



**CSIR – NATIONAL PHYSICAL LABORATORY**  
Dr. K.S. Krishnan Marg, New Delhi – 110012  
Phone: 011-45609301; Email: [dnpl@nplindia.org](mailto:dnpl@nplindia.org)  
Website: [www.nplindia.org](http://www.nplindia.org)



### **EXPRESSION OF INTEREST (EOI)**

CSIR - National Physical Laboratory (CSIR-NPL), New Delhi, is looking for a competent firm/company to develop web enabled software for the automation of Centre for Calibration & Testing (CFCT) activities. CSIR-NPL now invites EOI from competent firms/companies for developing this software. The interested firms may submit documents along with their EOIs pertaining to their credentials, technical capabilities, and financial standings with recent track record to the Director, CSIR-NPL by post followed by e-mail, on or before 12<sup>th</sup> June 2017 by 4:00 P.M. All rights shall be reserved with the Director, CSIR-NPL whose decision shall be final and binding upon all the firms participating in this process. **For details please visit [www.nplindia.org](http://www.nplindia.org)**



सीएसआईआर - राष्ट्रीय भौतिक प्रयोगशाला  
डॉ के. एस. कृष्णन मार्ग, नई दिल्ली-110012  
दूरभाष: 011-45609301; ई-मेल: [dnpl@nplindia.org](mailto:dnpl@nplindia.org)  
वेबसाइट: [www.nplindia.org](http://www.nplindia.org)



### अभिरुचि की अभिव्यक्ति

सीएसआईआर- राष्ट्रीय भौतिक प्रयोगशाला, नई दिल्ली, अंशांकन एवं परीक्षण केंद्र (सीएफसीटी) की गतिविधियों के स्वचालन हेतु एक वेब समर्थित सॉफ्टवेयर विकसित करने के लिए सक्षम फ़र्मों/कंपनियों को तलाश रही है। अतः सीएसआईआर-राष्ट्रीय भौतिक प्रयोगशाला इस सॉफ्टवेयर को विकसित करने हेतु सक्षम फ़र्मों/कंपनियों से अभिरुचि की अभिव्यक्ति आमंत्रित करती है। रुचि रखने वाली फ़र्म अभिरुचि की अभिव्यक्ति के साथ अपने प्रत्यय पत्र, तकनीकी योग्यताओं तथा वित्तीय स्थिति सहित वर्तमान उपलब्धियों से संबंधित दस्तावेज़ डाक तथा ई मेल द्वारा दिनांक 12.06.2017 को साँय 4:00 बजे तक या इससे पूर्व निदेशक, सीएसआईआर-एनपीएल को भेज दें। सभी अधिकार निदेशक, सीएसआईआर- राष्ट्रीय भौतिक प्रयोगशाला के पास सुरक्षित होंगे तथा जिनके निर्णय इस प्रक्रिया में भाग लेने वाली सभी फ़र्मों के लिए अंतिम एवं मान्य होंगे। अधिक जानकारी के लिए हमारी वेबसाइट [www.nplindia.org](http://www.nplindia.org) देखें



## CSIR – NATIONAL PHYSICAL LABORATORY

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### **AUTOMATION OF CFCT THROUGH SOFTWARE DEVELOPMENT AND UPGRADATION OF EXISTING CFCT WEBSITE**

Director CSIR-NPL invites Expression of Interest (EOI) from Software/Website Development firms/companies for the automation of the Centre for Calibration & Testing (CFCT) activities.

I. **BACKGROUND**: Centre for Calibration & Testing (CFCT) Section has been established at CSIR-NPL, New Delhi to promote Calibration & Testing Services of the laboratory. It acts as an interface between all the calibrating & testing groups of CSIR-NPL and Customers from industries, various laboratories and government organizations from all over the country and abroad.

### **II. IMPORTANT DATES**

Expression of interest (EOI) advertisement	02/06/2017
Presentations for Expression of Interest (EOI)	Presentations from interested firms/companies will be called, if required
Duration of Job Work	Three Months
Last Date	12/06/2017

Date and Time of Opening: 12/06/2017 at 04:30 P.M. (IST) in the Director's Conference Room, Ground Floor, CSIR-NPL, New Delhi - 110012

Queries related to EOI may be sent to aks@nplindia.org and sharmaa@nplindia.org

### **III. ELIGIBILITY CRITERIA OF BIDDERS**

- The firm/company should be registered with the appropriate registration authority. Provide copy of registration certificate.
- The firm/company should have registered office or one of the branch offices in Delhi/NCR. Attach documentary proof.

