Operations & Maintenance Support including Error Management, Bug Fixing, Patching & Change Management	T3=T1+ 18 Months

16. Deliverables

- ✓ Detailed project plan with milestones containing a detailed list of activities, scope and duration of each of the activities (-ies).
- ✓ Software/Functional specifications document/SRS/FRS/BRD containing a high-level and low-level design
- ✓ Source Code of the Web Portal Framework
- ✓ Security Audit Certificate/CERT-In Certificate
- ✓ STQC Certification
- ✓ Training & Operational User Manuals

17. Technical Evaluation Criteria (QCBS/H1 Based)

- ✓ The technically shortlisted bidder on the basis of QCBS shall be awarded the bid.

18. Commercial Bid Format

SN	Item Particulars	Quantity	Unit	Unit Cost (in INR)	Total Cost (in INR)
1	Design, Development of the web & mobile application for IALA Conference 2027	1	Job		
2	Quarterly Security Audit Certification(s) for web & mobile application	6	Nos		
3	STQC Certification (GIGW 3.0)	1	Nos		
4	Annual Maintenance Contract (AMC) of the platform post Go-Live	2	Years		
5	One (1) dedicated onsite resource after go-live and 2 months after completion of the event. (On Monthly basis)	18	Month		
6	Cloud Hosting annual Charges (On a MeITY Empaneled CSP) post Go-Live	2	Years		
	Total Cost (Excluding Taxes & other levies)				
	Applicable GST				
	Grand Total (Including GST)				

P.S.-

- The price break-up in the format may be appended to the above table in the financial bid document only
- The cost pertaining to App store(s) shall be borne by the service provider and should be quoted as part of the financial bid.

19. Important Instructions

- ✓ Please note that marking awarded by department/committee will be binding on the bidders and the duly constituted committee (for evaluation of proposals) is in no way obligated to offer explanations on the marking scheme or award of marks to various bidders.
- ✓ The committee reserves the right to reject/accept any proposal, &/or call for fresh proposals/change the criteria (if it so deems fit) at any time during the procurement process.
- ✓ Any attempt to influence the marking or vitiate the vendor selection process by the vendors can lead to rejection of that vendor from the procurement process without assigning any reason thereof.

Director General
For and on behalf of the President of India

Government of India
Ministry of Ports, Shipping and Waterways
Directorate General of Lighthouses and
Lightships “Deep Bhawan”, A-13, Tulsi
Marg, Sector 24, NOIDA, Uttar Pradesh –201
301.
Tele-Fax-0120-2412677, Telephone-0120-2411345
E-mail:-noida-dgll@nic.in

1. General

SECTION-V-EVALUATION CRITERIA

The Evaluation Committee Shall evaluate the proposal on the basis of the credentials submitted by the prospective bidders & presentation and using the evaluation criteria and QCBS criteria specified in these terms & conditions. Technical bids meeting the initial eligibility criteria will only be considered for further technical evaluation.

2. Technical Evaluation

The technical evaluation criteria are as mentioned below. The bidders need to submit supporting documents for Technical Evaluation Criteria. It is essential to secure at least Seventy (70) marks in aggregate in the Technical Evaluation to qualify for opening their financial bid. Marks granted by the Committee shall be final and binding on the bidder.

Sl.No.	Area of Evaluation	Max Marks	Evaluation
1	The Bidder should have satisfactorily completed similar works for Government of India/State Governments/ PSUs / corporates during last five years ending on last date of submission of this Bid: At least three (03) similar works with value of each work not less than Rs. 87.20 Lakh. (or) At least two (02) similar works with value of each	25	60% marks for minimum eligibility criteria. 100% marks for twice the minimum of eligibility criteria or more. In between i& ii on pro-rata basis.

	work not less than Rs. 1.09 Crores. (or) At least one (01) similar works with value of work not less than Rs.1.74 Cr. Similar work means “Design, Development & Maintenance of Website & Mobile Application” for National / international Conference / workshop for any Govt. Sector / PSU/ State Govt / Autonomous body.” Documentary proof- in support of experience in Design, Development and Maintenance of International event / Conference/ workshop website for the Central/State Government/PSUs Work orders / Contracts duly certified by the client will have to be submitted by the respective firm at the time of submission of the tender. Work Orders/ Contracts should mandatorily be in the name of firm applying for the bid.		
2	CVs of key personnel like Website developers, coder, business analyst Documentary Proof – CVs of the following key personnel to be submitted by the firm along with an undertaking on company letterhead.	5	Marking Scheme for CVs for Key Personnel- The following marking scheme would be adopted for CVs of key personnel. Developers, coders and business analyst having at least 5 years of Experience in

