



## **VIGYAN PRASAR**

**(An autonomous organization of the Department of Science and  
Technology, Govt. of India)**

A-50 Institutional Area, Sector-62, Noida (UP) 201 309

### **Notice Inviting Quotations**

**For**

**Comprehensive Annual Maintenance  
Contract for India Science, Technology  
& Innovation (ISTI) Web Portal  
(<http://indiascienceandtechnology.gov.in/>)**

## NOTICE INVITING QUOTATIONS

### Details of Quotation

|          |   |   |
|----------|---|---|
| <b>a</b> | Tender Invite No.                           | VP/1903/IT&GTCD/ISTI Web Development/2018   |
| <b>b</b> | Date of Issue                               | 11 February 2020  |
| <b>c</b> | Pre-Bid Meeting                             | 21February 2020 at 12:00 PM   |
| <b>d</b> | Last date and time of receipt of quotations | 2March 2020 by 2:00 PM  |
| <b>e</b> | Date and time for opening of quotations     | 02March 2020 at 3:00 PM at VigyanPrasar<br>A - 50, Institutional Area,<br>Sector - 62, Noida - 201309   |
| <b>f</b> | Presentation by eligible bidders            | 04 March 2020 at 10:30 AM at VigyanPrasar<br>A - 50, Institutional Area,<br>Sector - 62, Noida - 201309 |
| <b>g</b> | Validity of Proposals                       | Proposals must remain valid 90 days after the submission date.  |
| <b>h</b> | Address of receiving the Quotations         | Registrar, VigyanPrasar, A - 50, Institutional Area, Sector - 62,<br>Noida - 201309                     |

**(\*)Tender fee (in the form of Demand Draft/Pay Order/Online Transaction Acknowledgement addressed to VigyanPrasar, Payable at New Delhi), to be submitted along with a hard copy of technical Bids by the bidders. VigyanPrasar reserves the right to change the dates mentioned in this document, which will be communicated to the bidders.**

#### **About the RFP**

VigyanPrasar (VP), an autonomous organization of the Department of Science and Technology, Govt. of India, invites proposal for comprehensive annual maintenance contract of India Science, Technology & Innovation (ISTI) Web Portal (<http://indiascienceandtechnology.gov.in/>).

The purpose of this RFP is to identify and select a vendor with a proven track record in providing comprehensive technical services for website maintenance & security. The selected bidder will be providing enhancement and on-going maintenance support for ISTI Web Portal. The selected vendor must be capable of providing a high degree of security measures and protocols. Sealed tenders are invited from reputed organizations for selecting a vendor for a period of One (1) year, by **2 March 2020** by 2:00 PM to the address given below:

**Registrar  
VigyanPrasar,  
(An autonomous organization of  
The Dept. of Science & Technology, Govt. of India)  
A-50, Institutional Area, Sector - 62  
Noida - 201309**

## 1. PURPOSE

The India Science, Technology and Innovation Portal (ISTI) is an one stop window for information about developments in India on science, technology and innovation. The portal focuses on bringing all stakeholders and Indian STI activities on a single online platform; helping efficient utilisation of resources; highlighting functioning of scientific organisations, laboratories and institutions; aggregating information on science funding, fellowship & award opportunities spanning from school to faculty level; pooling together conferences, seminars and events; and projecting science in India with its major achievements.

As of now, ISTI web portal (<http://indiascienceandtechnology.gov.in>) contains around 15000 responsive sub-site pages, along with more than 25 main menus and modules. The web portal is a continuous evolving portal, undergoing regular modifications and updates. The RFP aims to make the web portal more dynamic, user-friendly and interactive.

## 2. SCOPE OF WORK

ISTI Web Portal (Bilingual) is developed using PHP-Drupal (Version 7.5) & My SQL under Windows & Apache (Version 2.4.9 - Win 32) Environment. The vendor is expected to maintain the web portal (English & Hindi). The vendor should deploy resources having extensive knowledge and background in utilizing Content management system (CMS) to manage Web sites using PHP-Drupal and Windows environment.

The selected agency will have to provide Comprehensive Maintenance and Management of the ISTI Web Portal and all the technical support that includes but not limited to, the following:

- 2.1 Modify the design with respect to user interface and better navigation of the ISTI web portal, as and when necessary.

