

Copy No.

E-TENDER DOCUMENT FOR REDESIGN AND DEVELOPMENT OF ICMAM WEBSITE

TENDER REF NO. MoES/ICMAM PD/ITM/Website/41/2016

Final version

**GOVERNMENT OF INDIA
MINISTRY OF EARTH SCIENCES
ICMAM PROJECT DIRECTORATE
CHENNAI, INDIA**

February 2017

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ICMAM PD



**MINISTRY OF EARTH SCIENCES
ICMAM PROJECT DIRECTORATE, CHENNAI-600100**

**NOTICE INVITING TENDER
E-TENDER NOTICE
TENDER No. MoES/ICMAM PD/ITM/Website/41/2016**

On behalf of Hon'ble President of India, the Ministry of Earth Sciences at its ICMAM Project Directorate, Chennai-600100 invites E-Procurement Tender (Online Tender through website <http://eprocure.gov.in/eprocure/app>) in two bid system from qualified firms for the requirement of following work/service.

Tender Sub. No.	Particulars	Quantity
1.	Re-design and development of ICMAM Website	****

Interested bidders may submit their quotation online on <http://eprocure.gov.in/eprocure/app> within the stipulated date & time mentioned in tender document available at the websites <http://eprocure.gov.in/eprocure/app> & <http://www.icmam.gov.in>. Bidders are requested to follow the instructions carefully as per the tender document and instructions given in above said websites.

Any corrigendum / addendum regarding this tender will be available on the above said websites only.

Head – ICMAM PD
ICMAM Project Directorate

DISCLAIMER

1. Though adequate care has been taken while preparing the E-Tender Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within ten (10) days from the date of publication of Tender Document/ Issue of the Tender Document, it shall be considered that the Tender Document is complete in all respects.
2. ICMAM PD reserves the right to modify, amend or supplement this Tender Document.
3. While this Tender Document has been prepared in good faith, neither ICMAM PD nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender Document, even if any loss or damage is caused by any act or omission on their part.

Place: Chennai

Date: 28.02.2017

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DEFINITIONS

Following terms used in the document will carry the meaning and interpretations as described below:

"Bid" shall mean the Technical and Price Bid submitted by the Bidding Company / Bidder along with all documents /credentials/ attachments, formats, etc., in response to this Tender Document, in accordance with the terms and conditions hereof;

"Bidder" shall mean the Bidding Company submitting the Bid. Any reference to the Bidder includes Bidding Company including its successors, executors and permitted assigns jointly and severally, as the context may require;

"Bidding Company" shall refer to such single Company that has submitted the response in accordance with the provisions of this Tender Document;

"Chartered Accountant" shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949;

"Company" shall mean a body corporate incorporated in India under the Companies Act, 1956 or the Companies Act, 2013, as applicable;

"Tender Document" shall mean the bidding document issued by ICMAM PD including all Flowcharts, Drawings, Formats & Annexures etc. **Vide Tender Document No.MoES/ICMAM PD/ITM/Website/41/2016 and** also including all amendments / clarifications thereof;

"ICMAM PD" shall mean ICMAM Project Directorate or Integrated Coastal and Marine Area Management Project Directorate;

"Selected Bidder or Successful Bidder" shall mean the eligible Bidder who has been selected based on this Tender Document issued by ICMAM PD;

"Bid Deadline" shall mean the last date and time for submission of Bid in response to this Bid as specified in Bid document and as specified in Tender schedule, of this Bid document including all amendments thereto;

"Authorized Signatory" shall indicate the authorized signatory who can discuss and correspond with the ICMAM PD, with regard to the obligations under the contract.

"The Government" means the Government of India.

"The Goods" means all the all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;

"Day" means calendar day;

“Week” means calendar week;

“Month” means calendar month;

“Static page” means a Web page that is built using HTML code and features the same presentation and content, regardless of user identity or other factors. Also, it does not involve any database linkages.

“Dynamic Page” it can contain client-side scripting or server-side scripting to generate the changing content, or a combination of both scripting types. These **sites** also include HTML programming for the basic structure.

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Tender Reference No.: MoES/ICMAM PD/ITM/Website/41/2016**SCHEDULE TO TENDER**

1	Tender Reference No.	:	MoES/ICMAM PD/ITM/Website/41/2016
2	Name of Organisation	:	ICMAM Project Directorate
3	Type of Tender	:	LIMITED OPEN – E-Tender
4	Mode of Tender	:	Two cover – Technical and Financial
5	Description of the Item	:	Re-design and development of ICMAM Website
6	Quantity	:	**
7	Date of Issue / Publishing	:	01.03.2017
8	Document Download/ Sale Start Date	:	01.03.2017
9	Document Download/ Sale End Date	:	10.03.2017 (17:00 hrs Indian standard time)
10	Clarification Start Date	:	01.03.2017
11	Clarification End Date	:	09.03.2017 (17:00 hrs Indian standard time)
12	Last Date and Time for ONLINE uploading of Bids	:	10.03.2017 (15:00 hrs Indian standard time)
13	Date and Time of opening of Bids	:	10.03.2017 at 16:00 hrs, India standard time
14	Date and Time of pre – bid meeting	:	----
15	Mode of submission of bids	:	Online through Central Public Procurement Portal. http://eprocure.gov.in/eprocure/app
16	Manual submission of Technical bid	:	08.03.2017 (on or before 15:00 hrs Indian standard time)
17	Tender document fee	:	Rs.200/- as per Clause 14 of Section- I
18	EMD	:	Rs.5000/- as defined in Clause 14 of Section- I of this Tender document and will be valid for 90 days from the date of opening of Tender.
19	Validity of offer	:	120 days from the date of opening of tender (10.03.2017).
20	Address for communication	:	The Head, ICMAM Project Directorate, 2 nd Floor, NIOT Campus, Pallikaranai, Chennai-600100
21	Contact Person	:	S.Kumar ICMAM PD, 2 nd Floor, Room No.302,NIOT Campus, Pallikaranai, Chennai – 600100 Tel:044-667873599 email id: kum63@icmam.gov.in

