

D-29018/02/2010-11 CIT&I
Government of India
Planning Commission

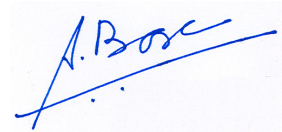
Yojana Bhavan Sansad Marg,
New Delhi-1. 04th April 2011

LIMITED TENDER NOTICE

Planning Commission invites sealed quotations for maintenance and updation of its website on comprehensive maintenance contract basis. Short listed firms having technical competence in website related activities may obtain prescribed form and terms and conditions (Annexure I, II, III and IV) from Soochna Dwar, GF 6B, Yojana Bhavan, New Delhi-110 001 on any working day between 11.00AM to 4.00PM or can download the same from the Planning Commission website i.e. <http://planningcommission.gov.in/>.

2. The quotations addressed to the Under Secretary (CIT&I), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and sealed in outer Envelop superscribing the words "*Comprehensive contract for Maintenance and Updation of Planning Commission Website*" containing separate sealed envelopes - One marked "Technical Bid along with Earnest Money Deposit (EMD) of Rs.50,000/-in the form of demand draft drawn in favour of Pay and Account Officer, Planning Commission, payable at New Delhi" and the other clearly marked "Financial Bid" should be dropped in the tender box kept at Soochna Dwar of Yojana Bhawan by 11.00 AM on 25.04.2011.

3. The Technical Bid shall be opened at 11.30 a.m. on 25.04.2011 in Soochna Dwar, Room no. GF-6B, Yojana Bhawan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present. The Financial Bid of only those tenderers whose Technical Bids have been accepted, will be opened. The date and time of opening of the financial bid will be informed on 25.04.2011.



(S. Bose)
Under Secretary (CIT&I)
Tel No: 23042167

M/s _____

General Instructions for Tenderers

Request for Proposal (RFP)

Sealed tenders are invited for the Annual Maintenance Contract for maintenance and updation of **Planning Commission website including RTI, Economic Advisory Council (EAC) to PM and Secondary Agriculture Website**. It covers all aspects of uploading of fresh data, re-arranging old data, designing of banners/header/icon/layout, programming in PHP/ASP/Javascript with database connectivity and continuous maintenance of these websites on day to day basis. AMC shall be valid for a period of three years from the date of award of the contract.

1. Preparation of Proposal (Two Bid System)

Limited tenders are invited under Two Bid System i.e. "Technical Bid" and "Financial Bid". Interested agencies are advised to submit two separate sealed envelopes as under:

(A) Technical Bid (Annexure II):

Information complete in all respect, should be submitted in the form specified in Tender document along with the Terms & Conditions (Annexure IV) including Earnest Money Deposit (EMD) of Rs. 50,000/- in the form of Demand Draft/Pay Order from a Nationalised Bank drawn in favour of **Pay and Accounts Officer, Planning Commission, New Delhi** failing which tender shall be rejected summarily. While submitting the quotation the tenderer shall ensure the following:

- (a) All fields are mandatory in Annexure II of the tender document and may be duly completed.
- (b) Terms and Conditions (Annexure IV) for AMC may be read properly before filling-up the Annexure II.
- (c) The Technical Bid must not include any financial information.

(B) Financial Bid (Annexure III)

- (i) The Financial Bid of the tender complete in all respect, shall be submitted in the form specified in Annexure III. Any incomplete Financial Bid will not be considered by the Consultancy Evaluation Committee (CEC).
- (ii) While submitting the Financial Bid the tenderer shall ensure that all fields indicated in Annexure III are duly filled in.