The bidder shall perform the following duties under CMS & Layout updates:

- Changes to Web Pages,
- Up-loading / removing / creating / designing / moving of web pages,
- Banners,
- Layout updates,
- Modification/development of graphics-animation, flash content, advertisements;
- Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by VigyanPrasar into the ISTI Web Portal; Providing links to other sites & URLs as and when required; Further development of Special Themes.

- 2.2 Create a structure that allows cross-linking of information (interoperability) whereby information once uploaded may be reflected in different formats.
- 2.3 Upgrade the Search/ Advanced Search facility of ISTI portal.

- 2.4 Create a module to visualise the data/content in visual formats like graphs, charts, etc., wherever required.
- 2.5 Embed the option of language selection (English & Hindi) in ISTI portal as a whole.
- 2.6 Develop the summarisation dashboard.
- 2.7 Create customised user interface to organizations for projection of data on the portal.
- 2.8 Fix all bugs/issues in the existing system/infrastructure within 60 days
- 2.9 Creation of new features on the web portal, as and when required.
- 2.10 **API Development:** Modify and align Application Programming Interface (API), wherever required, for various device compatibility, like Mobile (android & iOS), Tablet, Desktop, Laptop, etc.
- 2.11 **Setting up of Mirror Server:** Set up the mirror server at a defined location. In case of failure or any other issue in the central server, the mirror server should start functioning immediately, automatically, and seamlessly. When the central server starts working again, the transactions from the mirror server should be updated in the central server immediately. Update Mirror server with complete data from the central server and vice versa every 8 hours. The last updated time and date should be continuously displayed as a notification.
- 2.12 **Patch Management:** Evaluation of suitability/requirement of Microsoft Windows Servers patches and application of the same on all servers if required.
- 2.13 **Help Desk Management:** All Call Log details (website updates/issues, etc.) are to be managed and maintained by the selected vendor. Online access of all Issues/Tickets with as on date status (centralized helpdesk) to be maintained. The knowledge base of issue logs is to be maintained. The bidder will have to establish a Help Desk, which shall be in operation 24x7. The support staff should have knowledge of the installation of Third Party tools, configuration, and troubleshooting. This is required to ensure 24x7 availability of ISTI portal.
- 2.14 **Website Security Audit & Performance Monitoring:** The successful bidder must perform the website security Audit and perform Gap closure (fixing of vulnerabilities) within two months on acceptance of the Purchase Order. The Audit must be carried out by a certified agency. The vendor shall be responsible for obtaining all security audits and certifications, viz. STQC, SSL, etc. The selected vendor must maintain the integrity of the site against spam, ransomware, hackers, viruses, and electronic attacks via firewalls, security software and passwords, and social media postings regarding inappropriate comments. This would include checking the content given by VigyanPrasar itself for in-built vulnerabilities or if they would cause any vulnerability. Critical vulnerabilities observed during security audit clearance need to be resolved within a maximum of 30 days of noticing such vulnerability.
- 2.15 **Search Engine Optimization (SEO):** The vendor shall create SEO Program that increases overall visitors. Monthly, an SEO report must be submitted by the vendor.
- 2.16 **Project Monitoring:** Following reports are required to be furnished to VigyanPrasar as per the frequency stated below:
  - SEO Report (Monthly)
  - Website Performance Report (Monthly)
  - Google Analytics Report (Monthly)
  - Security Vulnerability Assessment Report (Monthly)

- Ticket Analysis – SLA Response (Weekly; and quarterly compiled report to be shared along with payment demand raised)
- Confirmation of Staging environment (replica of live website) Update (with latest Code Backup)

***Note: Comprehensive Maintenance shall cover all bug fixes, change request, enhancement and development of existing CMS and its functionalities, and database management.***

## **2.17 Assumptions & Dependencies:**

1. Content (Hindi and English) shall be provided by VigyanPrasar.
2. Conversion of content (English to Hindi) shall be the responsibility of VigyanPrasar.
3. Archive: The system shall need Date and Time stamping of all Data entered through Admin in different sections of the Web Portal. System should have feature to make content archive automatically based on defined period, defined number of post etc. All these archive content should be available in search result too.
4. The server space and logistics required for Mirror Server shall be provided by VigyanPrasar.