SECTION I

INSTRUCTIONS TO BIDDERS

1. ICMAM Project Directorate, Ministry of Earth Sciences invites **Online E-tender** from eligible and qualified bidders for undertaking re-design and development of ICMAM website.
2. Sharing information / knowledge on technologies, activities and achievements of ICMAM Project Directorate (ICMAM PD) is important for the implementation of the Mission's objective. A knowledge portal, providing necessary platform to all stake holders to share relevant information, knowledge and experience, can be an excellent tool for dissemination of information. ICMAM PD is inviting proposal from interested web-design and development organizations including any Govt. agencies for re-designing and developing the proposed Knowledge Portal based on Content Management System (CMS). The purpose is to launch a content centric cataloguing website consisting of technical information on ICMAM PD's programme activities and its achievements.
3. The Tender document can be downloaded free of cost from the website of ICMAM PD, viz., www.icmam.gov.in and the CPP Portal eprocure.gov.in from the date mentioned in the Bid Information Sheet. The Technical & Price Bid shall be submitted through **ONLINE CPP portal** and the technical bid shall also be submitted to ICMAM Project Directorate.
4. Prospective Bidders interested to participate in the bidding process are required to submit their Project proposals in response to this Tender Document along with a non-refundable processing fee and refundable Earnest Money Deposit (EMD) as mentioned in Bid Information Sheet. Bidding Company will be eligible to participate in the bidding process only on submission of EMD & bid processing fee.
5. The bids submitted without EMD & Processing Fee shall not be considered for the bidding and such bids shall be summarily rejected.
6. It may be noted that ICMAM PD will not pay any amount / expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses/ conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the Tendering process.

7. All offers should be in prescribed format written in English only. All correspondence should be made only with tender inviting authority. The invitation to tender is open to all eligible bidders who meet eligibility criteria as specified in the tender document.

8. Eligibility condition:-The submitted tenders will be scrutinized to determine whether they are complete in all respects and meet the essential and important requirements, conditions, etc., as prescribed in the Tender document. The tenders which do not meet the following basic requirements, will be treated as non-responsive and they will be summarily rejected.

i) Bidders/firms should have minimum 3 years of experience in website design and development.

ii) All the relevant documents should be signed by the authorized representative of the firm, where ever necessary.

iii) Tender should be complete with regard to accepting all terms and conditions of tender.

iv) Tender is unsigned or not signed by the authorised person through Tender Acceptance letter (**Appendix-1**)

v) Tender validity is shorter than required period.

vi) Required EMD and required tender processing fee (amount, mode, validity, etc.) have not been provided as per detail, before technical bid opening.

vii) 100% subsidiary firm of foreign company in India cannot bid through another Indian Agent.

viii) The bid offered is not meeting the tender enquiry specification and terms & conditions and specify any conditional terms in the bid.

ix) Bidder has not agreed to other essential condition(s) especially incorporated in the tender document like terms of payments, etc.

x) Poor/unsatisfactory past performance.

xi) Bidders who stand de-registered by DGS&D /banned/blacklisted by any government authority.

9. Qualification criteria (Bidders should submit necessary supporting documents to establish the following qualification criteria)

(i) The bidder should be a company registered under the Indian Companies Act 1956/2013 or firm. Partnerships or Joint Ventures & Consortiums are not allowed to participate in the bid.

(ii) The bidder must have completed at least 3 years of operation in the field of web application/ software development such as content generation, design, development and providing maintenance and management services of websites/portals/web applications.

(iii) The bidder must have their valid website with own domain name.

(iv) Net worth for the last financial year (2015-2016) should be positive and turn over should be minimum Rs.25lakhs for any one of the FY 2013-14, 2014-15, 2015-16.

(v) The bidder should have an established setup in India and product development Center/branch office in Chennai, where the contract activities will be done. Bids from Partnership firms, Joint ventures or consortium and other types of setup will not be acceptable.

(vi) The bidder should have successfully executed at least five projects of similar nature (web based application/software development) in the past five years, out of which at least two projects of similar nature (web design and development) for a Government Ministry or Department/Public Sector company/Government autonomous body will be preferable.

(vii) The firm should have Service Tax, PAN, TIN registration and should be income tax assessed.

10. Documents to be signed and submitted by Bidders

(i) When the work is bid for by a firm/company/organization, the bid shall be signed by the individual legally authorized to enter into commitments on their behalf. Only one submission of response to Tender Document by each bidder will be permitted.

(ii) The documents required under the tender conditions for submission along with the tender are listed below. The bidder/s are advised to examine the various conditions and submit necessary documents accordingly. In case of non-submission of any of the desired information, bidders may not be qualified for which ICMAM PD reserves its right to reject the bid.

(iii Documents in Support of Eligibility:

- (a) Earnest Money Deposit (EMD) and Tender Processing Fee as per details given below.
- (b) Copy of Certification of Incorporation, or company registration certificate, Memorandum and Articles of Association/ Partnership Deed.
- (c) Copies of Service Tax, TIN and PAN registration.
- (d) The link of the firm's own website and printout of homepage has to be provided.
- (e) Self-attested copies of work orders (5 clients) and their respective project completion certificates issued by clients for similar works/projects during last 5 years.
- (f) CA certified copy of balance sheet or bank's report for last three financial years i.e. FY2013-14, 2014-15, 2015-16 and Certificate by Statutory Auditor / Practicing Chartered Accountant of the Bidding Company in support of net worth and turnover.
- (g) Contact details of the registered office and product development centre in Chennai.
- (h) Compliance with the minimum eligibility criteria mentioned above should be indicated item-wise with the page number of the technical bid document in **Appendix 2**.
- (i) ICMAM PD reserves the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria.
- (j) Bidders qualified after Technical evaluation shall be notified of financial bid opening date & time through the CPP website.
- (k) The complete proposal should meet for: 1. Content Generation, Design, Development, Security Audit, Go-Live and Maintenance support for six months.
- (l) Contract will be awarded to the bidder, as per evaluation of bid specified in **clause 16** of this section. However, ICMAM PD reserves the right to take appropriate decisions in such case and shall not be binding on ICMAM PD to award the contract.

(m) Bidder should quote the prices in the given format BOQ_XXXX in excel sheet and it should be uploaded / submitted through **online in CPP Portal**.

(n) Since ICMAM Project Directorate being Government organization, no advance payment will be made. Every attempt will be made to make payment within 30 days from the date of receipt of bill/acceptance of service, whichever is later.

(o) ICMAM Project Directorate reserves the right to cancel / withdraw the bid without assigning any reasons for such decision. ICMAM Project Directorate also reserves the right to award to any bidder or cancel the orders issued to any bidder without assigning any reason thereof. Such decision will not incur any liability whatsoever on the part of ICMAM Project Directorate consequently.

(p) **PRICE BID in BOQ_XXXX format should be downloaded and submitted ONLINE ONLY thru CPP portal and no other mode of submission of price bid is acceptable and they will be rejected.**

(q) Tender document is non-transferable.