2. Submission of Proposals

- i. The proposal will be in two separate sealed envelopes, one marked 'Technical Bid', and second marked as 'Financial Bid'.
- ii. The proposals will be sealed in an envelope and addressed to the Under Secretary (CIT&I), Communication, Information Technology and Information Division, Soochna Dwar, GF-6B, Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi-110001. Envelope should be superscribed with **"COMPREHENSIVE CONTRACT FOR MAINTENANCE AND UPDATION OF PLANNING COMMISSION AND OTHER WEBSITES"**.
- iii. Planning Commission assumes no responsibility for the misplacement or premature opening of the contents of the tenders submitted in case the envelope is not sealed and marked as instructed above.
- iv. The proposal must be prepared in indelible ink and must be signed by the Tenderer or the Authorised Representative of the firm. All pages of the original proposal must be numbered and initialled by the authorised signatory.
- v. The proposal must contain no interlineations or overwriting except as necessary to correct errors made by the Tenderers themselves, in which cases such corrections must be initialled by the authorised signatory.
- vi. The proposal complete in all respects must be delivered on or before the specified time and date i.e. by 11.00AM on 25.04.2011.
- vii. The proposal shall be submitted in the specified proforma. Any attachment to such forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents.
- viii. Proposals submitted by fax or telegram or e-mail will not be accepted. Planning Commission reserves the right to reject any proposal that is not submitted according to instructions stipulated in the tender format.
- ix. The rates should be quoted in Indian rupees and shall be firm throughout the period of AMC. The rates quoted should exclude taxes.
- x. Additional work, as and when required by Planning Commission for *i) Redesigning/Re-development of any of the existing website (as per Annexure IV), ii) Development of new website iii) Addition of any new feature in any of the existing websites* will have to be undertaken by the firm during the contract period. Therefore, the bidders may take the following points into consideration before quoting their rates in their Financial Bid (Annexure III):
 - a. All the additional work will be based on the latest technology, features, interface and in compliance with 'Guidelines for Indian Government Website (GIGW)' which includes Web 2.0 latest standards.
 - b. The website will have dynamic contents like Feedback/Contact/Comments & Suggestion Forms with administrative panel, Discussion Forum, Input of Dynamic Graphs& Charts, Web analysis for viewing hits of pages, Secure Online Information System, Administrator/

- User Management Module (to add/edit/activate/deactivate /delete user accounts), Integrated Document Management, twitter, blogs etc.
- c. Addition of any other new features in the existing websites as mentioned in Annexure IV.
 - d. Website will be bilingual, and as per Web Content Accessibility Guidelines (<http://www.w3.org/WAI/intro/wcag.php>), accessible on all platforms like windows, mobile phones, disable specific devices, etc. Overall look and feel of the website must be user friendly.
 - e. The agency will have to get the Security Audit Clearance Certificate from any certified empanelled auditors & through NIC Security Audit Group for any work done by the bidder like Development of new website or redesigning of the existing website or addition of new features into the Planning Commission and other websites. It will be the sole responsibility of the agency to get the Security Audit Clearance from the NIC Security Audit Group
- xi. The tenderer is expected to examine all instructions, terms and conditions in the tender documents. Failure to furnish all information and documents required as per the tender document or submission of tender not substantially responsive to the tender documents in every respect will be at the tenderer's risk and shall result in rejection of the tender.

3. Evaluation process

- i. There will be a two-stage evaluation system to select the firm for the AMC of Planning Commission and Other Websites.
- ii. Planning Commission will open the tenders on the due time & date at 11.30am on 25/04/2011. In the first stage, the envelopes marked "Technical Bid" will be opened in the presence of the representatives of the participating firms who wish to be present and the Consultancy Evaluation Committee (CEC). The Technical Bids will be evaluated by CEC on the basis of the past experience and qualifying criteria of the participating firms. The envelopes marked "Financial Bid" will be opened later.
- iii. The technical evaluation will be based upon the parameters mentioned in the Technical Bid (Annexure II) under the 'essential criteria and company profile'. The CEC will not consider those bids which do not fulfill the essential criteria.
- iv. After evaluating the Technical Bids, letters/email will be sent to the technically qualified firms for opening their Financial Bids (Annexure III). The Financial Bids of the technically qualified firms will be opened in the presence of the representatives of the firms and Consultancy Evaluation Committee (CEC) on the date to be specified on 25.04.2011.

