



"Notice Inviting Tender"

FOR

AMC for the maintenance of Official website(s)

Of

**Development Commissioner (MSME),
Ministry of Micro, Small and Medium Enterprises,
GOVERNMENT OF INDIA**

Tender No. 71(8)/AMC-website/HQ/ SENET-2009

August 10, 2009

SMALL ENTERPRISE NETWORK

(SENET)

Office of the Development Commissioner
(Micro, Small and Medium Enterprises)
Government of India
7th floor, 'A' wing, Nirman Bhawan,
Maulana Azad Road, New Delhi -110 108
Tel: 23062680 , 23022220, 23022211/12 (extn-2450)

GOVERNMENT OF INDIA
OFFICE OF THE DEVELOPMENT COMMISSIONER
(Micro, Small and Medium Enterprises)
NIRMAN BHAWAN, 7TH FLOOR, "A" WING,
MAULANA AZAD ROAD,
NEW DELHI 110108

NOTICE INVITING TENDER

On behalf of President of India, Office of the Development Commissioner (MSME), Government of India, invites sealed bids in two separately sealed bids, one technical and second commercial, for **Website maintenance of official website of DC (MSME)** (HINDI & ENGLISH) from website Developers for managing and providing all support maintenance and up-dation. The period shall be for one year (2009-10).

A. General :

1. Tender Document can be downloaded from the websites (www.dcmsme.gov.in , www.smallindustryindia.com or www.laghu-udyog.com)

2. **Details of Bid: -**

- a) Bid Reference : Tender No: 71(8)/AMC-website/HQ/SENET/2009
- b) Last date & time of receipt of bid : **August 25th, 2009**, 15:00 Hrs
- c) Opening of Technical bids : August 25th , 2009, 15:30 Hrs.
- d) Opening of commercial Bids : August 27th 2009, 15:00 Hrs.
- e) Place of receiving the bid : Room No. 737, SENET Division,
/ Address for communication O/o Development Commissioner (MSME)
Ministry of MSME,
Government of India,
7th Floor, A-wing, Nirman Bhawan
Maulana Azad Road,
New Delhi-110108.
- f) Cost of Tender Documents : Rs. 500/- (Rupees Five Hundred only)
(DD/ Bankers Cheque)
- g) EMD : Rs. 25000/- (Rupees Twenty Five Thousand Only)
(DD/ Bankers Cheque)
- h) Bank Guarantee : 10 % of the AMC contract
(After awarding Contract)
- i) Pre-Bid meeting : 24st August 2009
- f) Contact person : Sh. S.V. Sharma, Dy. Director (SENET)
Ph.011-23062680, 23022220 /11/12 (Ext. 2450)

3. Bidding Procedure

- a) Bids are invited in **two Bid systems**, (1) Technical and (2) Commercial, Which shall be sealed separately and enclosed in a single sealed envelope.
- b) Sealed Bids shall be received, not later than **15:00** hrs on **August 25th 2009**. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) All the bids must be accompanied by a bid security (EMD) of the amount of **Rs.25,000/- (Rupees twenty five Thousand only)** in the form bank draft in favor of PAO (MSME), payable at New Delhi.
- d) All the bids must be accompanied by a **Tender Fee of Rs. 500/-(Five Hundred only)** in a form of a Bank draft/Banker's Cheque only issued by any commercial Bank in favor of PAO (MSME), payable at New Delhi.
- e) **Technical Bids without EMD & tender Fee will be summarily rejected.** Requirement of EMD is exempted from those bidders like State/Central PSUs; Government of India Societies (established under relevant Act).
- f) First Technical Bids of all the bidders will be opened on pre scheduled date, time & venue. If the Bid opening could not held on pre scheduled date, time, then all bidders/applicants will be informed individually about the rescheduled date & time.
- g) The Commercial Bids of only successful Technical Bidders will be opened later and technically successful bidders will be informed accordingly.
- h) All relevant rules and regulations of Government of India will be final and applicable & binding on all bidders.
- i) All commercial bids must contain **"terms of payment, delivery period"**, etc. Tenders may also please note that, as per relevant rules, any advance to the supplier may require submission of a valid bank guarantee in lieu of the advance amount to be paid. Further, the successful bidder may have to submit a **"Performance Guarantee"** for proper functioning of the web content management (Hindi & English) throughout the contract period.

4. Eligibility / Qualification Criteria:

- a) The bidder shall preferably be a Government Department / organization / Society (registered under established relevant central Acts) or those who have been approved by / served to, any Government Department / organization.
- b) The bidder shall have experience preferably in website creation / development, maintenance & other related matters as given below:
 - i. Development at least one portals of similar nature, i.e. More than 5000 pages of static content and database driven dynamic content / interactive content.
 - ii. Having managed for minimum two years for at least two portals of similar nature, i.e. over 5000 pages as described in above point.
 - iii. E-Publishing in web, CD or other electronic media.
 - iv. Support team should be proficient in html, JSP, PDF, RDBMS FLASH, Applets, sservelets, XML and content management Tools.
 - v. Domain knowledge of the Industries sector is preferable.

