

E-Request for Proposal

(E-RFP)

For

“Design, Development and Implementation of New Official Website
integrated with Content Management System”

Indian Ports Association

1st Floor, South Tower, NBCC Place

B. P Marg, Lodi Road

New Delhi - 110 003

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(INR 1000/-)

(November, 2018)

Indian Ports Association

IPA/ICTD/WEBSITE/2018

06/11/2017

“eRFP FOR DESIGN, DEVELOPMENT AND IMPLEMENTATION OF NEW OFFICIAL WEBSITE INTEGRATED WITH CONTENT MANAGEMENT SYSTEM FOR INDIAN PORTS ASSOCIATION (IPA), NEW DELHI.”

1. Invitation for the Proposal

Indian Ports Association (IPA) a society registered under the societies registration act 1860, on behalf of Ministry of Shipping (MoS), Government of India intends to procure the services for “Design, Development and Implementation of New Official Website Integrated with Content Management System for Indian Ports Association (IPA), New Delhi”.

Accordingly, IPA invites E-Requests for Proposal (eRFP) from interested firm(s) for the same. The eRFP document providing the Terms of Reference (ToR), pre-qualification criteria, terms and conditions including evaluation criteria are available in the web site <http://ipa.nic.in> as well as <http://www.eprocure.gov.in/eprocure/app>.

The schedule for receipt of the application is as follows: -

1. Submission of queries must be requested before 1400 Hrs on 12.11.2018.
2. Pre-bid meeting shall be held at 1200 Hrs on 15.11.2018.
3. Receipt of offers on or before 1500 Hrs on 30.11.2018.
4. Opening of Technical offers at 1530 Hrs on 30.11.2018.

Reputed and interested firms may go through the eRFP from the above website and send in their response online to the Chief Informatics Officer, Indian Ports Association, 1st floor, South Tower, NBCC Place, Bhisham Pitamah Marg, Lodi Road, New Delhi -110003.

In case, RFP document is downloaded from website, the requisite document fee of Rs. 1,000/- in form of Demand Draft, in favour of Indian Ports Association shall be submitted along with bid.

Introduction:

Indian Ports Association (IPA) on behalf of Ministry of Shipping (MoS), Government of India intends to procure the services for ‘Design, Development and Implementation of New Official Website Integrated with Content Management System of Indian Ports Association (IPA), New Delhi’.

The objective of this eRFP is to engage reputed and eligible Website Designing and Development firm(s) for ‘Design, Development and Implementation of New Official Website integrated with Content Management System of IPA’ System in compliance with the ‘Guidelines for Indian Government Websites (GIGW)’, W3CG and security audit certificate by CERT-In empanelled agency for the website of Indian Port Association (IPA) within the URL <http://www.ipa.nic.in>.

The eRFP document provides the Term of Reference (ToR), pre-qualification criteria, terms and conditions including evaluation criteria, EMD and suggested response formats and easy understanding has been divided into following sections:

- | | | |
|--------------------|---|-------------------------------------|
| Section 1 | - | Instructions to Firm(s) |
| Section 2 | - | Terms of reference |
| Part I | - | Objective & Scope of Services |
| Part II | - | TOR, Terms & Conditions |
| Section 3 | | |
| Technical Proposal | - | Standard Forms & Other Undertakings |
| Financial Proposal | - | Standard Forms |

Section 1
(Instructions to Firm(s))

Standard

1. Definitions

- (a) “Employer” means the IPA/Ministry of shipping which has invited the bids for consultancy services and with which the selected Firm(s) signs the Contract for the Services and to which the selected Firm(s) shall provide services as per the terms and conditions and TOR of the contract;
- (b) “Firm(s)” means any interested firms/companies/agencies who submit their proposals that may provide or provides the Services to the Employer under the Contract;
- (c) “Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1, that is the General Conditions (GC), the project Specific Conditions (SC), and the Appendices;
- (d) “Successful Bidder/Vendor” means the firm/bidder selected by the Employer to Consider for award of the work under this RFP;
- (e) “Project specific information”, means such part of the Instructions to Firm(s) used to reflect specific project and assignment conditions;
- (f) “Day” means calendar day;
- (g) “Government” means the Government of India;
- (h) “Instructions to Firm(s) (Section 1 of the RFP) means the document, which provides Firm(s) with all information needed to prepare their proposals;
- (i) “Personnel” means professionals and support staff provided by the Vendor(s) or by any Sub-Firm(s) and assigned to perform the Services or any part thereof;
- (j) “Proposal” means the Technical Proposal and the Financial Proposal;
- (k) “RFP” means the Request for Proposal prepared by the Employer for the selection of Firm(s);
- (l) “Assignment/Job” means the work to be performed by the Vendor(s) pursuant to the Contract;

- (m) “Sub-Firm(s)” means any person or entity with whom the Firm(s) subcontracts any part of the Assignment/job;
- (n) “Terms of Reference” (TOR) means the document included in the RFP as Section 2 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Employer and the Vendor(s), and expected results and deliverables of the Assignments/job;
- (o) “Website” means collection of related web pages, including multimedia content, typically identified with a common domain name and published on at least one web server;
- (p) “Web portal” means specially designed website that brings information together from diverse sources in a uniform way like emails, forums and search engines etc.

2. Introduction

- 2.1 The Employer shall select a firm/organization (the Vendor(s) in accordance with the method of selection specified in Part II of Section 2.
- 2.2 The name of the assignment/job has been mentioned in Section 1. Detailed scope of the assignment/job has been described in the Terms of Reference in Section 2.
- 2.3 The date, time and address for submission of the proposals have been given in Section 1
- 2.4 The Firm(s) are invited to submit their Proposal, for Assignment/job named in the Section 1. The Proposal shall be the basis for signed Contract with the selected Firm(s).
- 2.5 The Employer shall provide to the firm(s) the inputs and facilities specified in the Section 2 without any cost and make available relevant project data and reports.
- 2.6 Firm(s) shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Employer is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Firm(s).

3. Clarification and Amendment of RFP Documents

- 3.1 Firm(s) may request a clarification on any clause of the RFP documents before 1400 hrs. on 12.11.2018. Any request for clarification must be sent in writing, or by standard electronic means to the Employer’s address indicated in Part II of Section....To fill up

The Employer may respond in writing by standard electronic means and publish in the website.

3.2 At any time before the last date of submission of Proposals, the Employer may amend the RFP by issuing an addendum by standard electronic means i.e uploading on its website. To give Firm(s) reasonable time in which to take an amendment into account in their Proposals the Employer may, if the amendment is substantial, extend the deadline for the submission of Proposals.

4. Conflict of Interest

4.1 Employer requires that firm(s) provide professional, objective, and impartial advice and at all times hold the Employer's interest's paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

4.2 Without limitation on the generality of the foregoing, vendor(s), and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

Conflicting activities: A firm that has been engaged by the Employer to provide goods, works or Assignment/job other than consulting Assignment/job for a project and any of its affiliates shall be disqualified from providing consulting Assignment/ job related to those goods, works or Assignment/job. Conversely, a vendor hired to provide consulting Assignment/job for the preparation or implementation of a project, and any of its affiliates shall be disqualified from subsequently providing goods or works or Assignment/job other than consulting Assignment/job resulting from or directly related to the vendor's consulting Assignment/job for such preparation or implementation. For the purpose of this paragraph, Assignment/job other than consulting Assignment/job are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography and satellite imagery.

Conflicting Assignment/job: A firm(s) (including its Personnel and Sub- Vendor(s) or any of its affiliates) shall not be hired for any Assignment/job that by its nature may be in conflict with another Assignment/job of the vendor(s) to be executed for the same or for another Employer.

Conflicting relationships: A firm(s) (including its Personnel and Sub-Vendor(s)) that has a business or family relationship with a member of the Employer's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment/job, (ii) the selection process for such Assignment/job, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Employer throughout the selection process and the execution of the Contract.

4.3 firm(s) have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Employer, or that may

reasonably be perceived as having this effect. Any such disclosure shall be made as per the Standard forms of technical proposal provided herewith. If the vendor(s) fails to disclose said situations and if the Employer comes to know about any such situation at any time, it may lead to the disqualification of the Firm(s)/vendor during bidding process or the termination of its Contract during execution of assignment.

- 4.4 No agency or current employees of the Employer shall work as vendor(s) under their own ministries, departments or agencies.

5. Unfair Advantage

- 5.1 If a firm could derive a competitive advantage from having provided consulting Assignment/job related to the Assignment/job in question and which is not defined as conflict of interest as per para 4 above, the Employer shall make available to all vendors together with this RFP all information that would in that respect give such vendor any competitive advantage over competing firms. In this regard, all bidding firms shall be given access to the relevant reports submitted by the firm for 'Design, Development and implementation of New Official Website integrated with content management system of Indian Ports Association (IPA), New Delhi.