- v. The CEC will evaluate the Technical Bids and grade the technically qualified bids as A, B, C.....and so on.
- vi. The Financial Bids of the firms will be ranked L-1, L-2,..... etc. on the basis of the rates quoted by them for Annual Service Charges for the maintenance and updation of Planning Commission and other websites in their Financial Bid (Annexure III).
- vii. Before awarding the contract, the CEC will ask the selected firm to provide the names & resumes of the IT professionals within 15 days as per the Terms & Condition (Annexure IV). If required, interview of these professionals may be taken by NIC/Committee to check their competency and experience to handle the applications as mentioned in Terms & Conditions (Annexure IV) and recommendations submitted to CEC.
- viii. If the shortlisted firm fails to provide the requisite number of IT professional within the stipulated time as mentioned above, the CEC may cancel the offer and send the offer to the next suitable firm.
- ix. Decision of the CEC/Selection Committee will be firm, final and binding on all the participating firms.
- x. Once the tender is awarded, the rates will remain same during the contract period.

**TECHNICAL BID
INFORMATION TO BE GIVEN IN THE FORMAT**

1. Name of the Company
2. Address
3. PAN No.

Essential Criteria

4. Experience in the field of work relating to designing, development, maintenance and updation work, etc. Experience of atleast one Government Websites with clearance from NIC's Security Audit Group. (Attach documentary proof)
5. Location : Delhi NCR only

Company Profile

6. Brief about the Company:
7. Details of Government Website projects undertaken during 2009-10:
8. Details of working on any CMS based website with GIGW and security audit compatible CMS (at least one):
9. Details of working on any social media maintenance/updation project on facebook, twitter, blog etc. (at least one) :
10. Present client details (with name and address) alongwith terms of service contract.
11. Strength of firm (No. of employees):
12. Annual Turnover:
13. Other Offer/Services/Expertise, if any.

EMD Details:

14. Details of Earnest Money (Rs.50,000/-) deposited
Draft details:Dated

DECLARATION

I Son/Daughter of Shri _____ Proprietor / Partner/
Director of M/s _____ have carefully read and
understood all the terms and conditions of the tender and undertake to abide by
them.

2. The information/ documents furnished along with the above Tender/ bid are true and authentic to the best of my knowledge and belief.

3. I/we/am/are well aware of the fact that furnishing of any false Information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature

Full Name

Seal

Date:

Place:

FINANCIAL BID
INFORMATION TO BE GIVEN IN THE FORMAT

1. Annual Service Charges (Updation and Maintenance) for AMC of Planning Commission and other Websites as per terms & conditions (Annexure IV). (in Rupees, excluding taxes)

Total Rs.

(Rupees.....
.....)

The AMC cost break-up for services of IT professionals:

- a. Two Web Designers-cum-Prog. with 3 yrs exp.: Rs.....
b. Two Programmers with 5 yrs exp.: Rs.....
c. Other cost, if any. Rs.....

2. Charges (in Rupees) for any additional work (as mentioned in point 2(x) at Annexure I), done, during the contract period :

i)	Redesigning of any existing website (for each attempt) :	
ii)	Addition of any new feature in existing websites (for each attempt) :	
iii)	Development of New Website (for each attempt)	
iv)	For each complete Security Audit Clearance for the following :	
	a) Any new or existing website :	
	b) Addition of any new feature in any existing websites	

