

**Department of Public Enterprises**  
**"Tender Notice"**

Department of Public Enterprises (DPE), Ministry of Heavy Industries & Public Enterprises, Government of India, invites sealed bids (two separately sealed, one technical and second financial), for providing the services of 1(one) qualified manpower for maintenance (includes managing and providing related support services) and updation of official website of DPE (in English and Hindi), from website developers on Annual Maintenance Contract (AMC) basis. The AMC period shall be of one year, from the date of award subject to satisfactory performance and as per the decision of competent authority.

**1. Details of Bid :**

- |   |  |
|---|--|
| a) Bid Reference  | : F.No. 16(9)/2009-GM                          |
| b) Last date & time of receipt of the bids              | : 10 <sup>th</sup> September, 2013 by 11:00 AM |
| c) Opening of bids                                      | : 10 <sup>th</sup> September, 2013 at 11:00 AM |
| d) Place of receiving the bid/address for communication |  |

Shri J.N. Prasad,  
Deputy Secretary (Administration),  
Room No. 410,  
Department of Public Enterprises,  
Block 14, CGO Complex,  
Lodhi Road, New Delhi-110003.

- |                   |   |
|-------------------|---|
| e) EMD            | : 5,000( Rupees Five Thousand only)   |
| a. Bank Guarantee | : 10% of the Annual AMC contract value<br>(payable after awarding contract) |

**2. Bidding Procedure**

- a) Bids are invited in single stage with two envelopes containing two (1) Technical and (2) Financial bid which shall be sealed separately and enclosed in a single sealed envelope. The format of Bids are at Annexure A and B respectively.
- b) The "Technical Bid" must be accompanied by Earnest Money Deposit (EMD) of an amount of Rs. 5,000 in the form Bank draft/Banker's Cheque, issued by any nationalized bank in favour of PAO (DPE), payable at New Delhi. EMD of unsuccessful bidders would be returned.
- c) The Technical Bids without "EMD" will be summarily rejected. Requirement of EMD is exempted from those bidders like State/Centre PSUs, Government of India Societies (established under relevant Act).
- d) The 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.

*d. - 18/9/2013*

- e) The Financial Bids of only successful Technical Bidders will be opened later and technically successful bidders will be informed accordingly.
- f) No Bids will be accepted after last submission 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.
- g) All relevant rules and regulations of DPE/Government of India will be final and applicable & binding on all bidders.
- h) Further, the successful bidder shall submit a Performance bank Guarantee of 10% of the Annual AMC Contract value, after award of the AMC, and ensure the required AMC services throughout the AMC period.

### 3. Eligibility/Qualification Criteria :

- a) The bidders who are registered/approved by any Government department/organization will be given preference.
- b) The bidder company should have minimum 2 years of experience, preferably in website creation, development, maintenance & other related matters.
- c) The bidder shall have to provide services required at New Delhi / Delhi.
- d) The firm may enclose sufficient documents regarding execution of Government work order, specifically maintenance/ creation of websites in different modes.
- e) 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 30 days after the date of bid opening. If any bidder withdraws its tender before the said period, DPE shall forfeit the Bid Security without any prejudice.

### 5. Submission of Bids:

- a) The first envelope shall be super scribed with the name of work (AMC for providing services of 1(one) qualified manpower for maintenance of official DPE Website) and the words "**Technical Bid**" in capital letters. The bidder should provide full technical details of the services offered. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The Bid Security (EMD) should be enclosed with the envelope marked "**Technical Bid**".
- b) The second envelope shall be super scribed with the name of work work (AMC for providing services of 1(one) qualified manpower for maintenance of official DPE Website) and the words "Price Bid "**(Financial)**" 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 Financial terms and conditions shall be specifically indicated in the Technical & Financial Bids itself.

- d) All prices and other information in this regard having a bearing on the price shall be written both the figures and words in the prescribed offer form.
- e) No bid may be modified subsequent to the deadline for submission.
- f) 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) DPE will open all received bids on prescheduled time, date and venue in the presence of the bidders' representative who choose to attend.
- b) The bidders' representative who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening date being declared a holiday for the purchaser(DPE), 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 (DPE) at his discretions 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 subsequently.

#### **7. Clarification of Bids:**

To assist for examination, evaluation and comparison of bids, the Purchaser (DPE) 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) DPE will examine the bids to determine whether :
  - i. They are complete in terms of prescribed format,
  - ii. Required EMDs etc. have been furnished,
  - iii. The documents have been properly signed
- b) Evaluation of bids shall be done based on the information furnished by the bidders. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bidder shall be determined based on the technical and financial capability of the bidder to execute the contract.
- c) DPE may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
- d) DPE 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.
- e) DPE 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.
- f) DPE may seek clarification in writing from bidder and bidder shall promptly reply within the time limit specified in the clarification letter from DPE.