6. Proposal

Firm(s) shall submit only one proposal. If a Firm(s) submits or participates in more than one proposal, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Firm(s), including individual experts, to more than one proposal.

7. Preparation of Proposals

7.1 The proposal as well as all related correspondence exchanged by the Firm(s) and the Employer shall be written in English language, unless specified otherwise.

7.2 In preparing their Proposal, Firm(s) are required to examine in detail the documents comprising the RFP. Material deficiencies in providing the information required may result in rejection of a Proposal.

7.3 While preparing the Technical Proposal, if an Agency considers that it may enhance its expertise for the Assignment/job by associating with other Agencies in sub-consultancy, it may associate with an Agency who has not been technically qualified as a part of the application process of this RFP.

7.4 Depending on the nature of the Assignment/job, Firm(s) are required to submit a Technical Proposal (TP) in forms provided in Section 3. Section 3 indicates the formats of the Technical Proposal to be submitted. **Submission of the wrong type of Technical Proposal shall result in the Proposal being deemed non-responsive.** The Technical Proposal shall provide the

information indicated in the following paras from (a) to (f) using the attached Standard Forms (Section 3). Form TP-1 in Section-3 is a sample letter of technical proposal, which is to be submitted along with the technical proposal.

(a) A brief description of the Firm(s) organisation shall be provided in Form TP-2. In the same Form, the Firm(s) shall also provide details of experience of assignments which are similar to the proposed assignment/job as per the terms of reference. For each Assignment/job, the outline should indicate the names of Sub-Firm(s)/Professional staff who participated, duration of the Assignment/job, contract amount, and Firm(s) involvement. Information shall be provided only for those Assignment/jobs for which the Firm(s) was legally contracted by the Employer as a corporation or as one of the firms within a joint venture. Assignment/jobs completed by individual Professional staff working privately or through other consulting firms shall not be claimed as the experience of the Firm(s), or that of the Firm(s)'s associates, but can be claimed by the Professional staff themselves in their CVs. Firm(s) should be prepared to substantiate the claimed experience along with the proposal and must submit letter of award/copy of contract for all the assignments mentioned in the proposal. (In case of confidentiality agreements with clients, a self-certification from the Statutory Auditor of the Firm(s) should be provided.)

(b) Comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality/effectiveness of the Assignment/job; and on requirements for facilities including administrative support, office space, data, etc. to be provided by the Employer (Form TP-3 of Section 3).

(c) A description of the approach, methodology and work plan for performing the Assignment/job covering the following subjects; technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under Form TP-4 of Section 3.

(d) CVs of the Professional staff as mentioned above signed by the staff themselves or by the authorized representative of the Professional Staff (Form TP-5 of Section 3).

(e) Softcopy of the complete proposal either in CDs or Pen drive in PDF & Word format shall be submitted.

7.5 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information shall be declared non-responsive.

7.6 Financial Proposals: The Financial Proposal shall be prepared using the attached Standard Forms (Section 3). The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

8. Proposal Validity

The proposal shall be valid for 180 (one hundred and eighty) days from the date of opening of the proposal.

9. Taxes

The Firm(s) shall fully familiarize themselves about the applicable Domestic taxes (such as GST etc) on amount payable by the employer under the contract. All such taxes must be excluded by the Firm(s) in the financial proposal.

10. Currency

Firm(s) shall quote the price of their Assignment/Job in Indian Rupees only.

11. Earnest Money Deposit (EMD)

11.1 Earnest Money Deposit

An EMD of Rs. 30,000.00 (Rupee Thirty thousand only) in the form of Demand Draft (DD) drawn in favour of Indian Ports Association, payable at New Delhi has to be submitted along with the proposal.

- i. Proposal not accompanied by EMD shall be rejected as non-responsive.
- ii. No interest shall be payable by the Employer for the sum deposited as EMD.
- iii. No bank guarantee shall be accepted in lieu of the earnest money deposit.
- iv. The EMD of the unsuccessful bidders would be returned back.

11.2 The EMD shall be forfeited by the Employer in the following events:

- i. If proposal is withdrawn during the validity period or any extension agreed by the Firm(s) thereof.
- ii. If the Proposal is varied or modified in a manner not acceptable to the Employer after opening of Proposal during the validity period or any extension thereof.
- iii. If the Firm(s) tries to influence the evaluation process.
- iv. If the first ranked Firm(s) withdraws his proposal during financial negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the Firm(s)).

- v. If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect; and
- vi. If the Successful Bidder fails to execute the Agreement within the stipulated time or any extension thereof provided by IPA.

11.3 Bidder with valid registration under MSME and NSIC for website design, development and implementation are exempted from Tender fee and EMD payment.

12. Performance Bank Guarantee: The successful developer/bidder shall have to submit Performance Bank Guarantee equivalent to 10% of value of the project awarded within 7 (seven) calendar days from the date of LoI with validity period by the end of the date of O&M period plus 30 (thirty) Days. After submission of Performance Bank Guarantee (PBG), EMD shall be returned to the firm.

13. Submission, Receipt and Opening of Proposal

13.1 The original proposals, both Technical and Financial Proposals shall contain no interlineations or overwriting. The person who signed the proposal must initial such corrections. Submission of letters for both Technical and Financial Proposals shall respectively be in the format of TP-1 of Section 3 & FP-1 of Section 3

13.2 An authorized representative of the Firm(s) shall initial all pages of the original Technical and Financial Proposals. **The authorization shall be in the form of a written power of attorney accompanying the proposal or in any other form demonstrating that the representative has been duly authorized to sign.** The signed Technical Proposals shall be marked "ORIGINAL".

13.3 The employer has adopted a two stage (collectively referred to as the "Selection Process") for the evaluation of the Proposals. The Bids shall comprise of two parts namely the Technical and Financial Proposals.

Technical Proposal: -

Scanned copies of Technical Bid shall be submitted on eProcurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app> in the First Cover (Technical Bid) and also the original in hard copies and two soft copies of Technical Proposal (in word and PDF format in CD or Pen-drive).

Financial Proposal: -

Financial Proposal shall be submitted online only as per the Price Schedule given in Financial Proposal mentioned in Section 3 of the RFP and attached in PDF format in eProcurement Portal only(CPPP) <https://eprocure.gov.in/eprocure/app>. No hard copy of financial Bid shall be submitted. The price bid submitted through eProcurement mode only shall be taken up for the purpose for evaluation as prescribed in this RFP document.

Any Indication of 'Quoted Price' in the online technical Bid documents shall lead to rejection of the bid outrightly. For evaluation purpose the uploaded offer documents shall be treated as authentic and final.

13.4 The Proposal must be submitted online as well as sent to the address/ addresses indicated in the Section 1 and received by the Employer no later than the time and the date indicated in the Section 1 or any extension to this date in accordance with para 4.2 above. Any proposal received by the Employer after the deadline for submission shall be returned unopened.

14. Proposal Evaluation

14.1 From the time the proposals are opened to the time contract is awarded, the Firm(s) shall not contact the Employer on any matter related to its Technical and/or Financial Proposal. Any effort by Firm(s) to influence the employer in the examination, evaluation, ranking of Proposal, and recommendations for award of contract may result in the rejection of the Firm(s) proposal.

14.2 The employer may constitute a Tender Evaluation Committee to carry out the evaluation process.

14.3 The Tender Evaluation Committee while evaluating the technical proposal shall have no access to the Financial Proposals until the technical evaluation is concluded and the competent authority accepts the recommendation.

14.4 The TEC shall evaluate the Technical Proposal on the basis of their responsiveness to the Term of Reference and by applying the evaluation criteria specified in Section 2.

14.5 Financial proposal of only those firm(s) who are technically qualified shall be opened on the date & time specified by employer in the presence of the Firm(s) representatives who choose to attend.

15. Technical Negotiations

15.1 Technical negotiation shall include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan and staffing, and any suggestions made by the Firm(s) to improve the Terms of Reference. The employer and the Firm(s) shall finalize the staffing schedule, work schedule, logistics and reporting. These documents shall then be incorporated in the contract.

15.2 Availability of Professional/Staff/expert: The Employer shall require assurances that the Professional staff shall be actually available

16. Award of Contract:

After negotiations, the employer shall issue a letter of intent (LOI) to the selected Vendor(s). The Vendor(s) shall sign the contract after fulfilling all the formalities/ pre-conditions like submission of Performance Bank Guarantee, etc.

17. Confidentiality

Information relating to evaluation of Proposal and recommendations concerning awards shall not be disclosed to the Firm(s) who submitted the proposal or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Firm(s) of confidential information related to the process may result in the rejection of its proposal and may be subject to the provisions of the Employer's antifraud and corruption policy.

18.Contents of Proposal Document:

The Proposal Document comprises the contents as mentioned in this document and would additionally include Addendum if any, issued by The Chief Informatics Officer, Indian Ports Association, New Delhi.

19.Scrutiny and Evaluation of Proposals:

Preliminary Scrutiny:

In the first instance, the officer of (Tender Inviting Authority) appointed for opening of the proposals shall ascertain the availability of proper Proposal Security. In case a proposal is received without the requisite and proper Proposal Security, it shall be summarily rejected.

Responsiveness of Proposals:

The proposals received on time, accompanied by the requisite and proper Proposal Security shall thereafter be examined for responsiveness. A responsive proposal is one which conforms to all requirements of the Proposal Document. A proposal may be treated non-responsive for any or all of the following reasons: -

- a. The bidder/s not meeting all of the 'Minimum Eligibility Criteria' as stipulated in the 'Notice Inviting RFP.
- b. All the information as indicated in the Proposal Document is not furnished.
- c. Validity of proposal not confirmed.
- d. Proposal documents not signed and sealed in the manner prescribed in the Proposal Document.

- e. The proposal and supporting documents show significant variations and or inconsistency/is.
- f. If the technical proposal indicates/ discloses directly or indirectly financial proposal. A non-responsive proposal shall be rejected at this stage.
- g. Non submission of clarification during evaluation process.

20. Scrutiny of Technical Proposals:

Responsive bids shall be examined in detail for their technical contents. Compliance to detailed Scope of work, Experience of bidder, proposed work plan for implementation, team composition etc. of the bidders shall be checked.

In the process of this examination, some clarifications may become necessary. These shall be sought and furnished in writing. However, the basis of the proposal shall not be permitted to be changed/ altered either to fulfil minimum eligibility criteria or to make a non-responsive proposal responsive or to qualify for meeting the technical proposal parameters. The proposals which are found deficient or defective or unacceptable due to any reason shall be treated as non-responsive.

21. RFP Document

The RFP document providing the Term of Reference (ToR), pre-qualification criteria, terms and conditions including evaluation criteria are available in the web site <http://ipa.nic.in> as well as www.eprocure.gov.in/eprocure/app

Reputed and interested Firm(s)/consulting firms/consortia may download the RFP from the above website.

In case, RFP document is downloaded from website, the requisite document fee of Rs. 1,000/- (Rupees One Thousand) in form of Demand Draft, in favour of Indian Ports Association shall be submitted along with bid.

22. Submission of Proposal

Proposal, in its complete form in all respect as specified in the RFP document, must be submitted to:

Chief Informatics Officer,
Indian Ports Association,
1st. floor, South Tower, NBCC Place,
Bhisham Pitamah Marg, Lodi Road, New Delhi – 110 003

The bids received after due date shall be summarily rejected and no action shall be taken on these bids.

Section 2

(Terms of Reference)

Design, Development and Implementation of New Official Website integrated with Content Management System of IPA

2. Objective:

The objective of this RFP is to engage reputed and eligible Website Designing and Development firm(s) for “Design, Development and Implementation of New Official Website integrated with Content Management System of IPA” System in compliance with the ‘Guidelines for Indian Government Websites (GIGW)’, W3CG and security audit certificate by CERT-In empanelled agency for the existing website of Indian Port Association (IPA) within the URL <http://www.ipa.nic.in>.

3. SCOPE OF WORK:

The work includes:

- i. As is Study, Requirement identification and Analysis with respect to Design, Development for new Official Website for IPA.
 - i. Preliminary study of existing website of IPA
 - ii. Requirement gathering
 - iii. Finalization of CMS and database configuration
- ii. The website shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to add/modify/remove content through Content Management System (CMS) pertaining to their respective Centre/Domain as per their assigned rights
- iii. The website shall have provisions of Content Contributor/Creator, Moderator and Approver System wherein only authorised individual can upload the content on the website pertaining to their respective domain which after the due approval by the approving authority would be available to the Website Manager/Webmaster/Publisher for final uploading onto the website.
- iv. A module to authenticate web user (i.e., Member organizations) and share files and notifications.
- v. Successful Bidder (Vendor) shall carry out the Data migration /Porting of existing data into the new website and hosting the website in NIC server.
- vi. The bidder shall be responsible for operation, maintenance of website and liaising with related agency like NIC, etc for successful operation.

- vii. The successful bidder (vendor) shall be required to provide 5 (five) years Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of website with onsite technical support as and when required. AMC includes minor additional requirements/minor changes apart from regular maintenance.
- viii. Testing, Implementation, training and Maintenance of the Indian Ports Association (IPA) official website in compliance with the 'Guidelines for Indian Government Websites (GIGW)', W3CG and security audit certificate by CERT-In empaneled agency.
- ix. Preparation of User, Design & Technical manuals and other documents for the developed website in an easy to understandable and User friendly language with proper Diagrams, Screen-shots and charts wherever required.

3.1 Design:

The identified agency / vendor shall study the existing website of the IPA and design the homepage as per the scope of the work including latest features like mobile friendly responsive and etc. The agency / vendor shall require to prepare different templates for the homepage, contents of the website and sitemap, which shall be presented to and finalized after consultation with the notified committee.

- a. The website shall be mobile phone and tablet ready and shall also be QR code enabled.
- b. The website shall have to be in both English and Hindi Language with smart translation service.
- c. The new website shall be CMS (Content Management System) Enabled with one Super Admin control. This shall be able to create multiple sub-admin control users who can manage the contents of respective divisions/sections.
- d. A module to authenticate web user (i.e., Member organizations) and share files and notifications.
- e. The Design of the website pages, the overall look of the home page, the use of smart-icons for highly user-friendly information dissemination and other creative aspects shall be subject to the requirements of IPA and the developer team shall cater to the needs put up by IPA.

The Design of website shall include Detailed Requirement gathering and analysis, Study and analysis of existing /Similar website and Mobile apps and include best practices in draft design, to submit detailed Report covering requirement & functional aspects. The selected agency shall also be required to undertake the following tasks: Coordination and collection of required

content from the concerned stakeholder, Information Integration and Consolidation of data and information, Approval of prototype (design interface) developed by vendor shall be taken from the stakeholder, Preparation of Content Structure/ Information Architecture for the website/mobile app, Approval on the content gathered by the client department & Client Sign-off for Design finalization.

3.2 Key Features:

- a. There shall be linkages provided to various social media portals like Facebook, Twitter, MyGov, PIB releases etc.
- b. There shall to be a feedback, opinion poll counter, page visits counter, RTI, Tenders, news and notices archives feature inbuilt in the website, which may require a database.
- c. The website shall be in open source environment with development tools and database, the support of which is available in NIC Cloud / Data Centers.
- d. There shall be a feature of calendar of events which can be updated and also gives flash reminders on homepage.
- e. Interface with Dashboard display on home page.
- f. Information about IPA, Objectives and its Activities.
- g. Information about various committees of council.
- h. Information about Divisions controlling various schemes and programmers.
- i. Member Ports, Affiliated Institutes and Regional Centers.
- j. Archiving of Documents.
- k. Advertisements and Notices Information about various Guest Houses.
- l. On-line acceptance of Application form by different divisions for various schemes.
- m. Logo's {Shipping, IPA, Sagarmala, Maritime summit, all port logo's, etc}
- n. Status of Application.
- o. Status of Post Sanctioned Grant.
- p. Resources for Research.
- q. Links to different databases
- r. Bibliography and Catalogues
- s. Links to relevant URL's
- t. Profiles of Port Experts
- u. Access of e-mail through website
- v. Website shall be Role Based with minimum skills required to update the contents by an authorized user.
- x. It shall have bilingual version (Hindi & English) along with smart phone enabled access
- y. Dynamic font sizes for display
- z. Number of Hits
- aa. To make it vibrant, pictures shall be changed regularly and randomly from our archives
- bb. A message board for national happenings or common cause with e-news feed
- cc. Feedback or suggestion form
- dd. Authenticated user page to share files and notification.

3.3 Development:

The Website shall be developed with the latest open source technology, using up-to-date and well-established development tools and software. The development approach shall conform to the best practices in the Website development and maintenance industry in line with Govt. of India Guidelines. It shall ensure the following:

- I. Adherence to commonly accepted standards and practices, including W3C compliance.
- II. Using latest website design technologies like HTML5 with acceptability on all current user technology platforms; browsers, operating systems, client systems.

3.4 Security:

The Successful bidder (vendor) shall ensure and provide the following security features:

- I. Tools for control and monitoring Website security
- II. Protection against defacement, hacking
- III. Design should incorporate security features to protect the site from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.

3.5 Acceptance of Testing:

Website developed shall be tested by IPA or its appointed agent/representative with required technical and other capabilities to inspect, test and evaluate the Website and determine whether it satisfies the acceptance criteria as agreed upon in the work plan. Successful bidder (Vendor) shall rectify the deficiencies and other deviations from work plan identified by IPA immediately and not later than 10 (ten) days from the date of intimation by IPA. Re-evaluation shall be done by IPA or its representative and if deficiency is not rectified, IPA shall be at liberty to invoke suitable penalty clauses and/or cancel the contract without further notice. Final payment release shall be subject to IPA conveying acceptance after evaluation. After successful conduct of acceptance testing a Go-live / completion certificate shall be issued by IPA.

3.6 Training:

Successful bidder (Vendor) shall have to provide training for use, content updating and maintenance of the website to IPA nominated committee/ agency. **Complete Website source code and other technical documents associated with the Website development, administration and use shall be provided to the IPA till satisfaction of the IPA.** The vendor shall provide necessary technical details including requirement of software, software tools and systems required for the proper upkeep and maintenance of the website. The vendor shall provide technical support for IPA to become trained in the organization and administration of the IPA's Website. The training shall also be extended to IPA's user/ member ports personnel associated or responsible for the content management of the website.

3.7 Maintenance:

The maintenance period for the website shall be 5 years (subject to satisfactory performance in every year of the maintenance period) as mentioned below:

- Addition or deletion of pages, change in color schemes, re-alignment of the design blocks, bug fixation and etc. from the go-live date shall be a part of this scope.
- Trouble free, smooth operation of the application, software including operation & maintenance of infrastructure like server, cloud environment, hosting, cyber security.
- Management of client/users.
- Performance would be reviewed after completion of every one year and extension would be granted subject to satisfactory performance on year to year basis.
- The maintenance cost for next 5 (five) years need to be provided within this scope separately.

3.8 Timeline:

The project is to be completed within 62 days from letter of award.

Deliverables	Timeline
Submission of As is study and SRS	10 days
Submission of Designs	10 days
Submission of Test URL of Developed Website	30 days
Submission of Test Report with all compliance audits and certificates	12 days
Go Live	62 th Day

3.9 **Functionality Covered in Website**

Hindi Content: The Hindi content shall be in Unicode font (Devnagri). To enable visitors to view the content with ease without any requirement of font download. However, there may be a case wherein browser may not support automatic font configuration, so proper guidelines shall be there font configuration for such users.

Notices and Circulars: All notices and circulars originating from IPA shall be listed here. The notices and circulars would be listed date-wise. All notices and circulars shall have a valid date and after date expiry it shall be automatically be moved to archives section under Notices and Circulars.

Forms and Downloads: All forms originating from IPA shall be listed under various categories under Forms and Downloads sections. The format for all shall be PDF file. For each file, brief description along with size of file shall be mentioned. Here also these forms shall

have a valid date and after expiry of valid date, it shall be automatically be moved to archives section under Forms and Downloads.

Media Centre: This shall have following sections:

Press Release: All press releases from IPA shall be listed under this section.

Photo Gallery: Event-wise photographs shall be listed under this section. Each photograph shall have a brief description. All photographs shall be listed in thumbnail (small) size and on clicking on the photograph it shall be opened in a new window with original size.

Events Calendar: List along with details of all forthcoming events shall be mentioned under this section. When the date of event passes on the event shall automatically me moved to archives section under Events.

Tenders: Here the visitors to the site shall be able to view the Tenders pertaining to IPA. The tender shall be listed category-wise and date of expiry-wise. If a corrigendum is issued for the tender then it shall be listed below that tender. On expiry of the last date of submission the tender shall be moved to archives section of Tender. Also cancelled tenders shall be listed under cancelled tenders section under Tenders. **PLEASE NOTE THAT E-TENDERING IS NOT A PART OF THIS PROPOSAL.**

Recruitments: Here the visitors to the site shall be able to view all job openings of the IPA. Complete details as to how to apply, where to apply, eligibility criteria and last date of submission shall be listed here. On expiry of the last date of submission the job opening shall be moved to archives section of Recruitments.

Related Links: Links to other government websites and web applications shall be provided under this section.

Frequently Asked Questions: This section shall list the frequently asked questions along with answers to those questions. The administrator shall also have the option to link the feedback received from visitors with frequently asked questions.

Feedback: The visitor to the website shall be able to post the feedback through the website. **The feedback can be a general feedback, feedback on content.**

Content Structure: The website shall have n level content structure (for both Hindi and English) i.e. there shall be main links in the website. Under each main link, there shall be sub-links. Under each sub-link here shall be sub-links level 2 and so on.

FULL TEXT SEARCH: Full text search shall be provided in the website for all the content entered through the CMS. On entering any **keyword**, the system shall search in all links, sub-links and sub sub-links and shall provide links where that word is present. On clicking the link the content shall be displayed.

Administrator Section:

Secure Login: The admin section shall be protected by username and password and salted MD5 encryption shall be used. At database level also password shall be stored in encrypted format. After 5 consecutive wrong attempts the password shall be reset and new password shall be sent to administrator through email.

User Management: The super admin shall have the option to create users pertaining to each PORT for Data entry.

Links: Administrator shall be able to add/delete the links pertaining to Hindi/English in the website at any point of time from any location. The control for the same shall so user friendly that a simple data entry operator shall be able to update the links. There shall be three types of links, File (link to a file i.e. Doc, PDF, JPG etc), URL (Link to some other website) and Content (Static information in rich text format). Also the administrator shall be able to **SET THE ORDER IN WHICH THE LINKS SHALL APPEAR IN THE WEBSITE.**

Page Title: For each link created the admin shall specify the title of page.

Link Validity: For each link created the admin shall specify the date by which the link expires. The default value shall be never expiring.

Ownership: For each content the admin shall specify the source of the content and owner of the content.

3.10 ASSUMPTION & DEPENDENCIES

- a. Staging server for website demo and security audit shall be provided by NIC
- b. Content for English Languages shall be provided by IPA in soft copy however, Hindi translation to be done by the vendor and get it approved from IPA.
- c. Cost of first Security Audit and certificate should be borne by vendor and subsequent periodic audits shall be borne by IPA with the technical support of vendor.

3.11 Project Deliverables:

- I. User Manual.
- II. Web Site Contents on CD (Source code with all implication).
- III. Administration technical document.

3.12 WEB ACCESSIBILITY FEATURES RESPONSIBILITIES MATRIX

S.No	GUIDELINE	Responsibility
1. Government of India Identifiers.		
1	Association of Government is demonstrated by the use of Emblem/Logo, prominently on the homepage of the website	Developer
2	Ownership information is displayed on the homepage and on all important entry pages of the website.	Developer
3	Complete and self-explanatory title of the homepage (appearing on the top bar of the browser) is provided	Developer
4	Website is registered under 'gov.in' or 'nic.in' domain.	NIC/IPA
5	Website provides a prominent link to the 'National Portal' from the Home Page and Page and Pages belonging to National Portal load in new browser window.	Developer
2. Building Confidence		
6	Website has a Copyright Policy, prominently displayed on the homepage	IPA
7	Due permissions have been obtained for publishing any content protected by copyright.	IPA
8	Sources of all documents whether reproduced in part or full, is mentioned.	IPA/Developer
9	Website has a comprehensive Hyper Linking Policy	IPA/Developer
10	Clear indications are given when a link leads out to a non-government website.	Developer
11	The mechanism is placed to check the accuracy of Hyperlinked Content	IPA/Developer
12	Mechanism is in place to ensure that there are no 'broken' links (internal as well as external)	IPA/Developer
13	Websites has a comprehensive Terms & Conditions statement, linked from all important pages.	IPA/Developer
14	Terms & Conditions statement disclaims responsibility of the content sourced/linked from a non-Government website and clearly indicates whether information available on the site can be used for legal purposes or not.	IPA/Developer

15	Website has a Privacy Policy linked from all the relevant pages	IPA/Developer
16	All electronic commerce transactions are handled through secure means	N/A
3. Scope of Content: Primary Content		
About Us		
17	All information about the department, useful for the citizen and other stakeholders, is present in the 'About Us' section and mechanism is in place to keep the information up to date.	IPA/ Developer
18	The complete Title of the Scheme is reflected.	Developer
19	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.	IPA/Developer
20	The validity of the schemes has been mentioned.	IPA
Services		
21	Self explanatory title of the services is published.	IPA/Developer
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.	IPA/Developer
Forms		
23	The website provides the complete title of the form along with the purpose it is used for.	Developer
24	Language of the Form (other than English) is mentioned clearly.	Developer
Acts		
25	The complete title of the Act (as written in the official notification) is mentioned.	Developer
Documents		
26	The complete title of the Document is mentioned on the website.	Developer
27	The language of the Document (other than English) is mentioned clearly.	Developer
28	Validity of the Document has been mentioned.	IPA/Developer
Circulars and Notifications		
29	The official title of the Circular/Notifications is mentioned.	Developer
30	Validity of the Circular/Notifications is mentioned.	IPA/Developer
Tenders and Recruitment		

31	Mechanism is in place to ensure that all Tender/Recruitment Notices issued by the Department are published on the website.	IPA
32	Website Provides a complete description of the Tender/ Recruitment notice along with the procedure to apply for the same.	IPA
33	Mechanism is in place to ensure that all information on old/irrelevant Tender/Recruitment notices is removed or moved into the archive section.	IPA
News and Press Releases		
34	News/Press releases are displayed along with the date and these are organized as per archival policy of the website.	IPA/Developer
Contact Us		
35	Website has a 'Contact Us' page, linked from the Home Page and all relevant places in the website.	Developer
36	The complete contact details of the important functionaries in the Department are given in the 'Contact Us' section.	IPA/Developer
Presence on the National Portal		
37	Mechanism is in place to ensure that all the Citizens Services, Forms, Documents and Schemes are registered with respective repositories of the National Portal.	IPA
Scope of Content: Secondary Content		
38	Mechanism is in place to ensure that all outdated announcement is removed from the website or moved to archive.	IPA
39	All Discussion Forums on the Website are moderated.	N/A
40	For every related link, the complete URL of the Home Page/Concerned webpage is provided.	Developer
Scope of Content: Tertiary Content		
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	IPA/Developer
42	The website has readily available Help section	Developer
43	Complete information including title, size (playing time for audio/video), format, usage instruction	N/A

	and plugin to view the file is provided for downloadable material including documents	
44	Mechanism is in place to ensure that all downloadable material is free from virus.	IPA/Developer
45	Minimum content as prescribed in the guidelines is present on the homepage	IPA
46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.	IPA
47	Website is free from offensive/discriminatory language.	IPA
4 Quality of Content		
48	Content is compiled and packaged with citizen orientation.	IPA
49	The Department has a Content Contribution, Moderation and Approval Policy (CMAP) for the website.	IPA
50	Home page and every important entry page of website Displays the last updated/reviewed date.	IPA/Developer
51	<i>Department has a Content Review Policy (CRP) for the website</i>	IPA
52	<i>All Documents/ Reports have a time stamp at least on the main page</i>	Developer
53	<i>The Departments have a clearly laid out Content Archival Policy (CAP) for the website</i>	IPA
54	<i>Clear and simple language has been used throughout the website.</i>	IPA
55	<i>The language is free from spelling and grammatical errors.</i>	IPA/Developer
56	<i>Whenever there is change in the language of the web page it has been clearly indicated.</i>	IPA/Developer
57	<i>Consistency in nomenclature is maintained across the website.</i>	IPA
	<i>All information, which is of direct importance to the citizen, is accessible from the Homepage</i>	IPA/Developer
59	<i>Information structure and relationship is preserved in all presentation style</i>	Developer
60	The meaningful reading sequence is preserved in all presentation styles.	Developer
61	Documents / pages in multiple languages are updated simultaneously.	Webmaster
5. Design		

62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.	Developer
63	A consistent page layout has been maintained throughout the website.	Developer
64	National identity symbols like Flag, National Emblem etc. are in a proper ratio and colour.	Developer
65	Hindi/ regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).	Developer
66	Web pages allow resizing of text without the use of assistive technology.	Developer
67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper	Developer
68	There is adequate contrast between text and background colour.	Developer
69	All information conveyed with colour is also available without colour.	Developer
70	Alternate text is provided for non-text elements (e.g. images).	Developer
71	Websites provide textual description of audio/video clips & multimedia presentation.	N/A
72	Caption have been provided for all important audio content.	N/A
73	Web pages do not contain any content that flashes for more than three times in a second.	Developer
74	There is a mechanism to control scrolling, blinking content.	Developer
75	There is a mechanism to control (stop, pause...) audio that starts automatically.	N/A
76	All pages on the website have a link to the home page.	Developer
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.	Developer
78	There are no links to 'under construction' pages.	Developer
79	Each page is a standalone entity in terms of ownership, navigation and context of content.	Developer
80	Web pages allow user to bypass repeated blocks of content	Developer
81	Website has either a "search" box or a link to a "search" page from every page of the website.	Developer

82	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.	Developer
83	If the site uses frames, each frame is properly titled.	N/A
6.	Development	
84	Website uses Cascading Style Sheets to control layouts/styles	Developer
85	Website is readable even when style sheets are switched off or not loaded.	Developer
86	Web pages are usable even when scripts, applets etc are turned off.	Developer
87	Documents are provided either in html or other accessible formats. Instructions / Download details for viewing these formats are provided.	Developer
88	In content implemented using mark-up languages the elements have been use according to specification.	Developer
89	Labels have been provided when content requires input from the users.	Developer
90	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).	N/A
91	Instructions for operating/understanding correct do not rely solely on characteristics like shape size location etc.	Developer
92	All input errors are flashed in text	Developer
93	Functionality of content is operable through keyboard.	Developer
94	Focus is not trapped in any component while navigating through keyboard only.	Developer
95	Purpose of each link is clear to the user.	Developer/IPA
96	When any component receives focus it does not initiate change in context.	Developer
97	Changing the setting of a component does not change the context unless the user has been informed the same.	Developer
98	Metadata for page like title, keywords, description and language is appropriately included.	IPA/Developer
99	Data tables have been provided with necessary tags/mark-up.	Developer
100	All components receive focus in an order that preserves the meaning/ operation.	Developer

101	Role of all interface components can be programmatically determined.	Developer
102	The website has been tested on multiple browsers.	Developer
103	Website has cleared Security Audit by certified agency and has a Security Policy.	Developer
7. Website Hosting		
104	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.	NIC
105	The Hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.	NIC
106	The Hosting Service Provider has redundant server infrastructure for availability.	NIC
107	The Hosting Service Provider performs regular backup of the website.	NIC
108	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and a well-crafted DR plan for the website.	NIC
109	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.	NIC
110	All possible security measures have been taken to prevent defacement / hacking of the website and the department has contingency plan in place for situations like these.	NIC
8. Website Promotion		
111	Website ranks in the first five results on major search engines when searched with relevant keywords.	Webmaster/NIC
112	It has been insured that all stationary of the department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the website.	IPA
9. Website Management.		
113	Department has nominated a Web Information Manager as defined in the guidelines.	IPA
114	The website has a website monitoring policy.	IPA
115	All policies and plans are approved by Head of Department.	IPA
116	Intranet.	Developer

3.13 **Payment Terms:** 80% payment of Contract/Order value shall be made on delivery, completion, hosting of portal and successful audit from CERT-In empaneled agency or any Government of India Agency for security audit certificate / safe to host certificate along with transfer of final source code and balance 20% payment shall be released after 3(three) months of the termination of maintenance contract.

During maintenance period, the payment may be released on satisfactory performance by the successful bidder on completion of each quarter on submission of invoice along with service report.

3.14 **Liquidated Damages:** The contractor undertakes to comply fully with the IPA's requirements for the project. The project shall be completed as per the work plan agreed upon. In case of failure to complete the above assignments within the stipulated time period, liquidated damages shall be levied in the following manner:

i) In case of default on the part of successful bidder being limited to delay only, the IPA may levy and collect liquidated damages @ 0.5% of the amount of contract for every week(s) or part thereof of delay, not exceeding in any case 5% of the amount of Contract value. The amount of liquidated damages shall be withheld and/or recovered from the payment to be made to the bidder.

ii) On the occurrence of any of the event of default on the part of the bidder, the IPA shall be at liberty to terminate the contract/Work Order/LoI and claim refund of any money paid or invoke the Performance Bank Guarantee and refuse to make any more payments.

3.15 In case of any breach of terms of this contract by the contractor, IPA shall be entitled to withhold any payment due and accrued and also to invoke the Performance guarantees furnished by the Contractor. In addition, IPA shall also be entitled to take any other action as may be permissible in law.

3.16 The delivery period/completion of project is the essence of this contract and shall be rigorously adhered to and the project shall be completed within the period as provided in Para No. 3.8 herein above tender, under the heading 'Timeline' of this RFP.

4. **Qualification Criteria for Firms: (Stage-I):**

4.1 The bidders shall meet the following qualifying criteria with average annual turnover during the last 3 financial years ending with 31st March 2015-16, 2016-17 and 2017-18: (Submit copies of Audited Balance sheets & P&L A/c or chartered accountants certificate)

Turnover Criteria of the Firms in Rupees (Minimum)
5 lakhs

4.2 Bidder must have experience of having successfully completion of one similar project for ‘Website Designing and Development’ during last 7 years’ having project cost not less than Rs 12 lakhs.

(or)

Two similar projects for ‘Website Designing and Development’ during last 7 years’ having project cost not less than Rs 7.5 lakhs.

(or)

Three similar projects for ‘Website Designing and Development’ during last 7 years’ having project cost not less than Rs 6.75 lakhs.

5. **Experience: Stage-II** (Short listing/Scoring criteria to engage for Website Designing and Development).

S. No	Criteria	Max marks / Range of mark
1.	ISO certified company / firm	5
2.	CMMI level 3 certified company / firm	5
3.	Previous similar experience in design, development and maintenance of website / web portal. (No of website)	>=10 website = 10 marks >= 6 to 9 website = 5 marks 1 to 5 website = 3 marks
4.	International experience in design, development and maintenance of website / web portal. (No of website)	10
5.	similar experience in Govt /PSU/ corporation on design, development and maintenance of website / web portal. (No of website)	>=10 website = 20 marks >= 6 to 9 website = 10 marks 1 to 5 website = 5 marks
6.	Resource teams having experience in Govt / PSU/Corporation	
	a. Project Manager	>=5 website = 5 marks >= 2 to 4 website = 3 marks <= 2 website = 0 marks
	b. UI /UX designer	>=5 website = 5 marks >= 2 to 4 website = 3 marks <= 2 website = 0 marks
7.	Time line for delivery	10
8.	Presentation (Proposed methodology / approach, layouts, Accessibility, Navigation, Security, etc)	30
	Maximum Marks	100

Note: For each assignment, bidder shall provide Completion certificate from the client. Bid(s) of only those bidders shall be considered/ evaluated, who submit the Client’s completion certificate and also the proposed methodology, approach and suggested layouts shall be submitted as part of the technical proposal and the same to be present during the presentation.

Presentation: The agency may be required to make a presentation of their credentials before the Evaluation Committee and the duration of presentation shall be of twenty minutes tentatively. The date, time & venue of the presentation shall be intimated separately.

PART II: TOR related information

Conditions under which this RFP is issued

- i. This RFP is not an offer and is issued with no commitment. IPA reserves the right to withdraw the RFP and change or vary any part thereof at any stage. IPA also reserves the right to disqualify any bidder, if so necessary at any stage. Information provided in this RFP to the Applicants is on a wide range of matters, some of which depend upon interpretation of law. The information given is not a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- ii. IPA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP
- iii. The Applicant shall bear all its cost associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying postage, delivery fees, expenses associated with any demonstration or presentations which may be required by IPA or any other costs incurred in connection with or relating to its proposal. All such cost and expenses shall remain with the Applicant and IPA shall not be liable in any manner whatsoever for the same or for any other expenses incurred by an Applicant in preparation or submission of the Proposal.
- iv. IPA reserves the right to withdraw this RFP, if it is in the best interest of the Government of India.
- v. Timing and sequence of events resulting from this RFP shall ultimately be determined by IPA.
- vi. No oral conversations or agreements with any official, agent or employee of IPA shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of IPA shall be superseded by the definitive agreement that results from this RFP process. Oral communications by IPA to bidders shall not be considered binding on IPA, nor shall any written materials provided by any person other than IPA.
- vii. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against IPA or any of their respective officials, agents, or employees arising out of, or relating to this RFP or these procedures (other than those arising

under a definitive service agreement with the bidder in accordance with the terms thereof).

- viii. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- ix. **Late Proposal:** Any Proposal received by (Tender Inviting Authority) after due date shall not be accepted and shall be returned unopened to the Bidder.

2. Rights to the Contents of the Proposal

For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the qualification proposal shall become the property of IPA and shall not be returned after opening of the qualification proposal. IPA is not restricted in its rights to use or disclose any or all of the information contained in the proposal and may do so without compensation to the bidders. IPA shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

3. Acknowledgement of Understanding of Terms

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

4. Evaluation of Proposals

The bidders' proposal in the bid document shall be evaluated as per the requirements specified in the RFP and adopting the qualification criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the qualification criteria specified in RFP. IPA shall constitute a Committee to monitor the progress/completion of assignment.

4.1. Evaluation Criteria:

All the bids shall be scrutinized/evaluated as per the criteria given in the RFP documents and a list of successful bidders shall be prepared and evaluated.

The bidder, who has secured at least 70 marks on the stage II of evaluation shall be eligible for opening of commercial proposal. The bidder shall be selected through L1 basis on the total price quoted by the bidder in the financial bid.

5. Self-Certified Documentary Evidence to be submitted in support of Eligibility with Technical Proposal:

- i. Copy of Contract/work orders/Completion Certificate indicating the details of previous assignment, client etc duly certified by the Statutory Auditor. The Statutory Auditor of the firm shall self-certify if the firm has done assignments on non-disclosure agreements. In such cases, broad details of the assignment have to be provided to ascertain relevance.
- ii. Key personnel i.e. CVs of key personnel and details of associate/s likely to be involved in executing this assignment
- iii. An undertaking stating that firm/organization is not blacklisted by Government or its agencies including Central/State Level Public Enterprises since its incorporation.
- iv. A Certificate regarding non-disclosure/sharing of confidential information with third parties.
- v. Statement supported by documentary evidence establishing fulfilment of all the Minimum Eligibility Criteria by the bidder/s
- vi. Annual Turnover Certificates & audited balance sheet for last 3 financial years (Yr 2015-16, Yr 2016-17, Yr 2017-18)
- vii. Certificate of incorporation, PAN Number & Service Tax Registration, GST Number.
- viii. Covering letter declaring the offer to be unconditional, confirming its validity for 180 days and a list of all the documents submitting along with the Bid.

NOTE: PARTY/IES MUST NOT INDICATE DIRECTLY OR INDIRECTLY THEIR FINANCIAL PROPOSAL ANY WHERE IN ENVELOP OF TECHNICAL PROPOSAL. ANY SUCH DISCLOSURE SHALL RESULT IN SUMMARILY REJECTION OF WHOLE OF THE PROPOSAL OF THE CONCERNED PARTY/IES.

6. Proposal Submission

Interested Firm(s) shall submit both technical and financial proposals in two parts as per the Schedule mentioned in of Section 1 i.e. Timeline and Schedule.

Technical Proposal: -

Scanned copies of Technical Bid shall be submitted on eProcurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app> in the First Cover (Technical Bid) and also the original in hard copies and two soft copies of Technical Proposal (in word and PDF format in CD or Pen-drive).

Financial Proposal: -

Financial Proposal shall be submitted online only as per the Price Schedule given in Financial Proposal and attached in PDF format in eProcurement Portal only(CPPP) <https://eprocure.gov.in/eprocure/app>. No hard copy of financial Bid shall be submitted. The price Bid submitted through eProcurement mode only shall be taken up for the purpose for evaluation as prescribed in this RFP document.

Any Indication of 'Quoted Price' in the online technical Bid documents shall lead to rejection of the bid outrightly. For evaluation purpose the uploaded offer documents shall be treated as authentic and final.

The envelopes containing the Technical proposals shall be placed into an outer envelope and sealed along with Tender Fee and EMD. This outer envelope shall bear the title of the assignment "Design, Development and Implementation of New Official Website integrated with content management system of Indian Ports Association IPA), New Delhi".

I. Technical Proposal Content

Technical proposal shall be prepared considering the Terms of Reference, Detailed Approach & Methodology, and any other information to highlight the capability of the Firm(s).

Technical Proposal shall be submitted in the form of all the duly signed forms as per Section 3 of RFP i.e. **Technical Proposal-Standard Forms & Other Undertakings**.

Technical Proposal shall be a complete document and shall be bound as a volume. The documents should be page numbered and duly signed by Authorized Representative who has the authority to sign along with Authorization Letter.

II. Financial Proposal Content

Financial proposal shall be submitted in the form of all the duly signed forms as per Section 3 of RFP i.e. Financial Proposal-Standard Forms. All amounts quoted in the financial proposal forms shall be in Indian Rupees. Financial Proposal shall be submitted online only as per the Price Schedule given in the Financial Proposal and attached in PDF format in eProcurement Portal only(CPPP) <https://eprocure.gov.in/eprocure/app>. No hard copy of financial Bid shall be accepted.

III. Service Level Agreement (SLA)

Terms & conditions of Website Support Service:

- Quarterly visit by technical team to have meeting with IPA, nodal officer regarding the O & M issues.
- If there is a call raised/ logged before 12 noon, the bidder technical team shall visit by same day and closed the call, and if the issues are not critical, resolve within 24 hours.

- To facilitate documentation and tracking of these requests, a ticketing system must be used.
- Upon authorization of each request, a mutually agreeable timeline for providing the services shall be established by mutual consent.
- The successful bidder shall be responsible for fixing bugs or any security related issues notified by NIC.
- The successful bidder shall keep all non-public information and data concerning the other party's business confidential, including, but not limited to, ideas, products, customers, or services. This includes any information or data that is of a personal, proprietary, or trade secret nature.
- Failure on the part of bidder to maintain the SLA shall attract penalty, which shall be deducted for quarter AMC payment.

7. General Terms and Conditions

- (i) Data provided for the study are confidential in nature. The Firm(s) shall not share the data without IPA permission. A certificate regarding non-sharing/informing of confidential data to third party is to be given by the Firm(s) along with Technical Proposal.
- (ii) At the time of submission of bid, the bidder has to ensure that each page is duly signed by the bidder or his duly authorized representative. In case the bid is signed by the authorized representative, a letter of authorization shall be enclosed with the bid.
- (iii) The bidding institution (s) shall provide professional, objective and impartial advice and at all times hold the client's interest paramount, without any consideration for future works, and that in providing advice they avoid conflicts with other assignments and their own corporate interests.
- (iv) Rates quoted shall remain firm and voted till completion of works.
- (v) The jurisdiction in case of disputes shall be the Courts of Delhi/New Delhi.
- (vi) The bidder shall have to be already registered under relevant Laws/Acts of the country.
- (vii) In case of any dispute or difference arising out of the bidding from, the decision of the IPA shall be final.
- (viii) Even though applicants satisfy the necessary requirements they are subject to disqualification if they have:
 - a. Made untrue or false representation in the form, statements required in the application document.

- b. Records of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion.

(ix) Right to accept or reject any or all proposals

- a. Notwithstanding anything contained in this document, the IPA reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b. The IPA reserves the right to reject any Proposal if: (a) at any time, a material misrepresentation is made or discovered, or (b) the Applicant does not provide, within the time specified by the IPA, the supplemental information sought by the IPA for evaluation of the Proposal. Misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant. If such disqualification/ rejections occurs after the proposals have been opened and the highest ranking Applicant gets disqualified / rejected, then the IPA reserves the right to consider the next best Applicant, or take any other measure as may be deemed fit in the sole discretion of the IPA, including annulment of the Selection Process.

(x) Fraud and corrupt practices

- a) The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection' Process. Notwithstanding anything to the contrary contained in this document, the IPA shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the IPA shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as 'mutually agreed genuine pre-estimated compensation and damages payable to the IPA for, *inter alia*, time, cost and effort of the IPA, in regard to this document, including consideration and evaluation of such Applicant's Proposal.
- b) Without prejudice to the rights of the IPA herein above and the rights and remedies which the IPA may have under the LOA or the Agreement, if an Applicant or Firm(s), as the case may be, is found by the IPA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Applicant or Firm(s) shall not be eligible to participate in any tender or RFP issued by the IPA during a period of three years from the date such Applicant or Firm(s), as the case may be, is found by the IPA to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

- c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them: (a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the IPA who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the IPA, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical Firm(s) of the IPA in relation to any matter concerning the Project; (b) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process; (c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process; (d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the IPA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and (e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

xi) DISPUTE RESOLUTION

Amicable Settlement : If any dispute or difference or claims of any kind arises between the Purchaser and the Tenderer in connection with construction, interpretation or application of any terms and conditions or any matter or thing in any way connected with or in connection with or arising out of this Agreement, or the rights, duties or liabilities of any Party under this Agreement, whether before or after the termination of this Agreement, then the Parties shall meet together promptly, at the notice of any Party, in an effort to resolve such dispute, difference or claim by discussion between them.

Assistance of Expert

The Parties may, in appropriate cases agree to refer the matter to an Expert appointed by them with mutual consent. The Expert so appointed shall, after hearing the parties, try to resolve the dispute referred to him by way of settlement. The cost of obtaining the service of the Expert shall be shared equally.

xii) ARBITRATION

Any dispute/difference or claims of any point arising out of this Agreement shall be resolved amicably by mutual discussion. If the dispute/difference or claim is not resolved amicably, the same shall be referred to for final arbitration to be held in New Delhi, to be conducted in English language, in accordance with the arbitration rules of New Delhi International Arbitration Centre (NDIAC).

Place of Arbitration:

The place of arbitration shall be New Delhi.

English Language

The request for arbitration, the answer to the request, the terms of reference, any written submissions, any orders and rulings shall be in English and, if oral hearings take place, English shall be the language to be used in the hearings.

Procedure

The procedure to be followed within the arbitration, including appointment of arbitrator/arbitral tribunal, the rules of evidence which are to apply shall be in accordance with the Arbitration and Conciliation Act, 1996 as amended upto date.

Enforcement of Award

Any decision or award resulting from arbitration shall be final and binding upon the Parties. The Parties hereto agree that the arbitral award may be enforced against the Parties to the arbitration proceeding or their assets wherever they may be found and that a judgment upon the arbitral award may be entered in any court having jurisdiction thereof.

Fees and Expenses

The fees and expenses of the arbitrators and all other expenses of the arbitration shall be initially borne and paid equally by respective Parties subject to determination by the arbitrators. The arbitrators may provide in the arbitral award for the reimbursement to the successful party of its costs and expenses in bringing or defending the arbitration claim, including legal fees and expenses incurred by the Party.

Performance during Arbitration

Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

APPLICABLE LAW

This contract shall be governed by the Laws of India for the time being in force. Subject to the clauses on arbitration above, the courts of Delhi shall have exclusive jurisdiction in all matters or disputes arising under or in respect of this Contract.

DEFENCE OF SUITS

If any action in court is brought against the Purchaser or an officer or agent of the Purchaser for the failure or neglect on the part of the Supplier to perform any acts, matters, covenants or things under the Contract, or for damage or injury caused by the alleged omission or negligence of the part of the Bidder, his agent, representatives or his sub-Bidders, workman, contractors or employees, the Supplier shall in all such cases indemnify and keep the Purchaser and/or his representative, harmless from all losses damages expenses or decrees arising out of such action. All claims regarding indemnity shall survive the termination or expiry of contract.

Section 3

(Technical Proposal-Standard Forms)

Form TP 1: Letter of Proposal submission

Form TP 2: Firm(s)'s organization & experience

Form TP 3: Comments & suggestions on TOR

Form TP 4: Approach & Methodology

Form TP 5: Curriculum vitae

Form TP 6: Information regarding any conflicting activities and declaration thereof.

Technical Proposal-Other Undertakings

1. An undertaking stating that firm/organization is not blacklisted by Government or its agencies including Central/State Level Public Enterprises.
2. Undertaking stating that "Team Leader/Members shall be maintained during the actual assignment to be awarded in case they are selected. In case replacement is inevitable, the equivalent qualification and experienced team/lead/member shall be inducted to carry out the assignment in case of award."
3. Undertaking stating that "I/We certify that in the last three years, we/any of the consortium have neither failed to perform on any contract, as evidenced by imposition of Penalty by an arbitral or Judicial authority or a Judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part."

4. An undertaking regarding non-disclosure/sharing of confidential information with third parties.

FORM TP-1

LETTER OF PROPOSAL SUBMISSION

TO: [Name and address of Employer]

Dear Sirs,

We, the undersigned, offer to provide the Assignment/job for [“Design, Development and Implementation of New Official Website integrated with content management system for Indian Ports Association (IPA), New Delhi”]in accordance with your Request for Proposal dated [insert date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed under a separate envelope and requisite EMD. We are submitting our Proposal [Insert a list with full name and address of Firm(s)]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely

Authorized Signature [in full and initials];

Name and Title of Signature:

Name of Firm:

Address:

FORM TP-2

FIRM(S) ORGANIZATION AND EXPERIENCE

A- Firm(s) Organization

[Provide here a brief description of the background and organization of your firm/entity and each associate for this Assignment/job. The brief description shall include ownership details, date and place of incorporation of the firm, objectives of the firm etc.]

B- Firm(s) Experience

[Using the format below, provide information on each Assignment/job for which your firm was legally contracted either individually as a corporate entity or as one of the partners within an association, for carrying out consulting Assignment/job similar to the ones requested under this Assignment/Job (if possible, the employer shall specify exact assignment/job for which experience details may be

A) Similar Experience

Sl. No.	Name of Entity with complete communication address.	Order No. and Date	Scope Of work	Date of award of contract & Contract Period	Value of Contract	Person/ authority who could be contracted for further information.	Project who further	Supporting Document

B) Skill & Competencies & Team Size

SL. No.	Name Of the Team Member	Qualification/ Professional qualification	No of Years Experience	Details of Experience	Remarks

C) Gross Annual Revenue (in `)

Financial year	Gross Annual revenue/Turnover	Revenue/Turnover	Remarks
2015-16			
2016-17			
2017-18			

(Seal & Signature of Bidder)

Note: 1. Please provide documentary evidence from the client i.e. copy of work order and completion certificate, contract for each of above mentioned assignments. The competent authority of the consulting firm shall self-certify if the firm has non-disclosure agreements with its clients. The experience shall not be considered for evaluation if such requisite support documents are not provided with the proposal. In case of selection, the details of work order and contract certificate which have non-disclosure agreements shall be submitted for verification.

2. Please submit Audit balance sheet & Profit and Loss Account in support of (C) above or certificate from Chartered Accountant.

FORM TP-3

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON FACILITIES TO BE PROVIDED BY THE EMPOLYER

1. On the Terms of Reference

[Suggest and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the Assignment/job (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions shall be concise and to the point, and incorporated in your proposal]

FORM TP-4

DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT/JOB

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- a) Technical Approach and Methodology,
 - b) Work Plan, and
 - c) Organization and Staffing
- a) **Technical Approach and Methodology:** In this chapter you shall explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You shall highlight the problems being addressed and their importance, and explain the technical approach you shall adopt to address them. You shall also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
 - b) **Work Plan:** The Vendor(s) shall propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the employer), and delivery dates of the reports. The proposed work plan shall be consistent with the technical approach and methodology showing understanding of the Tor and ability to translate them into a feasible working plan. A list of the final documents, including reports and tables to be delivered as final output, should be included here.
 - c) **Organization and Staffing:** The Vendor(s) shall propose and justify the structure and composition of your team. You shall list the main disciplines of the Assignment/job, the key expert responsible, and proposed technical and support staff.]

FORM TP-5

CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. Proposed Position:

[For each position of key professional separate from Tech-5 shall be prepared]:

2. Name of Firm:

[Insert name of firm proposing the Staff]:

3. Name of Staff:

[Insert full name]:

4. Date of birth:

5. Nationality:

6. Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

7. Membership of Professional Associations:

8. Other Training:

9. Countries of work experience:

[List countries where staff has worked during the last ten years]:

10. Languages:

[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

11. Employment Record:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment name of employing organization, positions held]:

From [Year]: To
Year] Employer:
Positions held:

12. Detailed Tasks Assigned:

[List all tasks to be performed under this Assignment/Job]:

13. Work undertaken that best illustrates Capability to Handle the Tasks Assigned: [Among the Assignment/Jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12 above.]

Name of Assignment/job or project:

Year:

Location:

Employer:

Main project features:

Positions held:

Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the
staff] [Full name of authorized representative]

Date:

Place:

FORM TP-6

**INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND
DECLARATION THEROF**

Are there any activities carried out by your firm or group company which are of conflicting nature as mentioned in para 5 of Section 1, If yes, please furnish details of any such activities.

If no, please certify,

We hereby declare that our firm does not indulge in any such activities which can be termed as the conflicting activities under para 5 of Section 1. We also acknowledge that in case of misrepresentation of the information, our proposals/contract shall be rejected/terminated by the employer which shall be binding on us.

Authorized Signature with date [in full and initials]:

Name and title of Signatory:

Name of Firm:

Address:

Section 3

(Financial Proposal-Standard Forms)

Form FP-1: Financial Proposal Submission Form

Form FP-2: Financial Proposal

Note : The Financial bid shall be submitted online only as per the Price Schedule given in Financial Proposal and attached in PDF format in e-procurement Portal only(CPPP) <https://eprocure.gov.in/eprocure/app>. Please refer Appendix-I for further details.

**(TO BE FILLED BY THE BIDDERS AND ATTACHED IN PDF FORMAT IN
SECOND COVER ON CPPP)**

FORM FP-1

FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of employer]

Dear Sirs,

We, the undersigned, offer to provide the Assignment/job for [insert title of Assignment/job] in accordance with your Request for Proposal dated [insert date] and our Technical Proposal. Our attached financial Proposal is for the sum of [insert amount(s) in words and figures 1) including all travel and other conveyance. This amount is exclusive of applicable service tax or GST and is subject to deduction of income tax at source. We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

2. Our financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiry of the validity period of the Proposal, i.e. before the date indicated in Para 9 of Section 1

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

[Authorized Signature with date [in full and initials]:]

[Name and title of Signatory:]

[Name of Firm:]

Address:

**(TO BE FILLED BY THE BIDDERS AND ATTACHED IN PDF FORMAT IN
SECOND COVER ON CPPP)**

FORM FP-2

FINANCIALS FORMAT (FINANCIAL BID – COVER – 2)

Sno.	Features	Cost (In Rs.)
1.	Bi-lingual website development with Content Management System as per Government of India Guidelines and hosted in server after completion of security audit.	
2.	AMC and On-Site Support Services for 5 years after Go Live –Year wise.	
	1 st year	
	2 nd Year	
	3 rd year	
	4 th year	
	5 th year	
3.	Taxes (if any)	
TOTAL		

(Fees in words) Rs.

Authorized Signature with date [in full and initials]:

Name:

Designation:

Name of Firm:

Address:

Check list of Documents

The bids shall be accompanied with the followings:

1) DD/ Pay order towards EMD (Rs. 100,000/-), Document Fee (Rs 5,000/-)	Yes/No
2) Copy of Work Orders, completion certificate / Self-certification	Yes/No
3) Resume of Team members with supporting documents	Yes/No
4) Undertaking that the firm/Institution is not blacklisted by any Government Institute/CPSE/SLPE/Local Authority	Yes/No
5) Authority Letter, if any	Yes/No
6) Undertaking regarding Non-Disclosure	Yes/No
7) Duly filled format (as given in Technical bid with Self Evaluation sheet along with softcopy in Word & PDF format & Financial bid)	Yes/No
8) Certificate of incorporation, PAN Number & Service Tax Registration	Yes/No
9) Validity of 180 days from the opening of RFP	Yes/No
10) Annual Turnover Certificates & audited balance sheet for last 3 financial Years (Year 2015-16 , Year 2016-17, Year 2017-18)	Yes/No

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the eProcurement/ etender portal is a prerequisite for e-tendering.
- 2) Bidder shall do the enrolment in the eProcurement site using the “Click here to Enroll” option available on the home page. Portal enrollment is generally free of charge. During enrolment/registration, the bidders shall provide the correct/true information including valid email-id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/Smart Card, should be registered.
- 5) The DSC that is registered shall be used by the bidder and shall ensure safety of the only same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder shall go through them carefully and then submit the documents as asked, for otherwise the bid shall be rejected summarily.
- 8) If there are any clarifications, these may be obtained online through the tender site, or through the contact details. Bidder shall take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the eToken/Smart Card to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.

- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting his offer. The bidder shall go through the tender schedules carefully and upload the documents as asked; otherwise, the bid shall be rejected summarily.
- 13) Bidder, in advance, shall get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they may be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they may be clubbed together and may be provided in the requested format. Each document to be uploaded through online for the tenders shall be less than 2 MB. If any document is more than 2MB, it shall be reduced through zip/rar and the same may be uploaded, if permitted. Bidders Bid documents may be scanned with 100 dpi with black and white option. However, if the file size is less than 1 MB the transaction uploading time shall be very fast.
- 14) The Bidders may update well in advance, the documents such as certificates, annual report details etc., under My Space option and these may be selected as per tender requirements and then send along with bid documents during bid submission. This shall facilitate the bid submission process faster by reducing upload time of bids.
- 15) Bidder shall submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the instrument shall be uploaded as part of the offer.
- 16) While submitting the bids online, the bidder shall the terms & conditions and accept the same to proceed further to submit the bid packets.
- 17) The bidder may select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
- 19) The details of the DD/any other accepted instrument, physically sent, shall tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the submitted bid shall not be acceptable.
- 20) The bidder shall digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender.
- 21) The bidder shall upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid shall be rejected.

22) If the price bid format is provided in a spread sheet file like PDF_xxxx.xls, the rates offered shall be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/PDF template shall not be modified/replaced by the bidder, else the bid submitted is liable to be rejected for this tender.

23) The bidders shall submit the bids through online e-tendering system to the Tender Inviting Authority(TIA) well before the bid submission end date & time (as per Server System Clock). The TIA shall not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

24) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system shall be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and shall also act as an entry pass to participate in the bid opening date.

25) The time settings fixed in the server side & displayed at the top of the tender site, shall be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders shall follow this time during bid submission.

26) All the data being entered by the bidders shall be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered shall not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

27) 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/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28) 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.

29) The bidder shall 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.

30) For any queries regarding e-tendering process, the bidders may contact as provided in the tender document. Parallely for any further queries, the bidders may contact over phone: 0120-4200462, 0120-4001002 and 8826246593 or send a mail over to cPPP-nic@nic.in ; support-eproc@nic.in.