**Comprehensive Contract for Maintenance and Updation of the
Planning Commission Website.**

**Annual Maintenance Contract
Terms and Conditions**

1. The AMC Contract for maintenance and updation of **Planning Commission website including RTI, Economic Advisory Council (EAC) to PM and Secondary Agriculture Website** covers all aspects of uploading of fresh data, re-arranging old data, designing of banners/header/icon/layout, programming in PHP/ASP/Javascript with database connectivity and continuous maintenance of these websites on day to day basis.
2. The work also involves assisting the Officer-in-charge of the Planning Commission Website, in his work of responding to all public queries vis-à-vis the websites and through e-mails/feedback forms, along with maintenance and updation of Planning Commission with RTI, EAC and Secondary Agriculture related data on its websites or any other relevant work as assigned by the officer-in-charge from time to time.
3. The firm will provide **four** professionals wherein **two** of them should be well-trained web-designers-cum-programmer with minimum qualifications of BCA or equivalent with at least 3 years of experience and equipped to handle applications like Dreamweaver, FrontPage, Adobe Photoshop, Adobe InDesign, CorelDraw, Flash and MS office etc. and **two** of them should be Programmers with competence for handling web-application/web-database developing skills with at least 5 years of experience. All these professionals should also be well conversant with handling/developing webpages in HTML/XML, DHTML, CSS/XSL, JavaScript, PHP/JSP/ASP.net with Database (MySQL/MSSQL) connectivity and familiar with latest web technologies. They will also have to familiarise themselves with the Planning Commission functions so as to assist the officer-in-charge and facilitate in the day to day maintenance of the Planning Commission & other websites.
4. The firm deputing staff to the Planning Commission should submit character certificates of the staff from two Gazetted Officers.
5. The staff deputed by the firm to Planning Commission, may be interviewed by National Informatics Centre (NIC)/Committee to check their competency to handle the applications as described above at point 3, if required. If NIC/Committee finds that the deputed staff is not competent enough to handle the technology as described above at point 3, the staff (IT professionals) may be sent back and the firm asked to provide the replacement within 2 days.
6. The firm will have to depute/replace the requisite number of qualified and experienced Staff to Planning Commission within the time specified by the Planning Commission, failing which they will be liable for cancellation of contract, or fine on pro-rata basis (per day) will be charged from the firm as decided by the Committee.

7. The firm will place full time services of these persons who shall be stationed at Planning Commission during office hours on all working days, and in case of emergency, on holidays, as and when required by the CIT&I Division, Planning Commission.
8. The Planning Commission will provide the office space and equipment to work on the maintenance of the websites including hardwares like computers, printers, scanners and CD/DVD writer etc. The Planning Commission will also provide, through the officer-in-charge, all the inputs for uploading and maintenance of these websites. The work of uploading and maintenance of these websites will have to be done within the specified office space provided by the Planning Commission and under no circumstances any information, inputs, software or hardware can be taken out of the Planning Commission premises.
9. The firm should be able to provide services of additional IT Professionals, if so required by the Planning Commission, for a similar job and for a specified period as desired by the Planning Commission on proportionate pro-rata basis.
10. The firm and/or the Web-designers/Programmers placed by it at the disposal of the Planning Commission will be working directly under the Officer-in-charge of the Planning Commission website. These website professionals cannot be replaced/changed frequently without prior permission of the Officer-in-charge, Planning Commission Website. As the Planning Commission is solely responsible for all information uploaded on its website, these professionals will strictly follow the instructions given to them from time to time by the Officer-in-charge in this regard. Penalty on pro-rata basis (per day) will be imposed, in case of absence from duty without intimation/prior permission. Deliberate negligence of the task assigned, misuse and/or abuse of information or causing damage to the machinery/equipment of the Planning Commission may lead to the cancellation of contract.
11. For any additional work like Redesigning of any existing websites (as per Annexure IV) / Development of new website/ Addition of new features in existing websites/ Addition of new website, if required by the Planning Commission during the contract period, the bidder will have to undertake the job as per their rates quoted in Annexure III and accepted by the Planning Commission. The rates will be applicable during the contract period. Rates once finalized will not be enhanced during the contract period. The website may have the following features/points:
 - a. Dynamic contents like Feedback/Contact/ Comments & Suggestion Forms with administrative panel, Discussion Forum, Input of Dynamic Graphs& Charts, Web analysis for viewing hits of pages, Secure Online Information System, Administrator/ User Management Module (to add/edit/activate/deactivate /delete user accounts), Integrated Document Management, twitter, blogs etc., if required.
 - b. New features as mentioned at (a) above, may also need to be added on any of the existing websites of Planning Commission
 - c. Website will be bilingual, follow Web Content Accessibility Guidelines (WCAG), accessible on all platforms like windows, mobile phones, disable

