

Request for Proposal
for
Comprehensive
Website Maintenance & Support
for
www.bsedc.bihar.gov.in



Bihar State Electronics Development Corporation Ltd

Beltron Bhavan, Shashtri Nagar, Patna, Bihar – 800 023

Tel No:- 0612-2281856, 0612-2281857, Fax No:- 0612-2281857

Web Site:- www.beltron.in

Key Events and Dates

Tender reference no:	BSEDC/5229/17 Dt. 22/08/2017
Date of issue of tender document:	28.08.17 : 10 A.M
Date and Time of pre bid meeting: (At BSEDC office)	04.09.17 : 11 A.M
Last date and time of submission of Bid (Technical & Commercial) :	25.09.17 : 03 P.M
Opening of technical bid part I:	26.09.17 : 11 A.M
Cost of tender document:	1000/-
Earnest money deposit /BG in lieu of EMD:	20,000/-

Special Instructions for Two Parts Tender

All tenders in response to this invitation shall be submitted in Two Parts as under in the separate sealed envelopes. On top of the envelopes containing respective part, it will be clearly indicated in bold letters:- Part I (General cum Technical) , Part II (Financial)

Part I (General cum Technical) This part of the tender shall include/contain all technical specifications, required mandatory credentials/certifications, as per eligibility and also the commercial terms and conditions for the supplies to be made and the three years on-site services to be rendered EXCLUDING ANY PRICE DETAILS THEREOF.

Part II (Financial) This part should contain only the offered prices for the services to be rendered.

Both the Part envelopes will be sealed in a cover envelope super scribed with the Tender No, Title and Date and time of submission. Tender not submitted in the manner specified above will be summarily rejected.

Objective:

Bihar State Electronics Development Corporation Ltd. intends to invite sealed tenders for maintenance of its official website (www.bsedc.bihar.gov.in) which includes data uploading, bug fixing and other related activities as per the scope of work mentioned below.

Scope of Work:

A dynamic/CMS based website of BSEDCL (Beltron) is hosted at SDC and its URL is www.bsedc.bihar.gov.in. BSEDCL website has been developed using Microsoft Technologies. Bids are invited in sealed envelop to manage and maintain this website. The agency is expected to manage and maintain Beltron website. The agency should deploy at least one resources at Beltron office having extensive knowledge and background in utilizing Content management system (CMS) to manage website using Microsoft Technologies. The selected vendor shall monitor & optimize Beltron websites for performance (e.g. ensuring sites have enough storage space, are loading quickly etc.) and ensure adherence to the uptime guarantee and success, etc.

Maintenance of all pages, including new pages should necessarily be developed and maintained in the CMS and static HTML pages may be avoided. All the new development(s) should be in compliance with existing standards and should be free from all known vulnerabilities and Bugs. All website updates are time bound otherwise penalty will be imposed as per table (i). Generally the website updates are carried out between Monday to Friday (9.30 AM – 6.30 PM) however in order to meet certain statutory & regulatory compliances updates may be required at post support hrs. /Public holidays as well. Prior intimation would be sent to the agency.

The vendor is also required to perform the following activities but not limited to:-

- **Deployment of Resource:** The Bidder has to deploy at least one dedicated Support Engineer/programmers for providing the services for day today updates at BSEDCL office in the BSEDCL Web Portal. The Support engineers should be B.Tech/ MCA with one year of relevant experience in handling government Projects .
- **Industrial standard:** Vendor must adopt industrial standard methodology for Change Management for BSEDCL website; however control panel has been developed for the same.
- **Content Management System (CMS) & Layout Updates:** Changes to Web Pages , Uploading / removing / creating /moving of web pages , banners, layout updates, modification/development of graphics-animation, flash content, advertisements etc. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by BSEDCL into the website. Providing links to other sites & URL as and when required. Further development of Special Themes (for National Holidays, Foundation Day etc.) may be required to be developed.

- **Preventive Maintenance:** Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, and satisfactory execution of all diagnostics. The selected bidder is required to provide a preventive maintenance checklist along with a schedule
- **Website Security & Performance Monitoring:** The selected vendor must maintain the integrity of the site against spam, ransom ware, hackers, viruses and electronic attacks via firewalls, security software and passwords and social media postings regarding inappropriate Comments. This would include checking the content given by BSEDC itself for in-built vulnerabilities or if they would cause vulnerabilities.

Assumptions & Dependencies: Content shall be provided by BSEDC. As far as possible the same will be in electronic form, however if required the agency will have to convert physical formats to electronic formats. However agency should also do the content writing as required and should get it approved by the BSEDC before publishing it on the website.

Payment Terms

- All payments will be released by BSEDC directly to the Bidder.
- Payment will be released by BSEDC to the Bidder on Quarterly basis after deduction of penalty (if any) as per SLA calculation
- BSEDC will have the absolute right to encash Bank Guarantees if sufficiently convinced of negligence and lack of dedication to work on the part of the Bidder.

SLA and Penalty

SLA (Service Level Agreement): the SLA table below specifies support /maintenance with Mean Time to Respond

SI. No.	Services	Response Time	Penalty calculation
1	For application related problems bug fixing /enhancements / new modules development.	2 Working days.	within agreed timelines Penalty of 2% per day per case from the Qtrly payment shall be deducted for non-adherence to the schedule subject to maximum of 10% of each QGR value
2	For content related Problems/ uploading, minor changes to webpage etc.	8 hrs.	8 business hrs. Penalty of 2% per hrs per case from the Qtrly. Payment per incident shall be deducted for non-adherence subject to maximum of 10% of each QGR value.

Note:

The Website content update services may also be required before or after the (9.30 AM – 6.30 PM) on Business working days/ exceptionally on holidays, depending on specific demands. IN case of Non Business Working Days / Exceptionally on Holidays the response time should be under the double of the limit defined in above table. The same content should be provided by BSEDC through the Electronic format or written communication to the selected vendor. The vendor is expected to provide support for the same, on best effort basis. Prior intimation will be sent across to the vendor as and when necessary.

Mandatory Terms & Conditions:

1. It is mandatory that cost of B.O.Q. Rs. 1000.00 for tender (Non-refundable) must be paid through Demand Draft in favour of B.S.E.D.C Ltd. payable at Patna.
2. Earnest Money of Rs. 20,000.00 (Twenty Thousand) only for this tender can be paid either through Demand Draft / Bank Guarantee, issued by any nationalised bank.

In the part relating to General cum Technical Bid, the bidder should comply with the below:

Eligibility Criteria

3. Bidder should be register under companies Act 1956 and should be in Operations of IT Business for the last three Financial Years ending on FY 2016-17.
4. The average annual turnover of the Company for the last three FY ending on 2016-17 should be not less than Rupees One crore. Copy of audited balance sheet needs to enclose.
5. The Bidder should be an ISO 9001 certified company.
6. The bidders are required to enclose copy of Goods and Service Tax registration.
7. The bidder shall not have been black listed by any state or Central Government or its agencies in India. A self-certification has to be provided for the same by the bidder.
8. Bidder must have executed at least three order of Designing, Development or maintenance of at least three website / Web portal for Government Department, Corporations of value not less than 2 lakh in last five years covering, as per “required experience” enumerated in this tender document. All work experience shall be only of any Government and / or PSU.
9. Bidder should have his own office and infrastructure in Bihar. In case, Bidder does not have this service infrastructure as on date of tender submission, then Bidder can submit an undertaking that within 15 days of award of order, they will raise their own service infrastructure, failing which their EMD will be forfeited and their company shall be blacklisted. Outsourcing of any services and/or subletting of any scope of work, in part and/or full, is strictly prohibited.

Part-I**Technical Proposal**

Sl. No.	Basic Requirement	Specific Requirement	Documents/Information to be provided in the submitted proposal
1	Company Registration	Bidder should be register under companies Act 1956.	Certificate of incorporation
2	Technical Capability	Bidder Should be in Operations of IT Business for the last three Financial Years ending on FY 2016-17 (2014-15,2015-16,2016-17).	Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders along with completion certificate (received during last 3 years) confirming year and Area of activity
		Bidder must have executed at least three orders of Designing, Development and maintenance of at least three(3) website / Web portal / Application for Government Department, Corporations and PMU of Project value not less than 2 lakhs in last five years covering, as per "required experience" enumerated in this tender document. All work experience shall be only from any Government and / or PSU.	Details of the project and completion certificate/ work order/ contract agreement or any other related document issued by client for quoted projects.
3	Business Turn Over	The average annual turnover of the Company for the last three FY ending on 2016-17(2014-15,2015-16,2016-17) should be not less than Rupees One crore.	The copies of the audited annual Accounts for the last three years (A certificate from a CA stating the turnover)
4	ISO	An ISO 9001 certified company. The bidder should have ISO 9001:2008 certification OR ISO 27001 Certification	Certificates from the authorized authorities with Validity
5	G.S.T Registration No.	The bidders are required to enclose copy of Goods and Service Tax	Goods and Service Tax Registration certificate.

		registration no.	
6	Blacklisting	The bidder shall not have been black listed by any state or Central Government or its agencies in India.	A Self Certified letter by an authorized signatory on bidder's company letter head
7	Local Presence	Bidder should have his own office and infrastructure in Bihar. In case, Bidder does not have this service infrastructure as on date of tender submission, then Bidder can submit an undertaking that within 15 days of award of order, they will raise their own service infrastructure, failing which their EMD will be forfeited and their company shall be blacklisted. Outsourcing of any services and/or subletting of any scope of work, in part and/or full, is strictly prohibited.	A Self Declaration letter by an authorized signatory on bidder's company letter head

Other Conditions

10. The offers, which do not fulfil any or all of the conditions prescribed above or found incomplete, are liable to be rejected at Department's discretion. The Department reserves the right to reject any or all offers without assigning any reason.
11. The offer will be summarily rejected if there is any deviation from the formats as given in annexure.
12. The decision of the Department in this regard shall be final and binding on all the vendors. All disputes or differences in connection with or relating to this tender shall be subject to the jurisdiction of the courts at Patna only.
13. The Financial Bide will be opened for only those bidders who will be suitably found in Technical Qualifications.
14. **The selection of the bidder for awarding the job will be done on Lowest Cost Basis. However, successful bidder decided on Table 1 (financial proposal) must have to provide 4th year AMC on the lowest rate quoted by any bidder.**
15. The envelope containing "Financial Bid" should include details as per format and each page duly stamped and signed by the authorized signatory of the bidder.

16. Bidders are not permitted to make any amendment / change in the tender format. Any amendment/ change noticed will render the tender as disqualified.
17. The bidder has to submit the Performance bank Guarantee of 5% of the Contract amount before signing the agreement.
18. In case of discrepancy between unit price and total price, the unit price shall prevail.

ARBITRATION

19. BSEDC and the selected agency Limited shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with this Agreement.
20. If, after thirty (30) days from the commencement of such informal negotiations, Any and all disputes, controversies and conflicts (“Disputes”) arising out of this Agreement between the parties or arising out of or relating to or in connection with this Agreement or the performance or non-performance of the rights and obligations set forth herein or the breach, termination, invalidity or interpretation shall resolve or settle amicably through mutual negotiation and discussions, if the dispute/disputes is not settled amicably then in that case it shall be finally decided by reference to Bihar Arbitration Tribunal in accordance with Bihar Public Works Contracts Dispute Arbitration Tribunal Act, 2008, Rules framed there under or procedure prescribed by the Bihar Arbitral Tribunal. The award of Bihar Arbitral Tribunal shall be final and binding on the parties. It is further clarified in case any dispute/s is/are not come in the preview of “Work Contract” defines under the Section 2 (k) of the public Works Contracts Dispute Arbitration Tribunal Act, 2008, then in that case same shall be governed as per provisions of Arbitration and conciliation Act, 1996 and shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 or any amendments thereof. The place of arbitration shall be Patna and the language used in the arbitral proceedings shall be English. The arbitral award shall be in writing and shall be final and binding on each party and shall be enforceable in any court of competent jurisdiction and sole arbitrator shall be appointed by the Managing Director, BSEDC

Part-II

Financial Proposal

S.N.	Items Description	Unit Price / Month	GST %	Tax Amount	Units	Total Amount (Including Taxes) for 36 months
1	Comprehensive Website Maintenance Contract through Providing support resource as per the Scope of Work				36 Months	
<i>In words :</i>						

Bidders are required to quote comprehensive website maintenance contract for three years. However payment will be made on quarterly basis. The bid value will be amortized over a period of 3 years and payment will be made in 12 equal quarterly instalments as QGR, after successful acceptance at the end of each quarter in accordance with performance.

#Annual Maintenance Contract (AMC)

	Cost of AMC for 4 th year	Unit price for 12 months	GST %	Total Amount incl. Tax
2.	Comprehensive Website Maintenance Contract through Providing support resource as per the Scope of Work			
<i>In words:</i>				

Cost of AMC is indicative and shall not be a part of evaluation.

Signature: _____

Name : _____

Address : _____

Date : _____

Place : _____