All the new development(s) should comply with existing standards and should be free from all known vulnerabilities and bugs. The service provider to ensure that modules being developed for the website should go through a mandatory Quality Control (QC) and Quality Assurance (QA) testing.

All website updates are time bound. Generally, the website updates are carried out on working days; however, to meet certain statutory & regulatory compliances, updates may be required on weekends and/or public holidays as well. In this scenario, prior intimation would be sent to the vendor.

## **3. ELIGIBILITY CRITERIA**

- 3.1 The bidder should have a registered office in India for last five years. A document in support of this should be enclosed.
- 3.2 The bidder should have an annual turnover of Rs. Twenty Lakhs during each of last three years.
- 3.3 The bidder must be registered with appropriate authorities for applicable statutory duties/taxes. Valid documentary proof of GST & PAN number shall be submitted.
- 3.4 The bidder must have successfully completed minimum two (2) services in CPSUs /Govt. Organizations during last three years. Copy of work order and completion certificate shall be submitted.
- 3.5 The Bidder must have experience of working on maintaining Websites, Web Applications, and Web Design and provide web related services using PHP-Drupal & My SQL database, preferably with Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies.

- 3.6 The bidder must have at least 10 skilled manpower with professional experience in Design, Development of web applications or website maintenance, on its own payroll with experience of designing and developing websites using the technologies mentioned in the scope of work.
- 3.7 The bidder or its group shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies. Declaration in this regard by the authorized signatory of the bidder shall be submitted.
- 3.8 Acceptability of all conditions contained in the Tender Document by the Bidder is a requirement. No further deviations to any mentioned clause shall be sought for. Declaration in this regard by the authorized signatory of the bidder shall be submitted.
- 3.9 The bidder will not sub-contract the work/contract awarded. An undertaking to this effect has to be submitted by the successful bidder.
- 3.10 The bidders must enclose satisfactory performance certificate in respect of the works highlighted to fulfil experience requirement in its bid .

#### **4. BID PRICES**

- 4.1 The prices shall be quoted in Indian Rupees only exclusive of taxes.
- 4.2 All taxes, duties, levies applicable, etc. shall be clearly indicated.
- 4.3 Prices quoted must be firm and shall remain constant throughout the validity of bid and shall not be subject to any upward modifications whatsoever.

#### **5. TENDER FEE AND BID SECURITY**

- 5.1 The Tender fee shall be denominated in Indian Rupees only.
- 5.2 The bidder will have to deposit the cost of tender document Rs.500/- (Five Hundred Only) that is non-refundable, in the form of Demand Draft (DD)/Pay Order (PO) drawn on any Nationalized/Scheduled Bank in favour of "VigyanPrasar" and payable at New Delhi. Tender fee is only to be paid if the tender document is procured from VigyanPrasar. In case, the tender document is downloaded from the website, No tender fee is required. The DD/PO shall be submitted along with the bid.
- 5.3 The bidder shall furnish, as part of its Bid, a Bid security. The Bid security is required to protect VigyanPrasar against the risk of bidder's conduct, which would warrant the security's forfeiture.
- 5.4 The Bid security shall be denominated in Indian Rupees only.
- 5.5 The bidder will have to deposit Rs.30000/- as EMD along with tender fee of Rs.500/- (Rupees Five Hundred) Only, in the form of Demand Draft (DD)/Pay Order (PO) drawn on any Nationalized/Scheduled Bank in favour of "VigyanPrasar" payable at New Delhi. Tender fee (Rs.500) is only to be paid if the tender document is procured from VigyanPrasar. In case, the tender document is downloaded from the website, No tender fee is required. The bid security, tender fee, and cost of tender may be paid online in the following bank account:

Account Name : VIGYAN PRASAR  
 Address : A- 50, NCMRWF BUILDING,

NEFT/RTGS DETAIL BANK NAME : SECTOR- 62, NOIDA  
BANK ACCOUNT NUMBER : UNION BANK OF INDIA  
IFSC CODE- FOR RTGS/NEFT : 349902010040204  
BANK ADDRESS : UBIN0534994  
AREA, C-4, COMMUNITY : SAFDARJANG DEVELOPMENT  
CENTRE, NEW DELHI- 110016

- 5.6 Any Bid not secured, as above, will be rejected by VigyanPrasar, as non-responsive.
- 5.7 Unsuccessful bidder's Bid security will be discharged or returned as promptly as possible but not later than 30th day after the award of the contract.
- 5.8 The Bid Security will be subsequently adjusted against Performance Bank Guarantee (PBG) to be submitted by the successful applicant.
- 5.9 The Bid security may be forfeited if
  - 5.9.1 a bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form;
  - 5.9.2 a bidder makes any statement or encloses any form which turns out to be false/incorrect at any time before the signing of the contract;
  - 5.9.3 in the case of a successful bidder, if the bidder fails to sign the Contract, or furnish Performance Security as mentioned.