11. Complete tender documents along with supporting documents as called for in the tender conditions, should be duly filled (wherever necessary along with necessary copies / documents for proof) and signed in and are SACROSANCT and scanned copy of the same should be uploaded online mode for considering any offer as complete offer. All the Bidders are expected to go through every detail of the tender carefully and provide all requisite details and documents / certificate, and tender documents duly complete in all respect and digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using Digital Signature Certificate (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 requirements.

12. All contracts shall be entered and acting through its designated authority. Wherever not so specified, the contractual obligations will be governed by the International contract law or the Indian Contract Law as may be applicable.

13. ICMAM Project Directorate reserves the right to cancel / reject entire tender process without assigning any reason.

14. EARNEST MONEY (EM) and TENDER PROCESSING FEE

(a) The **Earnest Money Deposit (EMD) of Rs.5,000/-** should be given in the form of Banker's cheque OR Demand Draft, drawn in any scheduled / Nationalised bank in favour of **Pay & Accounts Officer, IMD, payable at Chennai** and it should be submitted on or before the due date of Technical bid opening during office working hours as a part of technical bid. Scanned copy of such document must be attached online along with the technical bid documents, failing which tender document will be rejected. The earnest money shall bear no interest.

(b) The participating bidders should pay **Rs.200/-** (Indian Rupees five hundred only) as **tender fee (non-refundable)** in the form of Banker's Cheque OR Demand Draft drawn in any scheduled / Nationalised bank in favour of **Pay & Accounts Officer, IMD, payable at Chennai** on or before the due date of Technical bid opening during office working hours of ICMAM PD. Scanned copy of such document must be attached online along with the technical bid documents, failing which tender document will be rejected. The bidders, who are exempted from submission of EMD and Tender fees, are requested to enclose the relevant Government certificates, related to the web design and software development category only. The other business categories will not be accepted for exemption.

15. TWO BID SYSTEM

The bidding methodology adopted for this work shall be single stage Two cover system i.e. The Bidders shall submit their Project proposal (Technical Bid in sealed envelopes by manual submission and both technical and financial bids by ONLINE) in line with this Tender Document. The last date for submission of bids is as mentioned in the Bid Information Sheet. No bids shall be accepted after the date and time mentioned above. Date of opening of financial bids shall be notified by CPP website after short listing of eligible Bidders based on Technical bid evaluation by a technical evaluation committee.

A. TECHNICAL BID: The bidder should submit the scanned copy for online submission and the same original hard copy of all the following documents as part of the Technical Bid in the stipulated format. The original (EMD & Tender Fee instruments) and copies of necessary documents of technical bid should be submitted by manual submission to the ICMAM Project Directorate (Contact person Mr.S.Kumar, Tel: 044-66783599) 2 days before the due date of Technical bid

opening, during office working hours. The cover containing the necessary technical bid documents should be superscripted by **“Tender Ref No: MoES/ICMAM PD/ITM/Website/41/2016, Part I Technical BID for development of website”**.

The Technical bid should contain the following details:

(i) Duly completed Tender Acceptance Letter as per Appendix – 1(original by online and scanned copy by manual submission)

(ii) Duly completed check list as per Appendix – 2 (original by online and scanned copy by manual submission)

(iii) The bidder should be a company registered under the Indian Companies Act 1956/2013 or firm. Joint Ventures & Consortiums are not allowed to participate in the bid. The bidder must have completed at least 5 years of operation in the field of web application/ software development such as content generation, design, development and providing maintenance and management services of websites/portals/web applications. Scanned copy of registration certificate by online and copy of the same by manual submission should be provided.

(iv) The bidder must have their valid website with own domain name. Scanned copy of home page print-out by online and hard copy by manual submission should be provided.

(v) Net worth for the last financial year (2015-2016) should be positive and turn over should be minimum Rs.25 lakhs for any one of the FY 2013-14, 2014-15 and 2015-16. Scanned copy of balance sheet or bank’s report is required for both online and manual submission.

(vi) The bidder should have an established setup in India and Development Center/branch office in Chennai. The contact details (name of the person, postal address, contact numbers and email id) of the Chennai centre should be provided in bidder’s letter head and it will be included in online and manual submission.

(vii) The bidder should have successfully executed at least five projects of similar nature (web based application/software development) in the past five years, out of which at least two projects of similar nature (web design and development) for a Government Ministry or Department/Public Sector company/Government autonomous body will be preferable. Performance

certificate from their clients should be provided for both online and manual submission.

(viii) The firm should have Service Tax, PAN, TIN registration and should be income tax assessed. Copies of the above registration should be provided for both online and manual submission.

(ix) Original EMD fee instrument as per detail (manual submission)

(x) Scanned copy of EMD fee instrument (online submission)

(xi) Original tender document fee instrument as per detail (manual submission)

(xii) Scanned copy of tender document fee instrument (online submission)

(xiii) Any other relevant documents / Product brochure / web reference (both online and manual)

(xiv) Any other relevant document / certificate which are required to be submitted by the firm in line with the tender requirement.

Manual submission of technical bid documents along with the relevant documents should be submitted to ICMAM Project Directorate, 2 days before the due date of online e-tender submission (i.e on or before 08.03.2016, 15:00 hrs Indian standard time).

B. PRICE BID should comprise the following:

i) Bidders shall quote only in Indian Rupees as per BOQ_XXXX excel file format, which can be downloaded by bidder along with tender document from CPP portal and after filling the price details it should be uploaded / submitted through **ONLINE only.**

ii) Tenders, where prices are quoted in any other way shall be treated as non-responsive and rejected.

16. BID EVALUATION

The bids, which are determined as substantially responsive, shall be evaluated by ICMAM PD for technical compliance and then price aspects. The bidder must submit all necessary authentic data with necessary supporting documents of the various items of technical evaluation criteria **as per section 1 clause 10 of this** Tender Document, failing which, the tender is liable to be rejected.

A. Technical Evaluation: Bidders will be evaluated on the basis of Minimum Eligibility Criteria and the criteria for evaluation of Technical Bids as given below. Qualifying score will be 75 points out of 100 points. However, ICMAM PD has the right to determine the qualifying score at the time of tender evaluation. Suitable copies of necessary documents should be enclosed with technical bid.

S.No	Description	Points
1	Experience of Company (max 5 years and one point each)	5 points
2	Suitability of proposal – it should meet the scope of RFP, including technical bid presentation with all relevant information. Highest points shall be given if the bid is complete in all respects.	25 points
3	Expertise in web designing and development – 5 websites design (Preferably 2 Government web sites) and shall be evaluated based on content, technologies to be used, easiness to browse, compatibility and creativity – 6 points each.	30 points
4	Presentation of the proposed methodology & work plan pertaining to the proposed assignment : Presentation/ work plan to cover the following aspects: i. Overall understanding of the ICMAM requirements (Maximum 5 points) ii. One Prototype model (maximum 20 points) for ICMAM home page. iii. Proposed application architecture & framework & technologies to be used in the web portal (Maximum 15 points)	40 points

Bidders whose technical bid meets the minimum qualification criteria will be called for a presentation of proposal as above. Financial bids of the technically qualified bidders alone will be opened subsequently.

B. Financial Bid Evaluation: The financial bids of the technically qualified bidders, who have scored 75 points or the qualifying score as decided by ICMAM PD and above will be evaluated as per the evaluation criteria mentioned below:

(i) The bidder with lowest financial bid (L1) will be awarded 100% score. The financial scores of bidders other than L1 bidders will be evaluated using following formula:

Financial score of a bidder (except L1 Bidder) = $\left\{ \frac{\text{Financial bid value of L1}}{\text{Financial bid value of bidder}} \times 100 \right\}$ (adjusted to two decimals)

C. Joint Evaluation of Technical & Financial Bids: The following is the procedure for evaluation as applicable to technically qualified bids. The technical and financial scores secured by each bidder will be added with weightage of 60:40 respectively and a Composite Bid Score (CBS) arrived at, using the formula: Composite Bid Score (CBS) = $S(T) \times 0.60 + S(F) \times 0.40$, where S(T) is technical bid score and S(F) is financial bid score. The combined highest scorer (with two decimal places) will be the successful bidder and be eligible to become the service provider for this tender.

17. Any change in Address/ Telephone/ Fax/ e-mail of bidder should be immediately informed to ICMAM PD. The state of non-communication or non-responsive by the firm will make the offer liable for rejection.

18. Clarification regarding contents of the bids: During the course of evaluation process, the contracting authority, shall at its discretion, ask the bidder for clarifications or confirmation on various aspects with reference to shortcomings or deficiencies so noticed in their bids. The request for such clarification or confirmations shall be given in writing to which the bidder will be required to send in their response within the time frame so prescribed in such written communications. The clarifications / confirmations shall be called only in respect of general conditions or requirements of the tender enquiry documents and not on any aspect pertaining to prices or other essential requirements of tender schedule and if the bidder is failing to clarify the queries, their bid may be rejected on the basis of incomplete quotation.

A prospective Bidder requiring any clarification of the Bid documents may raise his point of clarification through Bid Management window after successfully logging to the e-procurement website <https://eprocure.gov.in/eprocure/app>. The bidder may seek clarification by posting query in the relevant window after clicking "Seek Clarification" option in the view tender details window for tender which can be selected through my tender option of bid submission menu. The clarification will be replied back by the tendering Authority through the e-procurement website which can be read by the bidder through the "Clarification" option under Bid Submission menu. The tendering authority may also respond to clarifications raised by the prospective bidders on e-mail address icmamtender@icmam.gov.in or the bidder may also write to The Head, ICMAM PD for seeking clarifications by mentioning the tender reference details.

19. Any dispute relating to purchase of goods between ICMAM PD and Bidder shall be subjected to the jurisdiction of a court of law situated in Chennai, Tamil Nadu.

20. No post bid clarification or alteration or modification on the initiative of the bidder will be entertained.

21. Integrity pact / Rejection of bids – If the bidders do not agree with the terms and conditions of tender, their offer will be summarily rejected. Contract with successful bidders will also be cancelled if they do not fulfill the terms and conditions of the contract or till contractual obligation period and their Earnest Money Deposit and Performance Security Deposit (if any) will be forfeited. Canvassing by the bidder in any form, unsolicited letter/communications and post tender corrections would invoke rejection of tender with forfeiture of EMD.

22. Modifications and withdrawal of bids – A bidder may modify or withdraw his bid online after submission but prior to final date of submission of tenders/date of opening of tenders. In case a supplier modifies or amends a bid already submitted online, the latest version of the bid will be accepted.

23. Tender Updates - For any change in terms and condition of this tender / tender specification, changes of due dates through corrigendum, the Bidders are requested to visit the websites <http://www.icmam.gov.in> & Central Public Procurement Portal (CPP) <http://eprocure.gov.in/eprocure/app>

SECTION II

SPECIAL INSTRUCTIONS FOR ONLINE BID SUBMISSION

1. Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement are at

<https://eprocure.gov.in/eprocure/app>. The bidders must carefully follow the instructions.

- i) Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-procurement/e-tender portal is a prerequisite for e-tendering.
- ii) Bidder should do the enrolment in the e-Procurement site using the "Click here to Enroll" option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide the correct/true information including valid e-mail-id. All the correspondence shall be made directly with the contractors/bidders through e-mail-id provided.
- iii) Bidder need to login to the site through their user ID/ password chosen during enrolment/registration.
- iv) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by NIC/SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token / Smart Card, should be registered.
- v) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- vi) Contractor / Bidder may go through the tenders published on the site and download the required tender documents/ Annexure for the tenders he/she is interested.
- vii) After downloading / getting the tender document/ Annexures/ Appendices, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- viii) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum / Addendum published before submitting the bids online.

- ix) 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 e-Token/ Smart Card to access DSC.
- x) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
- xi) From my tender folder, he selects the tender to view all the details indicated.
- xii) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender Annexures and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.
- xiii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ Annexure and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can 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 will be very fast.
- xiv) Bidder should take into account the corrigendum / Addendum published from time to time before submitting the online bids.
- xv) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- xvi) Bidder should 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 should be uploaded as part of the offer.
- xvii) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

xviii) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.

xix) The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.

xx) The bidder has to 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 requirements.

xxi) The bidder has to upload the relevant files required as indicated in the covered content. In case of any irrelevant files, the bid will be rejected.

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

xxiii) The bidders are requested to 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 will 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.

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

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

xxvi) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not

viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

xxvii) 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

xxviii) 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.

xxix) The bidder should 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.

xxx) **ASSISTANCE TO BIDDERS:** a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender document. b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 Helpdesk of CPP Portal, where the contact numbers are available in the home page of CPP portal.

SECTION III

SCOPE OF WORK

1. The following are some of the suggestions (but not limited to) for inclusion in the development of website. The bidder for the project needs to come up with innovative ideas for content that is more comprehensive. For the minimum requirement of ICMAM, bidder may consider the www.dod.nic.in home page as the prototype model for this tender. The bidder may take this site for the preparation of prototype model as required in technical evaluation.