	Management Head, Head of Operations		creation of website as per international standards = 5 mark
3	05 years' Experience in Design, Development & Maintenance of Website & Mobile Application for National / international Conference / workshop for any Govt. Sector / PSU/ State Govt / Autonomous body.	10	60% marks for minimum eligibility criteria. 100% marks for twice the minimum of eligibility criteria or more. In between i& ii on pro-rata basis
4	Creative Presentation for the methodology for design, development of website and mobile application for the IALA Website. Marking Scheme for Creative Presentation (for Content) - The following marking scheme would be adopted for evaluating Creative Presentation (for Content) Understanding of Scope of Work 1. Conceptualization 2. API integration of Oxford software of IALA. 3. Process for delegate registration. 4. Registration for technical session and Industrial Exhibitors registration etc. 5. Payment gateway. 6. Dashboard Application 7. Data Retrieval 8. Integration of premises map, and local map of the city	60 (8X7.5)	

	TotalMarks	100	To become eligible for opening the financial bid, the agency must secure at least seventy (70) marks in aggregate.

3. Creative Presentation

The AGENCY shall provide a detailed plan containing the complete aspects viz., Conceptualization, AGENCY plan, Mock-ups etc., as per the tender schedule. The AGENCY will have to make a presentation of the Technical Proposal before the evaluation Committee constituted by DGLL. The criteria will be analyzed and judged by the evaluation committee constituted. The evaluation Committee will take into consideration the creative & technical content of the presentation, and the proposal put forth by the AGENCY.

The AGENCY shall make a presentation of duration of not more than 15 minutes before the evaluation Committee for better appreciation of the plan for execution, support etc. proposed by them.

The presentation shall cover in sufficient detail the appreciation of the AGENCY as mentioned in the Scope of Work and tender document Schedule i.e., thematic understanding, quality of visual appeal, overall project management capabilities, proposed organizational structure, workplan, implementation strategy etc. The objective of the presentation is to evaluate the AGENCY regarding their understanding and preparations for the development of website and mobile application. The delivery plans submitted by the AGENCY if required alteration, addition, deletion as per DGLL requirement, must be carried out by the AGENCY.

4. Financial Evaluation Criteria based on QCBS

The Financial Bids of the technically qualified bidders will only be opened and evaluated as per the evaluation criteria explained below.

The lowest evaluated financial bid (Fm) will be given the maximum financial score of 100 points. The financial scores (F) of the other financial bids will be computed as per the formula for determining the financial scores given below:

$$F = 100 \times (F_m / F_b)$$
Where, Fb = Evaluated amount of financial quote by the bidder
Fm = Lowest evaluated amount of financial quote by the bidder

- a. If a bidder quotes NIL charges / consideration, the bid shall be treated as non-responsive and will not be considered.
- b. The bid price will include all taxes and levies and shall be in Indian Rupees.
- c. Any conditional bid would be rejected.
- d. The committee will determine whether the Financial Proposals are complete, and unconditional.
- e. The financial bid should comprise the price schedule in accordance with Section V of this tender document. Bidders may ensure that the financial bid is in the same format as provided in the tender, and non-adherence to these formats shall be at the bidder's risk and may result in rejection of the bid.

5. Final Combined Evaluation

- f. The technical bid shall be given a weightage of 70% based on criteria for evaluation.
- g. The financial bid shall be allocated a weightage of 30%.

Proposals will finally be ranked according to their combined Technical Score (TS)

and Final Score (FS) as follows:

Final Score = Normalized Technical Score x Technical Weightage (0.70) +
Normalized Financial Score x Financial Weightage (0.30)

The combined scores of the AGENCY will be added to arrive at the final score. The successful AGENCY shall be the one having the highest Final Score and will be considered for acceptance.