- specific devices, etc. Overall look and feel of the website must be user friendly.
- d. The new website or redesigning of existing website or addition of new feature in any existing websites, will be based on the latest technology, features, interface, Web 2.0 standards and in compliance with 'Guidelines for Indian Government Website (GIGW)'.
 - e. The agency will have to get the Security Audit Clearance Certificate from any certified-in empanelled auditors & through NIC Security Audit Group for any work done by the bidder namely ***Development of new website or Redesigning of existing website or addition of new feature in existing websites of Planning Commission***. It will be the sole responsibility of the agency to get the security audit clearance from NIC's Security Audit Group.
12. The contract will be initially for a period of three years subject to the satisfactory performance by the firm and the review of its work on a quarterly basis. The period of contract may be further extended for a period of 6 months after the completion of contract based on the requirement of Planning Commission on the same terms & conditions. In case of extension of contract, fresh Performance Security Deposit will have to be deposited.
 13. Sub-contracting of tender will be construed as violation of terms & conditions and will not be permitted & may render cancellation of contract and no compensation will be made for such breach of contract.
 14. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the firm will be liable to be forfeited by the Planning Commission besides annulment of the contract.
 15. Planning Commission reserves the right to terminate/cancel the contract at any point of time by giving a month's notice, without assigning any reasons to the firm. The decision of Planning Commission is binding on the contractual firm and no court shall take cognisance of any dispute. Throughout the period of the contract, the Planning Commission has the right to continuously monitor the performance of the contractor/firm.
 16. If the firm wants to withdraw the contract midway, it has to inform the Planning Commission at least three months in advance failing which its Performance Security Deposit will be forfeited.
 17. The firm will be responsible for the security of data.
 18. The firm will deposit Rs.50,000/- through fixed deposit hypothecated to Planning Commission as Performance Security, which should remain valid for a period of 60 days beyond the date of expiry of the contract period. The Performance Security Deposit will be refunded after successful completion of the contract.
 19. Planning Commission will make no advance payment. The payment would be released on quarterly basis, after successful completion of each quarter subject to production of service satisfaction certificate by the user. In case Planning Commission terminates/extends the contract, the payment will be made on pro-rata basis.

20. If any dispute arises between Planning Commission and the firm with reference to the terms of the Service Contract, Planning Commission is free to take decision and the decision of the Planning Commission would be binding on the firm.
21. The contract shall be effective from the date of formal acceptance of the terms and conditions by the firm and deposit of performance security money.
22. Correction or overwriting in the tender documents is not permissible. Every page of the tender document and the tender documents should be signed and stamped by the authorised signatory of the firm.
23. The Planning Commission reserves the right to reject any or all offers without giving any notice or assigning any reason. The decision of the Planning Commission shall be final and binding on all.
24. No quotation shall be considered without the Earnest Money Deposit (EMD). The EMD shall remain valid for a period of six months. The EMD shall be refunded only after the finalization of the contract and no interest is payable on the EMD.
25. Rates once finalized will not be enhanced during the period of the contract.
26. The contract may be considered for extension by mutual agreement and for such further period as may be agreed upon.

I have carefully read and understood all the terms and conditions of the tender documents and these terms & conditions are acceptable to me.

(Authorised Signatory)
Name of the Firm
(with full postal address,
contract No and seal)