Home page: ICMAM website must resemble a ministry's website of Government of India and it will serve all the stake holders. The home page has the following minimum links.

A. About Us

Mandate

About ICMAM PD

Org. Setup

Citizen charter

Vision & Mission

Official Directory

B. Activities

C. Achievements

9th Plan, 10th plan, 11th Plan, 12th Plan

D. Publications

Technical Reports

Technical Papers

Books

Manuals

E. Tender Notices

Open Tender

Online E-tender

Tender Results

Archives

- F. Recruitment
 - Recruitment Notices
 - Apply Online
 - MIS Reports
- G. RTI & Question Bank
 - Posting RTI Query and Reply
- H. People
- I. Media and Gallery
- J. IPR's uploader
- K. Other components like news scroll, "New", Event, images, etc.

The above said are minimum requirement only and the final one will be provided by ICMAM PD during the development stage.

1.1. Deliverables: Develop a highly beneficial, cost-effective, up-to-date, easy-to-use, interactive, and technically sound website that will remain viable for a minimum of three years and to get Safe to Host Certificate from CERT-IN empanelled auditor.

- (i) Working version of the complete website as per requirement of ICMAM PD in Cent OS / Linux operating server.
- (ii) Obtain Safe to host certificate from CERT-IN empanelled auditor
- (iii) Source code of the final version of the website and content management system
- (iv) Design documents and User manual
- (v) Training on CMS workflow
- (vi) Six months technical support during Go-Live period should be provided
- (vii) ICMAM PD/ GOI logos, or any other logo as decided by ICMAM PD, should be designed and displayed prominently in the website.
- (viii) Necessary general software (genuine) and licenses are to be provided to maintain the website
- (ix) It should contain in site archive functions, filter options to maximise the search option.
- (x) Portal must be compatible with all the currently available browsers and no plugins are to be required as default to access the portal. Testing to be done on all applicable platforms to ensure that portal is stable and runs fast on all.

(xi) Web portal must be safe and secure and free of any malware, adware or any such unsecure and unwanted scripts. Security audit and testing of the portal at regular intervals should be conducted to keep its security. It should support users to print all pages.

(xii) Broad design of the portal to be generic type and different types of categories of contents/user to be maintained by Web-admin with the facility of addition, deletion, edit, restoring and hide from public view.

(xiii) The design and facilities of the portal to be fully in compliance to the Guidelines for Indian Government Websites (GIGW) and should be based on open source software.

(xiv) Vendor may submit / present the Prototype Model of the Portal (home page) based on the concept / intent of the tendered document while submitting technical bid.

(xv) The vendor may also prepare a presentation on the prototype model, resembling www.dod.ni.in for redesigning www.icmam.gov.in site and it will be demonstrated during technical presentation. For presentation purpose, the home page containing all links should be used with suitable photos / write-ups.

Content: The bidder may use the available ICMAM website content for presentation purpose for technical evaluation as specified **in Section – I clause16** and the maximum requirement for home page links as specified in Ministry's website (<http://www.dod.nic.in>).

(xvi) Apart from web-admin, portal will be having a family of users who would be responsible for managing content in specific areas such as tender modules, recruitment module, posting orders/notices/circulars, media centre – photo and video gallery, user level feedback and query system, auto archival policy, etc.

(xvii) Regular updates facility such as posting of News items, Tenders, Recruitment, posting of events may be given through the suitable open source Database facility using pull and push method of the content.

(xviii) Website administrator may be able to generate the new content reports from the website which will allow him to circulate arrival of the new content on the website to respective content managers.

(xix) Registering of users may be automated by using sending "OTP" password to requesting users using mobile telephony and similarly credentials may also to be forwarded on the mobile phone only in order for the website to maintain verified confirmed mobile number database of stake holders (recruitment- apply online, etc).

(xx) Web-admin/Content managers to be given the messages broadcasting facility on the portal to stake holders on mobile phone/emails for promotional activities.

(xxi) Security audit of the portal to be conducted by NICS I empanelled vendors.

(xxii) All licenses on software part, if any, to be procured in the name of ICMAM PD by the bidder.

(xxiii) In addition to above, the contractor should develop appropriate training material in order to train backend administrative and user interfaces.

1.3 Look of the Website: The website must be visually appealing and contemporary in its design and presentation with an attractive mix of photos, videos, graphics and text.

1.4 Ease of Use: The website must provide consistent orientation and navigational aids, such as hierarchical menus that tell users how deep they are into a topic or subtopic as well as a homepage link or icon on each page in the same position.

1.5 Allow for interactivity: Include e-mail response, surveys, feedback, online forms, and access to various calendar of events. The designer must incorporate the ability for users to complete interactive online forms for such tasks as membership, feedback, requests etc.

1.6 Form Printing: A number of static forms will be available for printing. Website must have links or embedded plug-ins for opening and viewing these documents.

1.7 Content Management System (CMS): The website must be built on a content management system that allows for specific areas of the site (webpages, images, blogs, forms, etc.) to be easily updated.

1.8 Responsive Design: The website must be responsive, so that it seamlessly adjust to fit desktops, laptops, tablets and smartphones.

1.9 **Search Engine Optimization (SEO):** The CMS must include the ability to alter title tags, Meta descriptions, alt tags, and headers. The site must be built to be easily crawled by search engines.

1.10 **Social Media Integration:** The site should include the ability for web content to be shared to social media networks. The organization's social media networks must be linked to the website to allow for easy "follows."

1.11 **Contact Forms:** The website must include contact forms. When a visitor fills out the form, the message must be sent to the appropriate staff member.

1.12 **News and/or Blog:** The website must include a robust, built-in news/blog platform. This must enable users to create, edit and publish news articles and/or blogs to the website.

1.13 **Website Analytics:** Analytics tracking must be integrated on the site to allow for website visitor tracking, page tracking, etc.

1.14 **Technical requirements:** The website must be built using HTML and CSS. The website must be compliant with Mac and PC, as well as with the latest two versions of Internet Explorer, Mozilla Firefox, Chrome and Safari.

1.15 **Additional functionalities:** The website developer must also cater for the following in the proposal:

Calendar of Events: For displaying information relating to Exhibitions/workshops/training.

Use of Google maps : For users locating ICMAM PD Office

Slide Show : To show photos / events

2. Scope of the project

The scope of the project is to develop a website with Content Management System (CMS) in the existing Cent OS / Linux platform server having sufficient memory and 2TB of hard disk space. Government of India has released guidelines for Government of India websites (GIGW). This is issued so as to ensure proper standardization of all content and websites. The proposed website of ICMAM PD needs to be redesigned with all dynamic features for updation and prescribed web accessibility features. The new website would also have administrative control for all the modules and there would be one admin who will update /add /delete website content through Content Management System (CMS) for some specific pages.