## 6. BIDDING PROCESS

Two bid system will be followed for the selection of the IT company/firm/agency/vendor. The Proposal will consist of two separate biddings, namely technical bidding and financial bidding through a two cover system. Three separate covers containing technical bid, financial bid, and other required documents need to be placed in a single large envelope.

For the purpose of clarification of doubts of the Bidders on issues related to this tender/RFP, VigyanPrasar intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the Bidders, in writing, should reach by e-mail or by post on or before **20 February 2020 05.30 PM** on the address as mentioned. It may be noted that no query of any Bidder shall be entertained after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting itself. Only the authorized representatives of the Bidders will be allowed to attend the Pre-Bid meeting.

## 7. HOW TO APPLY

- 7.1 The proposer must submit its **Technical Proposal** and **Financial Proposal** in two separate 'sealed envelopes' (duly super-scribed "Technical Proposal" and "Financial Proposal" on each envelope). Both these sealed covers should be enclosed in an outer cover and submitted to VP. Envelopes to be marked at the top in bold letters: [RFP NOTICE NO.: **VP/1903/IT&GTCD/ISTI Web Development/2018**]
- 7.2 Along with Technical Bid, Following documents must be submitted:

- 7.2.1 Approach Note, Methodology and Visualization for Website Maintenance
- 7.2.2 Profile of the Bidder – Annexure I
- 7.2.3 Date of Registration/Incorporation
- 7.2.4 Certificate of NIC/MSME Registration Number
- 7.2.5 Copy of GST & PAN Number
- 7.2.6 The declaration that Bidder has not been blacklisted – Annexure III
- 7.2.7 Escalation Matrix – Annexure IV
- 7.2.8 Letter authorizing representing executive(s) – Annexure V
- 7.2.9 HR Undertaking – Annexure VI
- 7.2.10 Declaration for Acceptance of Scope of Work – Annexure VII
- 7.2.11 Acceptance of Terms & Conditions – Annexure VIII
- 7.3 DD/PO for Tender Fee and Bid Security Fee must be submitted along with Technical Bid.
- 7.4 Financial Bid shall be submitted in a separate sealed envelope.
- 7.5 The proposals should be submitted in the prescribed format. Proposals not received in the prescribed format will be rejected.
- 7.6 The last date for the submission proposal is **2 March 2020 up to 2.00 PM**. Proposals may be submitted by post or by hand. Postal delays will not be accepted.

## 8. BID EVALUATION METHODOLOGY

- 8.1 VigyanPrasar will nominate a tender opening committee consisting of not less than three members to evaluate and score the technical proposals.
- 8.2 The proposals received will be scrutinized by the tender opening committee appointed by VigyanPrasar. The committee will recommend all the eligible firms/companies/agencies/vendors for the evaluation of technical bids.
- 8.3 During Eligibility Criteria Evaluation, bidder's details shall be evaluated concerning the required Eligibility Criteria as mentioned in this tender document, and subsequently, the bids of only eligible bidders shall be considered for final evaluation. The tender opening committee will recommend all the eligible firms/ companies for evaluation of technical bids
- 8.4 A maximum of 100 marks will be allocated. **70% weightage** for Technical Bid and **30% weightage** for Financial Bid shall be followed.