- g) The comparison shall be of total price of the service offered inclusive of all applicable taxes.

**9. DPE's right to accept or reject any or all bid**

- a) DPE 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 DPE's action. In such case, the Bid security shall be refunded and Tender Fee shall not be refunded.
- b) The acceptance of tender will rest with DPE which does not bind itself to accept the lowest bid and reserves itself the right to reject any or all the tenders received without the assignment of any reason.
- c) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

**10. Termination by default:** DPE may, without prejudice to any other remedy for breach of Contract (AMC), by written notice of default sent to Bidder, terminate the AMC in whole or part and encash the Bank Guarantee if the Bidder fails to provide services/rectify the fault within the time period specified in the AMC or any extension thereof granted by DPE and if the Bidder fails to perform any other obligation(s) under the AMC

**11. Resolution of Disputes:** DPE and Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the AMC.

**12. Application of Law :** The AMC shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

**13. Notices :** Any notices given by one party to the other, pursuant to AMC, shall be sent in writing by letter or email and a notice shall be effective when delivered or on the notice's effective date, whichever is later.

**14. Scope of work :** The development, Maintenance and regular updation of all associated activities linked with the work related to English and Hindi contents of the website of DPE. Existing DPE website is based on CMS and is developed with the following details.

Front End	: PHP
Back End(DB)	: MySQL
Designing tools	: Photoshop, Dreamweaver, Flash
OS	: Linux
Web server	: Apache
Web Framework	: Drupal (Content Management)

The following shall be covered under the scope of this work but not limited to:

- Development, Maintenance and regular updation of all associated activities linked with the work
- Static information updation (As and when required) i.e. uploading of English and translated Hindi contents after formatting according to the uploading/downloading web format (like HTML,CSS, Graphics, PDF, etc.), as & when required.
- Maintenance & Checking for dead links of static pages
- Archival & Updation of data & Sitemap of information
- Re-Design of Home Page (As and when required)
- The website should be optimized for load time, response time, navigation and search.
- The website should be supported by all current browsers.
- Content research and management ( Uploading of the English & Hindi contents on the website)
- Assist in security Audit to be done (if required) as per the guidelines of D/o Electronic and Information Technology (DeitY), Government of India through the empanelled third party agencies.
- The said website is hosted in NIC Servers. NIC role is limited to hosting the website only.

**15. Terms and Conditions for deputing manpower on site at DPE :**

- a) AMC holder must depute **one expert** onsite and extend additional supervisory or technical support whenever required. They work at DPE from 9.00 AM to 5.30 PM on working days of DPE as per scope of work given above.
- b) The person to be deputed should have minimum one year of relevant experience in PHP, MySQL, Drupal, Apache, Web Maintenance, Administration and management, Home Page design, Graphics Design, uploading of web pages, search optimization etc. and prior experience in maintenance and updation of websites (preferably Government websites).
- c) AMC holder shall inform in writing before replacement of manpower.
- d) Frequent changes in the manpower without any justifiable reason will not be permitted.

**Annexure A : FORMAT FOR SUBMITTING THE TECHNICAL BID**

**On the Letter Head of the Bidder**

Tender are invited from only those firms which follow the following conditions:

1. Firm must have an Office in DELHI/NCR
2. The firm should submit the following

1.	Name of the Bidder	
2.	Address of the Bidder, including Contact Person, Designation, Address, Telephone, Email and Website	
4.	Bid Security (EMD)	
5.	Enclosure of Supporting documents	
	i) Registration or Incorporation Certificate	
	ii) Income Tax PAN Number	
	iii) Service Tax Registration Certificate	
	iv) Details of experience regarding creation and maintenance of websites.	
	v) Letter from at least two customers regarding Satisfactory Performance	
4.	Bidder's Technical Proposal for effective fulfillment of Scope of Work as mentioned in Para 14 and 15 of tender	

Signature

Name of the Authorized Signatory:

Designation :

Office Seal :

*D. K. Thakur*  
24/8/2017

**Annexure B : FORMAT FOR SUBMITTING THE FINANCIAL BID**

Name of the Work : AMC of maintenance and updation of the Official Website of DPE for one year

S.No	Name of the Work	Price Quoted	Amount in Rupees	Remarks, if any
1.	As mentioned in the <b>Scope of the work and Terms &amp; Conditions</b>	Basic Price		
		Taxes, duties etc.		
	Total Cost *			

\* Taxes and duties are to be strictly included in the Total Annual Cost.

Signature

Name of the Authorised Signatory:

Designation :

Office Seal :