3. Some of the important guidelines which the website should meet are:

(i) Portal should be designed in a way that it will permit ICMAM PD officials to update the content/pages easily and quickly using a web-based interface. For this purpose, 2 or 3 normal user accounts shall be created and Admin account will be the final authority to approve the updates.

(iii) To develop Bi-lingual Website with English & Hindi Version and to ensure that Hindi content is universally accessible by using Unicode compliant font. Once the English version completed, ICMAM will provide the Hindi version document and it is contractor's the responsibility for its integration & functioning.

(iv) **Development of information architecture:** This should ensure that the website content is organized as per visitors' expectations. This is to be done by structuring content to give direct access to most sought-after / important information through the home page itself and also by ensuring that user is able to reach any part of the website within limited number of clicks.

(v) **Development of user interface design:** This has to ensure professional look and feel for the website. All of its expectations related to the overall aesthetics, content presentation structure and content organization structure are to be achieved to the expectation of ICMAM PD.

(vi) **Development of template on guidelines compliance:** This has to ensure that the website is developed as per GIGW guidelines and is universally accessible. Following will be done to ensure this: a). Development of screen reader friendly website. b). Restructuring overall content with proper heading structure. c). Ensuring compatibility with popular browsers like Internet Explorer, Mozilla Firefox, Chrome and smart mobile phones.

(vii) **Development of Content Management System (CMS) with workflow:** This is to help ICMAM PD in making changes in the static website content. This should have following features: a). Dynamic menus: Submenus can be created based on the page-tree as pages are added and subtracted. b). Bi-lingual support: Content of both languages English & Hindi can be managed from the same control panel. Administrator will be able to add content for both the languages from the same page. c). Metadata Insertion: Can be inserted for each page or globally, and for different languages. d). Search Engine Friendly URL's: A rewrite engine is software that modifies a web URL's appearance (URL

rewriting). Rewritten URLs (sometimes known as short, fancy URLs, or search engine friendly - SEF) are used to provide shorter and more relevant-looking links to web pages. e). Rich Text Editor: Multiple RTEs with Microsoft word like icons support for Mac/safari and Mozilla Firefox on all platforms; WYSIWYG editors are highly configurable-buttons and CSS styles can be added and removed. f). CSS Styled Content: All aspects of the core functionality can be styled on the website. Most extensions can be styled through CSS. g). Online Administration: All administration is handled online via a current web browser. h). Audit Trail: Administrators have access to one log in the backend or individual logs on each page where they can view changes that have been made to the database. i). Minimal Training Required: Editing content is as easy as editing in Microsoft word. Menu links are automatically generated as an editor adds pages and most content elements features wizards for further ease of use. j). Site Map: A hierarchical visual model of the pages of a Web site. Site maps help users navigate through a Web site that has more than one page by showing the user a diagram of the entire site's contents.

(ix) **Bilingual Management Module Development** a) Website to be developed in English & Hindi Version both. Translation and content will be provided by ICMAM PD. b) The front-end website as well as the backend administrator panel should be made compliant to handle the Bi-lingual requirements. c) Front-end Web Portal to have all the content including dynamic & static text in both the languages. d). It should allow Administrator to enter content for all the CMS Pages separately in Hindi.

(x) **News & Announcements Module:**

a) Administrator should be able to Publish Latest News & Announcements on the website. b) Administrator should be able to View/Add/Edit/Delete News/Press Releases by adding News Titles and Details through WYSIWYG editor. c) News added here are required to be reviewed and approved before getting published on the website.

(xi) **Media Gallery:** a) Media gallery should allow ICMAM PD to publish best quality photos/videos on the website. b). It should allow uploading of Image/Video Name, Image/Video, Image/Video Description and Meta tags for each

image/Video. c). Should allow review, editing and publishing layers to ensure correctness of the content.

(xii) **Publication section:** This module should facilitate ICMAM in publishing its public annual reports, technical papers, technical reports, etc on the website. This should have the features: a). Manage Publication through secure online control panel. b) Add/Edit/Delete publications on the website. c). General public will be able to view publication based on year and title. d) Define expiry date for each publication for automatic transfer into the archives section after specified period.

(xiii) **Development of Archives Management Module Development**

a) This module to enable website team in ensuring that the expired content is automatically removed from the main website. b) There should be an Auto Archival System available on the Website, which will transfer the expired content in archives section as soon as it reaches expiry date. c). Archived Data should be available in each page along with search option to search data between 2 given dates.

(xiv) **Development of Within Site Search Module:**

- a) This module should allow website visitors to search for relevant information within the website.
- b) Customized Google search will work based on keywords and will search the entire database driven content.
- c) Search results will be displayed in the form of listing and will also have link to relevant pages within the website

(xv) **Search Engine Optimization:** This feature will ensure that Department's website is registered in Public Search Engines on appropriate keywords and is displaying the correct information in search description. Following should be ensured for appropriate search engine results:

- a) Integrate Page title, Meta description & Meta keywords for all web pages. b.
- b) Sitemap.xml creation c). Robot.txt file creation d). Manually submit website to top 4 search engines including Google, Yahoo, Bing & Live

(xiv) **Population of Content on the new Website:**

This is to ensure that the newly developed website has all the relevant content available on the new website. Restructuring of ICMAM PD's content as

per the GIGW guidelines to be done. One time integration of department's content into the newly developed website with the tentative links from home page.

The system has to be flexible to cater for situations wherein Webmaster/Administrator alone can have all the permissions for Content Creation, Content Approval and Content Publish. At no time the authorised uploader should be able to host the data directly. There must be a system in place by which only authorized uploaders can upload data and should have a secure method of doing so.

4. Project Duration

Maximum duration of the project is 3 Months (90 days) from the award of the contract by ICMAM PD and six months support for post Go-Live period. However, if the contractor completes the entire works within the maximum duration, the milestone periods will be adjusted suitably – agreeable by both ICMAM PD and contractor. The proposed milestones are:

Milestone 1 – Suitable content generation and finalisation, Portal design consisting of information architecture, visual design, usability and other related items – 10 Days from the date of award of contract

Milestone 2 – Portal development consisting of creation of HTML pages, scripts, databases, CMS development etc.– 40 Days from the date of award of contract

Milestone 3 – Portal testing ensuring the functionality and compatibility – 70 Days from the date of award of contract

Milestone 4 - Hosted portal, source code, user manuals, training - 90 Days from the date of award of contract

5.11. Payment Structure

Milestone	Payment (%of total cost as per financial proposal as specified in Section I clause 16B)
Milestone 1	30
Milestone 2	25
Milestone 3	20
Milestone 4	15

The remaining 10% payment along with EMD amount will be released only at the end of six month post Go-Live period from the date of actual work completion.