Annexure–I–Format of Bid Security Declaration Form [to

be submitted in the letter head of the firm]

Date: _____

Tender No. _____

To

The Director General,
Directorate General of Lighthouses and
Lightships, Deep Bhavan, Noida – 201301

**Sub: Bid Security Declaration Form for “Design, Development & Maintenance of
IALA Conference 2027 Website & Mobile Application for Directorate General of
Lighthouses and Lightships**

Sir,

I/We, the authorized signatory of M/s....., participating
in the subject tender No., do hereby declare:

1. That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender. I / We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.
2. That in the event
 - i. I/we withdraw/modify our bid during the period of validity; or
 - ii. I/we fail to execute formal contract agreement within the given timeline; or
 - iii. I/we fail to submit a Performance Security within the given timeline; or
 - iv. I/we commit any breach of Tender Conditions/Contract which attracts penal action of forfeiture of EMD;

I/we will be suspended from being eligible for bidding/award of all future contract(s) of Directorate General of Lighthouses and Lightships for a period of two year from the date of committing such breach.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)
Name: (insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing) Corporate Seal (where appropriate)

ANNEXURE-II-Format for Experience in Design& Development & Maintenance of IALA Conference 2027 Website & Mobile Application(App) for Directorate General of Lighthouses and Lightships

S. No.	Works Details (type,client,dateand URL of website)	ProjectCost	State level / NationalLevel / International Level	Supportin g Docume nt Enclosed

Name:

Designation

Signature

Annexure–III-TenderAcceptanceLetter

(TobegivenonCompanyLetterHead)

Date:

To

The Director General,
Directorate General of Lighthouses And
Lightships, Deep Bhavan, A-13, Tulsi Marg,
Sector-24, Noida,
U.P.-201 301.

Sub: Acceptance of Terms & Conditions of NIT.

Tender Reference No: -

Name of Work:“**Design, Development & Maintenance of IALA Conference 2027
Website & Mobile Application for Directorate General of Lighthouses and Lightships**”

DearSir,

1. I/We have downloaded/obtained the tender Document(s) for the above mentioned ‘Work’ from the website(s) namely _____ as per your advertisement, given in the above-mentioned website(s).
2. I/WeherebycertifythatI/WehavereadtheentiretenderDocumentsfromPage No.__to (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/We shall abide hereby the terms/conditions/clauses contained therein.
3. The corrigendum(s) and addendums issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the condition of above-mentioned tender document(s)/corrigendum(s) in its totality/entirety.
5. In case any provisions of this tender are found violated, then your department/organization shall, without prejudice to any other right or remedy, be at liberty to reject this tender / bid including the forfeiture of the full Earnest Money Deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official

Seal)

Annexure–IV-Undertaking

(On letterhead of the firm)

I.....son of Shri..... authorized signatory to sign the bid on behalf of M/S do hereby give an undertaking that:

- i) No conditions are incorporated in the Price Bid.
- ii) We have not made any payment or illegal gratification to any persons/authority connected with the Bid process so as to influence the Bid process and have not committed any offence under PC Act in connection with the Bid.
- iii) We do hereby confirm that no changes have been made in the tender Document downloaded and submitted by us for the above Bid. The DGLL's tender Document will be treated as authentic and if any discrepancy is noticed at any stage between the DGLL's Bid Document and the one submitted by the Bidder, the DGLL's document shall prevail.
- iv) We are not barred / black listed by the Government of India or any State Government in India and no bar subsists as on the Bid submission date.
- v) We have not been prosecuted by any Court of law either in India or abroad for violation of any specific rules laid down for execution of work/contract of any time, subjected to Industrial dispute for violation of said provisions of the Act.

(Seal of the Company)

Date.....

.

Signature of the bidder... or his Authorised signatory

Place.....

Name of the bidder or his authorised signatory

ANNEXUREV–Format for Average Annual Turnover and Positive Net Worth

S. N.	Financial Year	Financial Turnover in INR*	Positive Net Worth*
01	2023-24		
02	2024-25		
03	2025-26		
Average			

*To be supported by a certificate issued by a Chartered Accountant.

Name:

Designation:

Signature:

ANNEXUREVI–Format for Key Personnel

Name:	Qualification	Experience	Mention the Large-Scale Similar works where the personnel involved

Along with the list of staff on the payroll of the agency to be submitted.

Undertaking (Onletterhead)

This is to certify that.(AGENCY Name) having its registered office at(Address) have sufficient technical and supervisory staff to cater to Design, Development and Maintenance of website / Mobile application for IALA Conference, to be organized by DGLL

Signature:

Name:

Designation: