

SUB: NOTICE INVITING TENDER (NIT) FOR DEVELOPMENT AND MAINTENANCE OF SICOM WEBSITE AS PER GUIDELINES FOR GOVERNMENT OF INDIA WEBSITES (GIGW)

Dear Sir,

Sealed bids are invited from reputed, experienced and financially sound companies/firms/agencies having proficiency in development and maintenance of websites for redesign, development and maintenance of website of SICOM as per Guidelines for Government of India Websites (GIGW), prepared by NIC, Department of Electronics & Information Technology (DeitY) and adopted by Department of Administrative Reforms and Public Grievances (DAR&PG).

General Background

There are 115 Guidelines for Indian Government Websites (GIGW) related to the scope of content, quality of content, design and development, hosting promotion and management of website. There are several guidelines which require redevelopment of the website with integration of latest technological tools. Moreover, with the technological development, several new tools have been developed on internet for hacking and sabotaging the website causing potential disruption of services. In order to secure the website from such attacks, and to make it completely compliant with GIGW, it needs to be armed with latest technological tools, secure environment and effective information dissemination, both in English and Hindi.

1. **Submission of Bids**

Procedure for Submission of Bids

Bid duly superscribed “Tender for, development and maintenance of SICOM website as per GIGW” shall be addressed to, National Project Director, SICOM. **The bids in one original and 3 copies shall be submitted Manually/by Post/Courier at the following address on or before 11, October, 2017 in two parts:**

National Project Director, SICOM,
Ministry of Environment, Forests & Climate Change,
112, First Floor, Deendayal Antyodaya Bhavan,
CGO Complex, Lodhi Road, New Delhi-110003.

In case of query/ clarification, please contact:

Sh. Akash Sharma, Controller- F&A, SICOM, Room No. 111, First Floor, Deendayal Antyodaya Bhavan, CGO Complex, Lodhi Road, New Delhi-110003. Phone No. -011-24360932, e mail – akashparashar@gmail.com, proc.sicom@gmail.com

2. Bids online will not be accepted. Bid shall be dropped in Tender box kept at Reception Counter of SICOM.
3. The technical bids will be opened at Conference Room, SICOM, 112, First Floor, Deendayal Antyodaya Bhavan, CGO Complex, Lodhi Road, New Delhi-110003, on the last date of submission of the bids in at 1530 hrs. in the presence of the bidders or their authorized representatives who may wish to be present.
4. In case, last date of submission of bids happens to be a closed holiday, the bids will be received and opened on the next working day of this office at the specified time indicated above.
5. Bidder should prepare the EMD as per the Format annexed at annexure III in the tender document and enclosed with the Technical Proposal. **FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED.**
6. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. No Proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals.

7. **BID EVALUATION AND ELIGIBILITY CRITERIA**

7.1. Bid Evaluation Process

The Selection of the Bidder shall be based on Quality and Cost Based Selection (QCBS). The proposals submitted by the Bidders will be evaluated by taking the following stages of evaluation into consideration:

i) Initial Eligibility: The bids will be screened based on the initial eligibility criteria mentioned at Clause No.- 7.2 of this chapter of this Bid document. Applicants found eligible based on the Initial Eligibility Criteria alone will be considered for the next stage evaluation.

ii) Demonstration and Presentation

SICOM shall call the responsive bidders for presentation to demonstrate the concept and design and their technical strengths of the proposed solution and also to assess their understanding of the scope of work and its execution.

They would also demonstrate the following:

- Prior experience of development of website
- Capability of the Bidder to develop the required website
- Availability of adequately trained personnel in the organization to develop the website

iii) Detailed Evaluation: The applications found eligible as per the Initial Eligibility Criteria shall be further evaluated based on the parameters mentioned at point v) of this chapter.

iv) **Opening of Financial bid:** Financial bids of those bidders who qualify in the detailed evaluation of technical bid will be opened and evaluated as per methodology given in the final evaluation.

v) **Final Evaluation:** Final Selection of the Bidder shall be based on Quality and Cost Based Selection (QCBS) with 70% weightage for technical evaluation and 30% weightage for commercial evaluation.

7.2 Initial Eligibility Criteria for short listing of Bidders:

The eligibility of the bidder will be evaluated based on the document furnished against the criteria as given below:

Sr. No.	Criteria	Documents Required
i)	Should have successfully developed at least 3 websites for Govt./PSU Organisations during the last three financial years.	Copies of Work Orders with compilation report/reference of the contact person (name address and telephone no.)
ii)	Companies incorporated in India under companies act 1956	Copy of the Certificate of incorporation
iii)	<p>Bidder should have satisfactorily completed "similar works" as follows during the last three Financial Years (i.e. FY 2014-15, 2015-16 & 2016-17) & till Bid Submission Date for PSUs/ Govt. Departments/ Govt. Organizations</p> <p>a) Three similar completed works costing not less than Rs. 15 lacs each (or)</p> <p>b) Two similar completed works costing not less than Rs. 20 lacs each (or)</p> <p>c) One similar completed work costing not less than Rs. 25 lacs.</p> <p>"Similar Work" means that the bidder has successfully designed, developed and implemented Website Project having data base driven dynamic content and CMS functionalities</p>	(i) Copies of the Work Order And (ii) its completion certificates, (or) other documentary evidence to establish Completion of the work.
iv)	Bidder must have an average annual turnover of Rs. 5 Crore for the last three financial years (i.e. FY 2014-15, 2015-16 & 2016-17).	Certificate form Auditors/ Company Secretary signed in original and endorsed by the bidder's representative Signing in the bid. Development.
v)	Bidder should have a valid CMMi Level 3 Certificate or above certification	Copy of Valid Certification

vi)	Empanelled with NIC/NICSI for development of Website	Valid certificate of empanelment with NIC/ NICSI
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7.3 Detailed Technical Evaluation (QCBS Method)

The Bidders meeting the initial eligibility criteria shall be further evaluated based on the following parameters:

Sr. No.	Stature of Agency	Max. Marks	No. of Websites up to 10	No. of Websites 11 to 15	16 and above	Remarks
I	No. of Websites Developed Public Sector Undertaking (PSU)/ Govt.	20	10	15	20	Copies of Work Orders with reference of the contact person (name address and telephone no.) to be provided
II	Relevant Experience	Max Marks	1 to 4	5 to 7	8 and above	Remarks
	Bidder must have developed website of more than 10 Lac	20	10	15	20	Copies of Work Orders with compilation report/reference of the contact person (name address and telephone no.) to be provided
III	Turnover	Max Marks	Turnover up to 5 Crores	Turnover between 5 to 10 Crores	Turnover more than 10 Crores	Remarks
	Average turnover generated from services related to Website/ Web portal development during the last three financial years (as per the last published income statement), should be at least Rs. 2 Crores	10	5	7	10	Copy of Certificate required

IV	CMMI Level	Max Marks	CMMI Level 3	CMMI Level 3 + ISO 9001-2003	CMMI Level 3 + ISO 9001-2003 + ISO 27001 - 2013	Remarks
	Certificates	5	3	4	5	Copy of Certificate required
V	GIGW Experience	Max Marks	up to 2	3 to 5	6 and above	Remarks
	Security Audit and GIGW Compliance of website developed by the bidder in last three years	5	1	3	5	Copy of Certificate required

Sl. No.	Demonstration & Presentation (Total Marks = 40)	Max. Marks	Average	V Good	Excellent
I	Company Profile	5			
II	Experience of working with Govt. Sector	5			
III	Understanding on Scope of Work	10			
IV	Timeline & Methodology	5			
V	Technical Proposal cover all the scope of work	5			
VI	Design template of Home page – 2 No's	10			
Total		40			
Grand Total (60+40)		100			

The qualifying marks will be 75 marks out of 100.

7.4 Financial Evaluation

The financial bids shall be opened of only those bidders who have been found to be technically qualified. The financial bids shall be opened in presence of representatives of technically qualified bidders, who may like to be present. The SICOM shall inform the date, place and time for opening of financial bid.

The Commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

7.5 Final Evaluation of the Bids

The final selection of the bidder will be based on QUALITY AND COST BASED SELECTION (QCBS).

There will be 70% for Technical Evaluation and 30% weightage for Financial Evaluation.

The individual bidder's commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100 \%$ (rounded off to 2 decimal places)

Where:

F_n = Normalized commercial score for the bidder under consideration

F_b = Absolute financial quote for the bidder under consideration

F_{min} = Minimum absolute financial quote

T_s = Technical Score

Composite Score (S) = $T_s * 0.7 + F_n * 0.3$

The bidder with the highest Composite Score(S) would be awarded the contract.

8. **Pre-bid meeting** : Authorised Representative with authority letter on the letter head of bidding company duly signed by the bidder only will be allowed to attend the meeting of the pre- bid meeting to be held on **03 October 2017 at 1100 hrs**, in conference hall, SICOM for clarification of Bid document .

9. Opening of bid

The proposals shall be opened at SICOM in the presence of bidder or their authorized representatives who choose to attend the opening of bids. Authorised Representative with authority letter on the letter head of bidding company duly signed by the bidder only will be allowed to attend the meeting of the Tender Committee to be held on **11, October,2017 at 1530 hrs**, in conference hall, SICOM, Room No 112, Paryavaran Bhavan, CGO Complex, Lodhi Road, New Delhi-110003 for opening of bids.

SICOM also reserves the rights to call for additional information from the bidders.

The interested firms should submit their bids in a sealed cover duly superscribed as indicated in paras 1 & 2 above and should contain two separate sealed covers viz. “Technical Bid” and “Financial Bid”.

The first sealed cover duly superscribed “**Technical bid for development and maintenance of SICOM website as per GIGW**” should contain following documents/information:-

Sl. No.	Description	Document/ Proof
i)	<i>The agency should give details like name, profile etc. The agency should be registered with the valid GST Registration Certificate. Proof of the same must be submitted.</i>	<ul style="list-style-type: none"> - Copy of GST Registration Certificate - Details are to be submitted in the format given in Tech Bid: Details of the Bidder Organization
ii)	<i>The agency should produce Articles of Association (in case of registered firms), Bye laws and certificates for registration issued by the Registrar of Companies. (Please upload only relevant portions)</i>	<i>Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association</i>
iii)	<p><i>The agency’s turnover should be more than INR 5 Crores average over the last three years viz, 2014-15, 2015-16 and 2016-17. A certificate to this effect from Chartered Accountant in original must be submitted.</i></p> <p><i>Bidder should have a positive net worth during the last three financial years 2013-14, 2014-15 and 2015-16.</i></p>	<p><i>Copy of duly certified statement from appointed statutory auditor</i></p> <p><i>Details are to be submitted in the format given in Tech Bid:</i></p> <p><i>Financial Details of Bidder and</i></p> <p><i>Copies of Income Tax returns for the last three years 2014-15, 2015-16 and 2016-17.</i></p>

(iv)	<i>An undertaking (self-certificate) that the agency hasn’t been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of IT services.</i>	<i>Details are to be submitted in the format given in Tech Bid: Declaration that the bidder has not been blacklisted</i>
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(v)	<i>An undertaking (self-certificate) that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</i>	<i>Certificate from any of the Government body as a proof.</i>
(vi)	<i>The bidder should have completed at-least 5 orders for website development during the past three years i.e. 2014 – 2017with requisite manpower for a similar scope of work.</i>	<i>Copies of purchase orders in last three financial years i.e. 2014-15, 2015-16 and 2016-17.</i>
(vii)	<i>The Agencies shall furnish, Earnest Money Deposit (EMD) in the form of Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per format. EMD is to remain valid for a period of forty five days beyond the date of opening of the tender.</i>	<i>To be submitted with the Technical Proposal</i>
(viii)	<i>The Agency should hold a valid CMMi Level 3 certificate or above certification.</i>	<i>Copy of Valid Certification.</i>

Competencies:

- a. Empanelled with NIC/ NICSi for website development work.
- b. Past experience in creating and maintaining very professionally and exceptionally creative websites.
- c. Excellent I.T. skills and project management skills
- d. Strong editorial team with communications skills to write clearly and compellingly in Hindi.
- e. Ability to juggle priorities and deadlines and perform well under pressure;
- f. Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- g. Awareness on the latest smart technologies for website development.
- h. Ability to regularly maintain, update the developed website.

Essential knowledge and experience:

- a. Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- b. Expertise with HTML and content-management systems and latest trends and technology in website content and social media.

- c. Strong analytical and research skills, including the ability to analyze audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites.
- d. Knowledge of the mandate and work of a government department website would be desirable.
- e. The following details regarding profile and track record of the agency may also be submitted along with technical bid :

- (i) Case studies of large brands handled, with focus on results achieved through web designing and development.
- (ii) Detail of award winning web designing and building assignment (s) handled, if any.
- (iii) **Defined deliverables have to be mentioned in the technical proposal with timelines.**
- (iv) Detail of the team proposed to be deployed to work with the SICOM, with qualifications and experience of the team members must be provided.
- (v) An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the Tender document and at the cost submitted by the Agency in the financial proposal (**the cost is not to be indicated in the undertaking**). The above undertaking submitted by the agencies would be binding on the Agency.

The Technical Proposal shall not include any financial information.

The second sealed cover should contain the “Financial Bid”. The envelope should be superscribed “**Financial bid for development and maintenance of SICOM website as per GIGW**”.

In preparing the Financial Proposal, Agencies are expected to take into account the requirements and conditions outlined in the Tender document.

Letter of Financial Proposal should include:

- (i) **Total fee**, from the date of issue of work order. For Financial Evaluation, the total fee for the assignment will be considered. This Fee should include all costs/expenses of the Agency for undertaking work as detailed in the Scope of Work.
- (ii) **Break-up of costs** for each of the items of work listed in the Scope of Work are to be submitted on a separate sheet of paper.

It is to be noted that

- a) GST as applicable in India will be paid as per actual and the same are **not** required to be indicated in the financial bid.
- b) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by SICOM.
- c) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- d) All prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.

10. **Late Bids:** Late bids i.e. bids received after the specified date & time for receipt of bids shall not be considered.

11. **Earnest Money Deposit (EMD) & Performance Bank Guarantee (PBG)**

i) **Earnest Money Deposit:** Vendor are required to submit Earnest Money Deposit (EMD) for amount of **Rs. 25,000** (twenty five thousand) along with Technical Bid. The EMD may be submitted in the form of Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per format attached at Annexure III. EMD is to remain valid for a period of forty-five days beyond the date of opening of the tender. No interest will be payable to the Bidder on the amount of the EMD. Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible.

(ii) The EMD should remain valid for a period of forty five (45) days beyond the final bid validity period.

(iii) The EMD of the unsuccessful bidders will be returned to them without any interest after conclusion of the resultant contract. Successful bidder's EMD will be returned without any interest after receipt of performance security from that bidder. The performance security will be 5% of the contract price. No interest on EMD would be paid by SICOM under any circumstances.

(iv) EMD of a bidder will be forfeited if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. The successful bidder's EMD will be forfeited if it fails to furnish the required performance security within the specified period.

(v) **Performance Bank Guarantee:**

Within 15 days of receiving the letter of acceptance, the successful bidder shall submit the performance security (either a bank guarantee or a bank draft in favour of "Society of Integrated Coastal Management, New Delhi") for an amount equivalent of 5% of the contract price. The performance security shall be kept valid till the expiry of the period of 'one year free warranty' post completion of work. The format for performance bank guarantee is attached at Annexure IV.

12. Scope of Work

Scope of work for the Dynamic website development are mention below:-

Website with CMS (Content Management System)

- Support for visually impaired and other disabled or challenged users Website Should be easy to Navigate
- Layout development for Home Page Layout development for Inner Page News & Announcement Management Menu Management
- Notice & Circular Management
- Tender Management Event Management
- Media Management – Photo / Video Download Management
- Publication Module
- Newsletter Subscribers/Email Marketing Module
- Award of Tenders Management
- Development of Online Report Submission
- RTI Act.
- Development of Online Report Submission
- Development of Archives Management Module
- Within Site Search Module
- Links to Social Media
- Feedback Management
- FAQ Management
- Employee / Officer Section Site Search
- Visitor Counter
- Audit Trail
- Bilingual Feature (English & Hindi)and to ensure that Hindi content in website must be universally accepted by using Unicode compliant font
- The Sections like 'what new', 'latest updates', 'Tender', etc. must be dynamic Link for applications
- Data Base Import / Export
- Guidelines audit from STQC
- Security Clearance Certificates for the website
- Website should be accessible through all major browsers (eg. IE, Mozilla Firefox, Google Chrome, etc).
- To obtain the Domain name i.e. www.sicom.gov.in
- Linkage of website of all State Project Management Units & National PEAs through hyperlinks.

COMPLIANCE OF ALL MATRICES of GIGW

a) Government of India Identifiers

- ❖ Association to Government is demonstrated by the use of Emblem/Logo,
- ❖ prominently displayed on the homepage of the website
- ❖ Ownership information is displayed on homepage and on all important entry pages of the website.
- ❖ Complete and self-explanatory title of the homepage (appearing on the top bar of the browser) is provided.
- ❖ Website is registered under 'gov.in' or 'nic.in' domain.
- ❖ Website provides a prominent link to the 'National Portal' from the Home page and pages belonging to National Portal load in new browser window
- ❖ Use of correct HTML tags for navigation features and content to allow screen readers and other software to access the content easily.

b) Building Confidence

- ❖ Website has a Copyright Policy, prominently displayed on the homepage.
- ❖ Due permission have been obtained for publishing any content protected by copyright.
- ❖ Source of all documents, whether reproduced in part or full, is mentioned. Website has a comprehensive Hyper Linking Policy
- ❖ Clear indication is given when a link leads out to a non-government website.
- ❖ The mechanism is in place to check the accuracy of Hyperlinked Content.
- ❖ Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.
- ❖ Website has comprehensive Terms and Conditions statements, linked from all important pages.
- ❖ Terms & Conditions disclaims responsibility of the content sourced/ linked from non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.
- ❖ Website has a Privacy Policy linked from all the relevant pages.
- ❖ All electronic commerce transactions are handled through secure means.

c) Scope of Content : Primary Content

- ❖ **About us**
 - ✓ All information about the Commission, useful for the citizen and other stakeholders, is present in ' About Us' section and mechanism is in place to keep the information up to date
- ❖ **Schemes**
 - ✓ The complete title of the Scheme is reflected.

- ✓ The website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.
- ✓ The validity of the scheme has been mentioned.
- ❖ **Services**
 - ✓ Self explanatory title of the services is published.
 - ✓ The website provides a complete description of the service along with the procedure to apply for/avail the same.
- ❖ **Forms**
 - ✓ The website provides the complete title of the form along with the purpose it is used for Language of the Form (other than English) is mentioned clearly
- ❖ **Acts**
 - ✓ The complete title of the Act (as written in the official notification) is mentioned.
- ❖ **Documents**
 - ✓ The complete title of the document is mentioned on the website.
 - ✓ The language of the Document (other than English) is mentioned clearly.
 - ✓ Validity of the Circular/ notification is mentioned.
- ❖ **Circulars and Recruitment**
 - ✓ The official title of the Circular /Notification is mentioned.
 - ✓ Validity of the Circular/ notification is mentioned.
- ❖ **Tenders and Recruitment**
 - ✓ Mechanism in place to ensure that all Tender / Recruitment Notices issues by the Department are published on the website.
 - ✓ Website provides a complete description of the Tender / Recruitment notice along with the procedure to apply for the same
 - ✓ Mechanism is in place to ensure that information on old / irrelevant Tender Recruitment notices is removed or moved into the archive section
- ❖ **News and Press Release**
 - ✓ News I Press releases are displayed along with the date and these are organized as per the archival policy of the website
- ❖ **Contact Us**
 - ✓ Website has a 'Contact Us' page, linked from the home page and all relevant places in the website.
 - ✓ The complete contact details of important functionaries in the Department are given in the 'Contact Us' section
- ❖ **Presence on the National Portal**
 - ✓ Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.
- **Scope of Content : Secondary Content**
 - ❖ Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive
 - ❖ All Discussion Forum on the website are moderated.
 - ❖ For every related link, the complete URL of the Home Page/concerned webpage is provided.
- **Scope of Content : Tertiary Content**
 - ❖ Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.

- ❖ The website has a readily available Help section
- ❖ Complete information including title, size(playing time for audio/video), format, usage instructions and plug-in to view the file is provided for downloadable material including documents.
- ❖ Mechanism is in place to ensure that all downloadable material is free from virus.
- ❖ Minimum content as prescribed in the guidelines is present on the homepage.
- ❖ Subsequent pages of the website have the minimum content as prescribed in the guidelines.
- ❖ Website is free from offensive / discriminatory language.

d) Quality of Content

- ❖ Content is compiled and packaged with citizen orientation.
- ❖ The Department has a Content Contribution, Moderation and Approval Policy (CMAP) for the Websites.
- ❖ Home Page and every important entry page of website display the last updated /reviewed date.
- ❖ Department has a Content Review Policy (CRP) for the website.
- ❖ All Documents / Reports have a time stamp at least on the main Page.
- ❖ The Departments have a clearly laid out Content Archival Policy (CAP) for the website.
- ❖ Clear and simple language has been used throughout the website.
- ❖ The language is free from spelling and grammatical errors.
- ❖ Whenever there is a change in the language of a web page it has been clearly indicated.
- ❖ Consistency in nomenclature is maintained across the website.
- ❖ All information, which is of direct importance to the citizen, is accessible from the Homepage.
- ❖ Information structure and relationship is preserved in all presentation styles.
- ❖ The meaningful reading sequence is preserved in all presentation styles.
- ❖ Documents / pages in multiple languages are updated simultaneously.

e) Design

- ❖ Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.
- ❖ A consistent page layout has been maintained throughout the website
- ❖ National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.
- ❖ Hindi/ regional language fonts have been tested on popular browsers for any inconsistency (loss of layout)
- ❖ Web Pages allow resizing of text without the use of assistive technology.
- ❖ Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.
- ❖ There is adequate contrast between text and background colour.
- ❖ All information is conveyed with colour is also available without colour.
- ❖ Alternate text is provided for non text elements(e.g. images).
- ❖ Websites provide textual description of audio / video clips and multimedia presentation.
- ❖ Caption have been provided for all important audio content.
- ❖ Web pages do not contain any content that flashes for more than three times in a second.

- ❖ There is a mechanism to control scrolling, blinking content.
- ❖ There is a mechanism to control (stop, pause....) audio that starts automatically.
- ❖ All pages on the website have a link to the home page.
- ❖ The positioning and terminology used for navigation items and navigation scheme is consistent across the website.
- ❖ There are no links to 'under construction' pages.
- ❖ Each page is a stand alone entity in terms of ownership, navigation and context of content.
- ❖ Web pages allow the user to bypass repeated blocks of content.
- ❖ Website has either a "search" box or a link to a "search" page from every page of the website.
- ❖ Website has an up to date Site Map that is linked to the Home Page as well as to all important entry pages of the website.
- ❖ If the site uses frames, each frame is properly titled.
- ❖ Support all resolution setting that are 1024x768 pixels or higher.

f) Development

- ❖ Website uses Cascading Style sheets to control layouts/styles
- ❖ Website is readable even when sheets are switched off or not loaded.
- ❖ Web pages are usable even when scripts, applets etc are turned off.
- ❖ Documents are provided either in HTML or other accessible formats. Instruction / Download details for viewing these formats are provided.
- ❖ In content implemented using mark up languages, the elements have been use according to specification.
- ❖ Labels have been provided when content requires input from the users.
- ❖ Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).
- ❖ Instructions for operating/ understanding content do not rely solely on characteristics like shape, size, location etc.
- ❖ All input errors are flashed in text.
- ❖ Functionality of content is operable through keyboard.
- ❖ Focus is not trapped in any component while navigating through keyboard only.
- ❖ Purpose of each link is clear to the user.
- ❖ When any component receives focus it does not initiate change in context.
- ❖ Changing the setting of a component does not change the context unless the user has been informed of the same.
- ❖ Metadata for pages like title, keywords, description and language is appropriately included.
- ❖ Data tables have been provided with necessary tags / mark up.
- ❖ All components receives focus in an order that preserves the meaning / operation.
- ❖ Role of all interface components can be programmatically determined.
- ❖ The websites have been tested on multiple browsers.
- ❖ Websites has cleared Security Audit by certificate agency and has a Security Policy.

g) Website Hosting

- ❖ Websites are accessible to the intended audience in an efficient and secure manner on 24 x 7 basis.
- ❖ The hosting Service Provider possesses state-of-the art multi-tier security infrastructure

<p>as well as devices such as firewall and intrusion prevention system.</p> <ul style="list-style-type: none"> ❖ The hosting Service Provider has redundant server infrastructure for high availability. ❖ The hosting service provided performs regular backup of the web site. ❖ The Hosting Service Provided has a Disaster Recovery (DR) Centre in a geographically distance location and a well-crafted DR plan for the website. ❖ Website Hosting Provider provides Helpdesk & Technical support on 24x7x 365 basis. ❖ All possible secure measures have been taken to prevent defacement/ hacking of the website and the Department has been contingency plan in place for situation like these.
<p>h) Website Promotion</p> <ul style="list-style-type: none"> ❖ Website ranks in the first five results on major search engines when searched with relevant keywords. ❖ It has been ensured that all stationery of the department as well as advertisements/ public messages issued by the concerned Department prominently display the URL of the website
<p>i) Website Management</p> <ul style="list-style-type: none"> ❖ Department has nominated a Web Information Manager as defined in the guidelines. ❖ The websites has a website monitoring policy. ❖ All policies and plans are approved by Head of Department.

Preferred Technology

- ✓ The websites would be developed using the latest versions of .Net.
- ✓ Data Base will be MS SQL.

Deliverables:

- i. Hardware and Software requirements with detailed specifications required for the project.
- ii. Source code: After the website is made operational and live, the complete source code of the CMS as well as the website shall be handed to Department with complete rights for perpetual use and modification by Department for its own purpose.
- iii. Work Plan Schedule
Complete Documentation (including System & Operations Manuals)

One Year Free Warranty & Two years AMC after One Year Free Warranty

Agency will provide Maintenance support to analyze and fix any technical glitches within the developed website for one year free of cost & thereafter shall provide AMC for a period of two years.

13. General Terms and Conditions

(i) Getting the Security Audit by CERT-IN empanelled agency and obtaining all necessary certificates and to ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' {<http://guidelines.gov.in/><http://guidelines.gov.in/>in full}, will be the responsibility of the service provider including the cost involved.

(ii) Identify and execute training requirements along with preparation of User Manual will be the responsibility of the service provider including the cost involved.

(iii) Mere submission of Tender, shall not confer any right whatsoever on the submitting entity.

(iv) SICOM may reject any or all the bids without assigning any reasons.

(v) The Tender shall remain valid for a period of 6 months from the date of publication of Tender.

(vi) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Ministry.

(vii) Every page of Tender must be self attested by Tenderer.

(viii) Neither the issue of this invitation for Tender nor any part of its contents is to be taken as any form of commitment or acknowledgement on part of SICOM to proceed with any Tender or any entity and SICOM reserves the rights to annul or terminate the process or reject any Tender at anytime or stage without assigning any reason.

(ix) EMD of Rs. 25000/- to be submitted alongwith Technical Bid as per para 8.3.

(x) Incomplete proposals are liable to be rejected.

(xi) If the service provider does not deliver the work to the satisfaction of the Customer within the stipulated time (as per para 15) a penalty of Rs. 5,000/- per calendar week shall be imposed on the service provider. An additional penalty of Rs. 1000/- per calendar day shall be imposed on the service provider if the work is not completed in additional period of two weeks i.e. by after applying penalty of Rs. 5,000/- per week.

(xii) This Tender is not an agreement and is neither an offer nor invitation by SICOM to the prospective Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this Tender. This Tender includes statements, which reflect various assumptions and assessments arrived at by SICOM in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all persons, and it is not possible for SICOM, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender and obtain independent advice from appropriate sources.

(xiii) SICOM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender.

(xiv) The issue of this Tender does not imply that SICOM is bound to select a Tenderer or to appoint the Selected Tenderer, as the case may be, for the Project and SICOM reserves the right to reject all or any of the Tenderer or Tenders without assigning any reason whatsoever.

(xv) Further, all information/data/reports/pitches/data or other material submitted to SICOM under this Tender/RFP/RFQ by the Applicant shall become the property of SICOM. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to SICOM. The Applicant further agrees and undertakes that SICOM may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in SICOM using the same.

(xvi) The firm shall be a legal entity as per the GOI rules/regulations and laws of the land.

(xvii) The firm must have GST registration, and should be income tax assessee.

(xviii) The firm should not have been blacklisted by any Government organization.

(xix) SICOM shall not be liable for any cost incurred by the respondents in preparing responses to this tender or negotiations associated with award of a contract

(xx) **Force Majeure-**If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock outs or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall due to such event be entitled to terminate this contract nor shall either party have any claim for damage against other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part any obligation under this contract is prevented or delayed by reasons of any such event for a period of exceeding 60 days, party may, at its option, terminate the contract.

(xxi) **Settlement of Disputes and Arbitration-** All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Foreign Secretary or any person nominated by him/her. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996 or any other law that takes place in this regard. The arbitrator shall be in entitled to extend the time of arbitration proceedings with the consent of the parties.

14. Launching of website

After successful security audit and GIGW compliance certification, the website would be hosted on the production (web) server of NIC data centre.

15. Time frame

The time frame for study, redesign and development of the website including security audit clearance and STQC certification for GIGW compliance will be 12 weeks from the date of award of the contract.