- The interested bidders who are participating in EOI should have minimum experience of five years in handling development of integrated automation software and website development. Documents in support of the same must be provided by the bidder.
- The bidder should have executed at least two similar projects in Govt./PSU/ private organizations in the last three years. Bidder has to provide the copies of the Purchase Order, Acceptance Certificate, Satisfactory Certificate, along-with the contact details of these clients. CSIR-NPL may contact these organizations to verify the claim of the bidder.
- The bidder should submit the copy of PAN Card, and details of income tax return for last five years.
- The interested EOI bidders should have turnover of minimum Rs.60.00 Lac per year during last three financial years. Audited balance sheets duly certified by the chartered accountant must be submitted for last three years.
- The bidder should submit Sales Tax, VAT, Service Tax certificates.
- The bidder should submit a declaration that the firm/company has never been black listed, changed the name of the firm/company and there is no case pending with the police.

**IV. BROAD OVERVIEW OF THE WORK FOR WHICH DISCUSSION WILL BE HELD:** The features/services/items given in the document are only indicative and not exhaustive.

- 1 Design and Development of Web enabled, intelligent, powerful software capable enough:
  - 1.1 To manage editable database of Calibration & Testing services/facilities along with the details of the concerned department.
  - 1.2 Featured with various database search options - alphabetical list, browsing by service etc.
  - 1.3 Offer flexibility to concerned department to enable/disable the services/facilities on the basis of their functioning.
  - 1.4 Allow customer to create Login ID with specific details (mandatory & optional information), with flexibility to customer to change the password in a secured manner like through OTP etc.

1.5 Support following components:

- Super Admin (Director, Head CFCT)
- Admin with Full Right (Quality Manager, DU Heads)
- Admin with Limited Rights (DP Leaders, Concerned Scientists)
- User Frontend (Customer)

1.6 Capable enough to assign a Unique ID to a query and accordingly manage a chain of pre-service and post-service queries (between CSIR-NPL and Customer) received manually/ phone/ email/ online through proposed system.

1.7 Proficient to establish and manage a chain of inter communication among Super Admin, Admin with Full Right, Admin with Limited Rights.

1.8 Proficient of process order management and tracking status of work at different level (Super Admin, Admin, User).

1.9 Have efficient support system for customers – Email, Online Chat.

1.10 Manage generation of Proforma Invoice i.e. details of selected service, price, terms & conditions, and estimated time line (Normal & Tatkal).

1.11 Offer flexibility to customer to make choice between Tatkal & Normal time.

1.12 Have feature of Accounting/E-commerce i.e. in addition to manual commercial transactions can handle financial & accounts dealings/transactions that takes place electronically (billing, tax calculation, payments, adjustments etc.).

1.13 Provision for appropriate payment update to all concerned - CFCT, CoFA, Concerned Scientist, DU Head.

1.14 Have option for Reminder/ Notification System for timely completion of the task.

1.15 Support generation of security enabled/encrypted/password protected certificate.

1.16 Have provision of document management i.e. for each unique Query ID, all related documents (emails, .pdf, .jpeg etc.) are grouped together.

1.17 Navigation tools, look & feel features should contribute towards user friendliness.

- 1.18 Equipped with Report Generation feature – Service, Period, Scientist, Department, Pending work, Payments etc.
  - 1.19 At least 3 years comprehensive post installation support from the firm/company, with immediate response, in case of any issues.
  - 1.20 Have options to add, remove, and edit different disclaimers.
  - 1.21 Have inbuilt provision for regular automatic back-up in dual mode (i.e. at two different defined sites).
  - 1.22 Prepared with Feedback mechanism.
2. Redesigning of CFCT webpage and its integration with the application.
  3. Firm/company should provide everything which is required for the complete automation of CFCT activities on turnkey basis.
  4. The entire items include software development, installation (software/website), testing, bug removal, amendments, training, and redesigning of CFCT website.
  5. Firm/company should make provision of positioning of a site software engineer cum operator on all working days for first six months at no cost.
  6. Any equipment, fitting, material, software or supplies which may not be specifically mentioned in the specifications but which are necessary for carrying out the contract works within the scope of the tender are to be provided by the bidder at no extra charge.
  7. Certification and payments shall be made only against successful commissioning and acceptance of the entire job.
  8. The firm/company will be required to undertake full responsibility of the safe custody and to maintain absolute secrecy of documents and information supplied by the CSIR-NPL. They will have to ensure proper up keep of records and hand over to CFCT, CSIR-NPL, New Delhi, with the completion of the task.
  9. The firm/company employee shall not disclose to any person, any details of CSIR-NPL, operational processes, technical know-how, security arrangements, and administrative/organizational matters.