- c) The bidder shall have to provide services required at New Delhi / Delhi.
- d) The bidders who are registered/approved by any Government department/organization will be given preference.
- e) The firm may **enclose sufficient documents regarding execution of Government work order**, specifically maintenance/ creation of websites in different modes.
- f) All bidders must enclose VAT registration / service tax registration certificate along with the tender documents.

4. Period of validity of bid: -The bid shall remain valid for 60 days after the date of bid opening. If any bidder withdraws his tender before the said period shall -without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security absolutely.

5. Submission of Bids:

- a) The first envelope shall be super scribed with the name of work and the words **"Technical Bid"** in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The Bid Security shall be enclosed with the envelope marked **"Technical Bid"**.
- b) The second envelope shall be super scribed with the name of work and the words **"Price Bid "(Commercial Bid)"** in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- c) Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- d) Silence or use of the word **"Noted"** against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,
- e) All offers shall be made available in hard and soft copies as specified in the technical specifications and should be signed by the authorized **signatory of the firm on all the pages of the hard copy.**
- f) All prices and other information in this regard having a bearing on the price shall be **written both in figures and words in the prescribed offer form,**
- g) All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
- h) No bid maybe modified subsequent to the deadline for submission.
- i) Bidders shall furnish clause-by-clause commentary on all clauses of Bid Document including Technical Specifications and must specify the reference page number.
- j) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending of work, technical, financial issues etc.

6. Opening of Bids:

- a) The purchaser will open the Technical bids on prescheduled time, date and venue in the presence of the bidders' representatives who choose to attend.
- b) The bidders' representatives who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- c) The bidders' names, bid withdrawals, presence of bid security and such other details as the Purchaser at his discretion may consider appropriate will be announced at the bid opening.
- d) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "Price Bid (**Commercial Bid**)".

7. Clarification of Bids:

To assist the examination, evaluation and comparison of bids the Purchaser with the help of consultant may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

8. Evaluation of Bids:

- a) The Purchaser will examine the bids to determine whether:
 - i. They are complete
 - ii. Required EMDs etc have been furnished,
 - iii. The documents have been properly signed; and
- b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- c) The Purchaser will examine the bids to determine:
 - i. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
 - ii. The substantial responsiveness of each bid to the bidding. For purposes of these clauses, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
 - iii. Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

If there is a discrepancy between words and figures, the amount whichever is lower will prevail,

- iv. Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
- v. Purchaser reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract,
- vi. Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.
- vii. The purchaser may seek clarification in writing from bidder by fax. Bidder shall be promptly reply by fax within the time limit specified in the clarification letter from the purchaser,
- viii. The comparison shall be of total price of the goods offered inclusive of all taxes.

9. Purchaser's right to accept or reject any or all bids:

- a) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.
- b) The acceptance offender, will rest with DC (MSME) who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without the assignment of any reason? All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- c) The DC (MSME) does not bind himself to accept the lowest or any tender and reserve to himself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.
- d) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

10. Prices:

Price charged by the bidder for any goods and services under the Contract shall not vary from the prices quoted by the Supplier in its bid,

11. Termination by default:

- a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:
 - i). If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser,
 - ii) If the Supplier fails to perform any other obligation(s) under the Contract.
- b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Para 11 above, the Purchaser may procure, upon such terms and in

such manner, as it deem appropriate, goods similar to those undelivered for any excess costs for such similar goods/services. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

12. Resolution of Disputes:

- a) The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national forum. The mechanism shall be specified in the Special Condition of Contract.

13. Applicable Law:

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

14. Notices

- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing or by fax / telex / cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

15. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the purchaser. If there is any enhancement in the taxes, duties, license fees etc, during the service period, the enhanced expenditure will be paid by the purchaser.

16. General

The following Special Conditions of Contract shall supplement the General Conditions of Contract, whenever there is conflict provisions herein shall prevail over those in the General Conditions of Contract.

- i. Conversion of English text in to Hindi including Hindi typing, proof reading etc & formatting according to the uploading / downloading web format (Like HTML, CSS, GRAPHICS, PDF etc), as & when required.
- ii. The design consideration for the website should result in an eye-catching website, with a pleasant and appealing color-code portraying activities of the Small Industry Development Organization.

- iii. The website should be optimized for load time, response time. Navigation and search.
- iv. The optimization should cover all the areas like HTML, CSS, GRAPHICS, PDF and would be involved smaller page size and faster downloads.
- v. The website should be supported by all current browsers.
- vi. The appropriate test data according to the various design consideration and will be presented to the SENET Division of this office, monthly in a suitable format.
- vii. Records of up-dation in web contents of the both (Hindi & English) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analyzed.
- viii. Modification of Site Map as and when required.