Payment will be released only on submission of Invoice/Bill duly completed in all respect according to milestone achievements.

5.12 Penalty

If the vendor fails to complete in full, all delivery and implementation according to the project schedule, ICMAM PD reserves the right to recover penalty @ 1.0% of the values given for the contract value for each complete week or part thereof, for delay up to a maximum of 10% of value of contract price. Thereafter, ICMAM PD will have the right to terminate the contract in case of delay beyond 10 weeks and would have the option to execute the project from market at vendor's risk and cost. ICMAM PD would deduct from the amount due for payment to the vendor, the amount charged as penalty. If the amount of such penalty exceeds the payments due to the vendor, the vendor shall within 15 days make the full payment to ICMAM PD failing which the EMD and 10% balance payment will be forfeited. If there is a reasonable delay either on part of ICMAM PD or the contractor, the same may be adjusted in the milestone schedule.

ICMAM PD

SECTION IV

GENERAL CONDITIONS

1. Application:

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

2. Language of Bid:

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and ICMAM PD, shall be written in English language.

3. Performance Security/ Performance Bank Guarantee (PBG):

3.1 Within 21 days of receipt of the Notification of Award from ICMAM PD, the Successful Bidder shall furnish Performance Security initially to ICMAM PD for an amount of 5% of the total Contract Price valid up to six months from the date of Notification of Award. There after PBG shall be renewed, if required by ICMAM PD for further renewed period of Contract. The bidders should not claim any interest on PBG, EMD and 10% milestone payment.

3.2 Performance security shall be forfeited by ICMAM PD in the event of Successful Bidders failure to complete its obligations under the Contract or breach of contract conditions. This may be in addition to the application of Penalties which ICMAM PD may recover.

4. Payments shall be made in Indian Rupees promptly by ICMAM PD to the contractor subject to verification & approval by ICMAM PD through ECS.

5. Taxes, if any, as applicable shall be deducted at source from all the payments made to the Successful Bidder.

6. Assignment: The Successful Bidder shall not assign, in whole or in part, its obligations to perform under the Contract, except with ICMAM PD's prior written consent.

7. Time of completion:

The Work covered by this Contract shall be completed as mentioned in this document. ICMAM PD may also issue instructions to the Successful Bidder on time to time which shall also be complied.

8. Default in Contracts obligation:

8.1 In case of any default or delay in performing any of the contract obligation, ICMAM PD reserves the right to recover the actual damages/loss from the successful bidder but in any case total liability of the Successful Bidder under this contract shall not exceed total contract value/price.

8.2 In addition to Clause above, ICMAM PD may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, terminate the Contract in whole or part:

- If the Successful Bidder fails to deliver any or all of the Work as required by ICMAM PD.
- If the Successful Bidder fails to perform any other obligation(s)/duties under the Contract.
- If the Successful Bidder, in the judgment of ICMAM PD has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

9. Force Majeure:

10.1 Notwithstanding the provisions of tender, the Successful Bidder shall not be liable for forfeiture of its performance security, EMD Penalties or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

10.2 For purpose of this clause, "Force majeure" means an event beyond the control of the Successful Bidder and not involving the Successful Bidder's fault or negligence and not foreseeable, either in its sovereign or contractual capacity. Such events may include but are not restricted to Acts of God, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes etc. Whether a "Force majeure" situation exists or not, shall be decided by ICMAM PD and its decision shall be final and binding on the Successful Bidder and all other concerned.

In the event that the Successful Bidder is not able to perform his obligations under this contract on account of force majeure, he will be relieved of his obligations during the force majeure period. In the event that such force majeure extends beyond six months, ICMAM PD has the right to terminate

the contract in which case, the contractual guarantees and warranties shall be refunded to him.

If a force majeure situation arises, the Successful Bidder shall notify ICMAM PD in writing promptly, not later than 14 days from the date such situation arises. The Successful Bidder shall notify ICMAM PD not later than 3 days of cessation of force majeure conditions. After examining the cases, ICMAM PD shall decide and grant suitable additional time for the completion of the Work, if required.

10. Termination for Insolvency:

ICMAM PD may at any time terminate the Contract by giving written notice to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to ICMAM PD.

11. Termination for Convenience

ICMAM PD, by written notice sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for ICMAM PD's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

12. Notification of Award/Letter of Award

Prior to the expiration of the period of Bid validity, ICMAM PD will issue Notification of Award of Contract to the Successful Bidder in writing by letter or by fax/Email, to be confirmed in writing by letter, that its Bid has been accepted.

12.1 The Notification of award will constitute the formation of the Contract and the awardee would be required to acknowledge the same and send the Duplicate copy, duly stamped and signed by the Authorized signatory.

13. Successful Bidder Integrity: The Successful Bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all

means available to achieve the performance specified in the Contract.

14. Successful Bidder's Obligations: The Successful Bidder is obliged to work closely with staff of ICMAM PD, act within its own authority and abide by directives issued by ICMAM PD. The Successful Bidder will abide by the statutory norms/Govt. rules prevalent in India and will free ICMAM PD from all demands or responsibilities the cause of which is the Successful Bidder's negligence. The Successful Bidder will pay all indemnities arising from such incidents and will not hold ICMAM PD responsible or obligated.

14.1 .The Successful Bidder will treat as confidential all data and information about ICMAM PD, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of ICMAM PD.

15. Settlement of Disputes:

15.1 If any dispute of any kind whatsoever shall arise between ICMAM PD and Successful Bidder in connection with or arising out of the contract including without prejudice to the generality of the foregoing, any question regarding the existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation.

15.2 If the parties fail to resolve, such a dispute or difference by mutual consent, within 45 days of its arising, then the dispute shall be referred by either party by giving notice to the other party of its intention to commence arbitration as hereafter provided, as to the matter in dispute, & no arbitration may be commenced unless such notice is given. Any dispute in respect of which a notice of intention to commence arbitration has been given.

15.3 In the event of any question dispute or difference whatsoever arising under this contract or in connection therewith including any question relating to existence, meaning and interpretation of this contract or any alleged breach thereof, the same shall be referred to the Sole Arbitrator, the Head ICMAM PD or to a person appointed by him for the purpose. The arbitration shall be conducted in accordance with the provision of the Indian Arbitration and Conciliation Act, 1996.

16. Limitation of Liability :

The aggregate liability of the Successful Bidder to ICMAM PD, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price/Value.

17. Governing Language :

The contract shall be written in English language, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

18. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India.

19. Taxes and Duties

Except as otherwise specifically provided in the Contract, the Successful Bidder shall bear & pay all taxes, duties, levies and charges including service tax if applicable in connection with the completion of the contract. Any taxes & duties shall be to the Successful Bidder's account and no separate claim in this regard will be entertained by ICMAM PD.

20. Statutory Acts

20.1. All legal formalities are to be obtained prior to and or during the commencement of work by the Successful Bidder for the successful execution of the said Work.

20.2. The Successful Bidder shall comply with the all the Acts & rules and regulations, laws and by-laws framed by State/ Central Government/ organization. ICMAM PD shall have no liabilities in this regard.

21. Compliance of Govt. Regulations

The Successful Bidder should execute and deliver such documents as may be needed by ICMAM PD in evidence of compliance of all laws, rules and regulations required for reference. Any liability arising out of contravention of any of the laws on executing this order shall be the sole responsibility of the Successful Bidder and ICMAM PD shall not be responsible in any manner whatsoever.

22. Successful Bidder Liability

Successful Bidder hereby accepts full responsibility and indemnifies ICMAM PD and shall hold ICMAM PD harmless from all acts of omissions and commissions on the part of the Successful Bidder, his agents, his sub contactors and

employees in execution of the work. The Successful Bidder also agrees to defend and hereby undertakes to indemnify ICMAM PD and also hold him harmless from any and all claims arising out of or in connection with the performance of the work under the Notification of Award.

23. Indemnity Damages and Insurance

The bidder shall indemnify and make harmless the owner or the Officer, their agents or employees from and against all losses and all claims, demands, payments, suits, actions, recoveries and judgments of every nature and description brought or recovered against him or the owner by reason or any act or commission of the said bidder, his agents or employees in the execution of the work.

24. IPR

The entire software developed under this contract shall be property item of ICMAM PD and it will not under any circumstance be commercially distributed or exploited by the vendor in direct or modified form.

25. PATENT AND OTHER INDUSTRIAL/INTELLECTUAL PROPERTY RIGHT

The prices quoted in the present tender shall be deemed to include all amounts payable for the use of patents, copyright, registration charges, trademarks and payment for any other industrial property rights. The Bidder shall indemnify the Purchaser against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or the use.

APPENDICES

APPENDIX - 1

TENDER ACCEPTANCE (OFFER) LETTER

(To be submitted online duly signed format (scanned copy) by the authorized signatory on bidder's letter head.

Date:

To

**The Head-ICMAM PD,
ICMAM Project Directorate,
2nd Floor, NIOT Campus,
Pallikaranai, Chennai – 600100**

Subject: Acceptance in respect of terms and conditions of tender document for Redesign and Development of ICMAM Website.

Ref No : MoES/ICMAM PD/ITM/Website/41/2016

dated.....

Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned tender from the web site <https://eprocure.gov.in/eprocure/app>.
2. I / We hereby certify that I / We have read all the terms and conditions of tender document from page No. _____ to _____ (including all annexure / Forms / appendixes, paras, etc.,) which shall part of the contract agreement and I / we shall abide hereby by all the terms and conditions contained therein.
3. The corrigendum(s) issued from time to time by your organization has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept all the terms and conditions of above mentioned tender document and corrigendum(s) as applicable.
5. In case any provisions of this letter are found violated, then your department / organization shall without prejudice to any other right or remedy be at liberty to reject my bid including the forfeiture of EMD.

6. I / We confirm that our bid shall be valid up to 180 days from the date of opening of Technical Bid.
7. I / We hereby certify that all the statements made and information supplied in the enclosed appendix, annexure / Forms / paras etc., furnished herewith are true and correct.
- 8/ I / We have furnished all information and details necessary for demonstrating our qualification and have no further prominent information to supply.
9. I / We understand that you are not bound to accept the lowest or any bid you may receive.
10. I / We certify / confirm that we comply with the eligibility requirements as per bid documents.
11. In case any provisions of this tender are found violated, ICMAM PD shall be at liberty to reject this tender, including the forfeiture of the full said EMD and we shall not have any claim against ICMAM PD in satisfaction of this condition.

Yours faithfully,

Signature of the Bidder

Name:

Designation:

Rubber-stamp of the firm

APPENDIX - 2**CHECK LIST**

(Following documents are to be submitted online by means of scanned copies and manual as a part of Technical bid. Bidders are requested to put a ✓ mark for ensuring submission of document in the appropriate places and **page number**)

Sl.No	Description	Online submission	Manual submission	Page no of Technical Bid
1	Tender covering letter and stating the enclosures pf technical bid (scanned copy by online and original by manual).	Submitted / Not Submitted	Submitted / Not Submitted	
2	Earnest Money Deposit (EMD) instrument (scanned copy by online and original by manual).	Submitted / Not Submitted	Submitted / Not Submitted	
3	Tender processing Fee Instrument (scanned copy by online and original by manual).	Submitted / Not Submitted	Submitted / Not Submitted	
4	Copy of Company registration/Incorporation certificate	Submitted / Not Submitted	Submitted / Not Submitted	
5	Copies of ST, TIN & PAN	Submitted / Not Submitted	Submitted / Not Submitted	
6	Print out of bidders own home page from their website	Submitted / Not Submitted	Submitted / Not Submitted	
7	Copies of work orders and project completion certificate from their clients during last 5 years	Submitted / Not Submitted	Submitted / Not Submitted	

Sl.No	Description	Online submission	Manual submission	Page no of Technical Bid
8	Details for annual turnover of the bidder for the last 3 years. Scanned copies of audited financial report for the last three years should be submitted	Submitted / Not Submitted	Submitted / Not Submitted	
9	Contact Details of registered office and development Center in Chennai	Submitted / Not Submitted	Submitted / Not Submitted	
10	Scanned copy of Tender Acceptance Letter (Appendix-1 by online and original by manual	Submitted / Not Submitted	Submitted / Not Submitted	
11	Any other relevant document such as approach of the proposal, proposed sitemap, Methodology, Work plan, etc., (scanned copy by online and original by manual)	Submitted / Not Submitted	Submitted / Not Submitted	
12	This Check list (Appendix 2) (scanned copy by online and original by manual)	Submitted / Not Submitted	Submitted / Not Submitted	
13	Submission of Financial Bid ONLINE	Submitted / Not Submitted	*****	*****

Signature of the Bidder

Name:

Designation:

Rubber-stamp of the firm