10. The software developed will be the property of CSIR-NPL. The firm/company should handover the genuine and functional source code of final delivered product to CSIR-NPL.
11. Data will not be erased/ modified without written permission of the CSIR-NPL. The firm/company will arrange for collection of input documents/data from the CSIR-NPL and return the same along with output to the CSIR-NPL at no additional cost.
12. Firm/Company shall take care of all the softwares, hardwares (with latest configuration), networking equipment, if needed, for the successful completion of the task.
13. The Interested EOI bidders should inform about their willingness to participate in EOI on the given e-mails i.e. aks@nplindia.org and sharmaa@nplindia.org
14. The proposal for the EOI in hardcopy should be addressed to “The Director”, CSIR-National Physical Laboratory (CSIR-NPL), Dr. K.S. Krishnan Marg, New Delhi-110012.
15. Any EOI proposal received by CSIR-NPL after the deadline for submission of bids prescribed by the CSIR-NPL will be rejected.
16. The bidders to the EOI, shall be given the opportunity to give a detailed presentation, if required, as per the requirement outlined by CSIR-NPL. On the basis of the presentation (if required) and the EOI documents submitted by the bidders, CSIR-NPL shall discuss and evaluate the bidders capability in performing the desired work of CFCT automation. In case the presentation is planned, the duration for the same will be 30 minutes followed by a discussion of 15 minutes.
17. CSIR-NPL reserves the right to cancel the process without assigning any reason thereto.
18. In the event of any disputes arising out the execution of contract, the matter will be referred to the Director CSIR-NPL and his decision shall be final and binding to agency.
19. The resultant contract shall be interpreted in accordance with the laws of Union of India. Settlement of disputes shall be within the jurisdiction in Delhi.
20. Default is said to have occurred if the firm/company fails to deliver any or all of the services within the time period(s) granted by the CSIR-NPL.
21. The firm/company should strictly adhere to terms & conditions and the time frame to meet our targets and will not cause any delay in completion of work. In case of any delay

in completing the various stages of the work, penalties may be imposed @ 0.5 % per week to 10% of the total value of work. This will further be extended to revocation of EMD and termination of the contract for default.

22. CSIR-NPL may at any time terminate the work order / contract by giving written notice of one month to the firm/company, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.
23. CSIR-NPL at its discretion may decide to visit the bidders' premises for onsite assessment of the capabilities of the bidders.
24. The bidder will be bound by the details furnished to CSIR-NPL, while submitting the EOI proposal or at subsequent stage. In case, any of such documents furnished by firm is found to be false at any stage, it would be deemed to be a breach of terms of contract making firm liable for legal action besides termination of contract.
25. CSIR-NPL shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the firm/company. The firm shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If CSIR-NPL suffers any loss or damage on account of negligence, default or theft, on the part of the firm/company, then the firm shall be liable to compensate to CSIR-NPL for the same. The firm/company shall keep CSIR-NPL fully indemnified against any such loss or damage.
26. After evaluating the proposal of the interested parties vis-à-vis eligibility criteria of bidder, successful parties will be shortlisted and Request for Quotation (RFQ) will be invited accordingly on the basis of final specifications.



## **BIDDER'S INFORMATION FORM**

To,

The Director

CSIR-National Physical Laboratory

Dr. K.S. Krishnan Marg

New Delhi – 110012

Sub- In response to EOI notice for Automation of CFCT through Web-enabled Software Development and Up-gradation of existing CFCT Website

Dear Sir,

In response to your notice for Automation of CFCT through Web-enabled Software Development and Up-gradation of existing CFCT Website, I/We, a Company/Partnership/Sole Proprietor submit the following particulars:

<b>S.No.</b>	<b>Description</b>	<b>Particulars</b>
1.	Constitution & Nature of Company/Firm (State whether sole proprietor/ partnership firm/limited company)	
2.	Year of Establishment	
3.	Registration Number under applicable act with a copy of registration certificate	
4.	Registered Postal Address	
5.	<ul style="list-style-type: none"><li>• Telephone No.</li><li>• Fax No.</li><li>• Mobile No.</li></ul>	
6.	<ul style="list-style-type: none"><li>• Name and address of Director/Highest Authority of Firm/ Company/Institute</li><li>• Name and address of Sole Proprietor</li><li>• Name and address of Partners, in case of partnership firm</li></ul>	
7.	<ul style="list-style-type: none"><li>• Name of Bankers &amp; Branch with full address</li><li>• Style of Account &amp; Account Number</li><li>• Name(s) of person(s) operating the account (enclose banker's certificate)</li></ul>	
8.	PAN and Service Tax No. (enclose copies)	
9.	Annual Turnover (Please enclose Audited balance sheets for all years)	

	2013-14 (Actual) 2014-15 (Actual) 2015-16 (Actual)	
10.	List of Clients including the details of Contact Person (Please enclose supporting documents)	
11.	Details of mentioned work by the bidder	

Thanking you,

Yours faithfully

Signature

(Name)

Signed as proprietor/partner/Director holding power of Attorney on behalf of firm/company

Name & Address of Firm with Seal

Phone No.

Email