17. Payment

The payment to the Contractor under the Contract will be on quarterly / half yearly basis as per Government of India rules.

18. Notices

For the purposes of all notices, the following shall be the address of the Purchaser and Supplier:

Purchaser:

Development Commissioner (MSME)
Ministry of Micro, Small &Medium Enterprises, Govt of India 7th floor,
A-wing, Nirman Bhawan, New Delhi-110 108

Supplier: (To be filled at the time of Contract Signature)

TERMS AND CONDITIONS:

TECHNICAL

Scope of Work

The Development, Maintenance and regular up-dation of the all associated activities linked with the work related to **HINDI & ENGLISH** web site of Office of DC (MSME). The following shall be covered under the scope of this work:

- A) **The AMC holder must depute a minimum of 2 (Two) experts.** Out of These two experts one must have expertise in database administration / management and these two will be responsible for the scope of work as mentioned below and will work at SENET Division, O/o DC (MSME) Nirman Bhawan, **from 9.00 to 17.30 hrs on all working days.**
- B) Conversion of relevant text in to Hindi including typing in Hindi (**Minimum 300 pages (A4 Size, Font Mangal with size12)**, of English must be converted in to Hindi during the AMC period), checking of the correctness & formatting of text in the appropriate format as per the requirement before uploading on the website (like html, Pdf format etc.)
- C) Static information updation
- D) Maintenance of static pages of information
- E) Checking for dead links (Monthly)
- F) Archival of information (as Per Instruction)
- G) Updation of data elements on existing pages
- H) Updation of Sitemap (Monthly)
- I) Update navigation schemes
- J) E-publishing of new or revised pages
- K) Re-design of Home Page (as and when required)
- L) Content research and management
- M) Publication of e-Newsletter (monthly)
- N) Web marketing, (prominently access through the major search engines).
- O) Applications of following.
 - i. Project profiles
 - ii. Industry clusters
 - iii. Directories
 - iv. Events
 - v. Product codes
 - vi. New info notifications
 - vii. What's new
 - viii. Register user management
 - ix. System admn. Module
 - x. Security logging module
 - xi. Website feedback and guest book
 - xii. News letter subscription
 - xiii. Archive of visitors interaction
 - xiv. SENET help
 - xv. Static site authentication module
 - xvi. ISO status tracking application
 - xvii. Reporting and reviews

- P) Database Administration (Oracle and java based applications & other software based application if required). This engineer will also be responsible for database updation.
- Q) Preparation of power point presentation (As and when required).
- R) Any other related work, if required. (During the AMC period, if scope of work is diversified than the AMC holder shall have to provide the requisite caliber engineer to this office and no additional amount will be paid. Moreover the number of engineers will remain same).

2. Service warranty

The bidder should cover services provided including the quality of workmanship under warranty.

Note: - Fax/Telex and incomplete offers will be rejected. The Office of D. C (MSME) Ministry of Micro, Small and Medium Enterprises, Government of India will have the right to accept or reject any or all bids received at their absolute discretion without assigning any reasons what so ever.

On the Letter Head of the Bidder.

FORMAT FOR SUBMITTING THE FINANCIAL BID

**AMC for Website maintenance of official website of DC (MSME) in O/o,
Development Commissioner (MSME), for one year (2009-2010)**

Name of Work: As mentioned in scope of work at page no. 9-10.

Sl #	Name of work	Price Quoted	BID price for one Year	Remark If Any
1.	As mentioned in scope of work at page no. 9-10	Basic Price		
		Taxes, duties etc		
	Grand Total (Cost) *			

* Taxes and duties are to be strictly included in the Total Annual Cost. No comparison will be made on individual item/activity basis.

NOTE:-

1. The comparison of the financial bid shall be strictly followed as per the total annual price (inclusive of taxes etc) quoted by the bidder.

Signature: -

Name of the Authorized signatory: -

Designation: -

Office Seal: -

Check list

{Tender for AMC of Website maintenance of official Website of DC (MSME)}

SI #	Name of the documents	Yes/ NO	Page nos		Reason (If Any)
			From	To	
1.	Tender fees Rs. 500/-				
2.	EMD OF Rs. 25000/-				
3.	Documents related to Development at least one portals of similar nature, i.e. More than 5000 pages of static content and database driven dynamic content / interactive content.				
4.	Document related to carried/carrying out the similar work in last 2 years for at least two portals of similar nature, i.e. over 5000 pages as described in above point.				
5.	Documents related to the work of Hindi translation				
6.	Copy of VAT/ Service/Income Tax Registration.				
7.	Additional information (if any) Like details of turn over etc.				