16. Terms of payment

Payment will be mention below:-

- | | | |
|-------------------------------------------------------------------------------------------------|---|----------------------------|
| 1. SRS & Home page design | : | 30% of Total Project Value |
| 2. Completion of User Acceptance Testing on Agency Server | : | 45% of Total Project Value |
| 3. Completion of User Acceptance and testing on user server along with safe to host certificate | : | 25% of Total Project Value |

PRICE SCHEDULE

S. No.	Item Description	Amount (in Rs.)
1.	Development and maintenance of website of SICOM as per Guidelines for Government of India Websites (GIGW) and security auditing from CERT-In empanelled agency under Department of Electronics & Information Technology and maintenance support including guidelines audit from STQC as per Tender document.	
2.	Annual Maintenance Contract (AMC) for a period of two years after completion of free one year warranty	
	Total	

Note:

1. All prices shall be in Indian Rupees only.
2. Prices shall be inclusive of taxes, duties, levies, etc. and all expenses are deemed to have been included in the bidder's quote.
3. GST as applicable will be paid as per actual and the same are not required to be indicated in the financial Bid.
4. Prices shall be mentioned in both figures and words.
5. TDS will be deducted as per rules applicable.
6. The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained.
7. The financial bid shall not contain any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

Date:

Signature of Authorised Signatory

Place:

Name of the Authorised Signatory

Designation:
Name of the Organisation with Seal

Annexure-II

DECLARATION

1. I, _____ son/daughter/wife of Shri _____ Proprietor/Director/authorised signatory of the firm is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender, have accepted all the terms & conditions of the tender and undertake to abide by them;
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date: _____

Signature of authorised person

Place: _____

Full Name:

Seal:

Form of Bid Security (Bid Bond)

[The Surety shall fill in this Bid Bond Form in accordance with the instructions indicated.]

BOND NO. _____

BY THIS BOND [name of Bidder] as Principal (hereinafter called “the Principal”), and [name, legal title, and address of surety], **authorized to transact business in** [name of country of Employer], as Surety (hereinafter called “the Surety”), are held and firmly bound unto [name of Employer] as Obligee (hereinafter called “the Employer”) in the sum of [amount of Bond]¹[amount in words], for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted or will submit a written Bid to the Employer dated the ____ day of _____, 20__, for the supply of [name of Contract] (hereinafter called the “Bid”).

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

- (a) has withdrawn its Bid during the period of Bid validity set forth in the Principal’s Letter of Bid (“the Bid Validity Period”), or any extension thereto provided by the Principal; or
- (b) having been notified of the acceptance of its Bid by the Employer during the Bid Validity Period or any extension thereto provided by the Principal; (i) failed to execute the Contract agreement; or (ii) has failed to furnish the Performance Security, in accordance with the Instructions to Bidders (“ITB”) of the Employer’s bidding document.

then the Surety undertakes to immediately pay to the Employer up to the above amount upon receipt of the Employer’s first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiration of the Bid Validity Period set forth in the Principal’s Letter of Bid or any extension thereto provided by the Principal.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this ____ day of _____ 20__.

Principal: _____ Surety: _____
Corporate Seal (where appropriate)

¹ The amount of the Bond shall be denominated in the currency of the Employer’s Country or the equivalent amount in a freely convertible currency.

(Signature)
(Printed name and title)

(Signature)
(Printed name and title)

Form of Bid-Securing Declaration

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date: [date (as day, month and year)]

RFB No.: [number of Bidding process]

Alternative No.: [insert identification No if this is a Bid for an alternative]

To: [complete name of Employer]

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for Bidding or submitting proposals in any contract with the Employer for the period of time of [number of months or years] starting on [date], if we are in breach of our obligation(s) under the Bid conditions, because we:

- (a) have withdrawn our Bid during the period of Bid validity specified in the Letter of Bid; or
- (b) having been notified of the acceptance of our Bid by the Employer during the period of Bid validity, (i) fail to sign the Contract agreement; or (ii) fail or refuse to furnish the Performance Security, if required, in accordance with the ITB.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Name of the Bidder* _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder** _____

Title of the person signing the Bid _____

Signature of the person named above _____

Date signed _____ day of _____, _____

*: In the case of the Bid submitted by joint venture specify the name of the Joint Venture as Bidder

** : Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid

[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all members to the

PERFORMANCE SECURITY BANK GUARANTEE FORM

To:

WHEREAS----- (Name of Supplier) hereinafter called “ the Supplier” , has undertaken , in pursuance of Contract to -----(Description of services) hereinafter called “ the Contract”.

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a national/scheduled Bank located in India for the sum specified therein as security for compliance of the Supplier’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier up to a total of Rs.....(in figures).....
(in words) (Amount of Guarantee) and we undertake to pay you up on your written demand declaring the Supplier to be in default under the Contract and without cavil or argument any sum or sums within the limit of Rs. (Amount of Guarantee) without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

This Guarantee is valid until the day of 201...

Date

Signature and seal of Guarantors

Address:.....

.....