| Sl. No. | Evaluation Parameters (Technical)  | Max. Marks | Proof of Document                  |
|---------|--|------------|------------------------------------|
| 1.      | Bidder should have designed, developed and maintained web portal for any state/central govt. department in last three years and completed a minimum of two projects.   | 20         | Copy of work orders                |
| 2.      | A) Detailed Project Plan and Implementation methodology. Detailed strategies for Enhancement of existing CMS and its functionalities.<br>B) Detailed strategies for Support and Change Management Plan, Security, Database, documentation and maintenance. | 15<br>15   | Submission of plan in the proposal |



|    |  |                |   |
|----|--|----------------|---|
| 3. | Technical Presentation on scope requirement:<br>A) As-Is study and problems of current web portal<br>B) New approach and methodology with focus on improving the portal<br>C) Detailed Web portal technical and web interface design as per the scope of work. (Home Page and Inner Pages) | 10<br>15<br>15 | Technical Presentation to be made before the committee  |
| 4. | Work Experience of key professionals.  | 10             | Resume / Profile sheet of the project manager and other developers in the team who would be working on the ISTI portal. |
|    | Total Marks  | 100            |   |

**8.5** The minimum Technical score required is 70%. Any bidder who scores less than 70% will not be considered for financial evaluation.

**8.6** Bidders, whose bids qualify for Technical Evaluation, shall be opened for Financial Evaluation. Bids/Proposals will be opened in the presence of short-listed vendors' representatives.

**8.7** No TA/DA will be admissible to the proposers/applicants. The proposer or authorized representative will attend the presentation at their own cost.

**8.8** All shortlisted applicants would be assigned a financial score. For financial evaluation, the total cost indicated in the Financial Proposal, excluding GST, will be considered.

**8.9** The lowest financial proposal (L1) will be awarded a 100 % score. The financial scores of other proposals will be computed as follows:

**Financial Score of a bidder = {(Financial Bid of L1/Financial bid of the Bidder) X 100}% (adjusted to 2 decimals)**

**8.10** The bids will be eventually evaluated based on the vendor ratings arrived by a combined scoring of the Technical Bid (weighted) and Commercial bid.

**8.11** Proposals will finally be ranked according to their combined technical and financial scores (CS) as follows:

**CS= Technical Score X 0.7 + Financial Score X 0.3**

**8.12** Arithmetical errors will be rectified on the following basis:

**8.12.1** If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.

**8.12.2** If there is a discrepancy between words and figures, the amount in words will prevail.

**8.13** Generally, the successful applicant will be the applicant having the highest combined score. The second highest Applicant will be kept in reserve and may be invited for negotiations in case the first-ranked applicant withdraws or is not selected for any reason.

- 8.14 The decision of the Tender Evaluation Committee would be final and binding upon the Bidders. VigyanPrasar may, at its sole discretion, decide to seek more information from the Bidders to normalize the bids. However, the Bidders will be notified separately, if such normalization exercise is to be carried out.
- 8.15 The Tender evaluation committee constituted for the purpose, may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 8.16 VigyanPrasar may add/remove any relevant criteria for evaluating the proposals received in response to this RFP at its sole discretion and determination.
- 8.17 The decision of VigyanPrasar in respect of evaluation methodology and shortlisting of bidders will be final, and no claims, whatsoever in this respect, shall be entertained.
- 8.18 VigyanPrasar reserves the right to accept or reject any or all the proposals without assigning any reason thereof.

## **9. NOTIFICATION OF AWARD TO BIDDER**

- 9.1 VigyanPrasar shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted.
- 9.2 The Bidder shall acknowledge in writing a receipt of the notification of award and shall send his acceptance to enter into an agreement within seven (7) days of receiving the notification to VigyanPrasar.
- 9.3 The Successful Bidder, upon receipt of the notification, shall deploy manpower resources **within 15 Days to initiate** the project and ensure smooth support. Failure to abide by this may lead to the termination of the contract.
- 9.4 The successful bidder will be responsible for compliance of all the statutory labour laws concerning the deployment of manpower by him under the contract, and any/all liabilities accruing on account of labour laws will be the responsibility of the Vendor.
- 9.5 The selected proposer will have to enter into an agreement with VigyanPrasar. A Performance Bank Guarantee (PBG), from a Nationalized Bank, in the prescribed format for 10 percent of the contract value as per provisions of the agreement entered into with VigyanPrasar will have to be submitted. The bank guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations.

**(Applicable for selected proposer/firm/agency/vendor only for whom work order is issued.)**

## **10. WORK PERIOD**

- 10.1 The work period constitutes with One Year of a comprehensive maintenance contract that includes security audits, SSL certificate, and STQC.
- 10.2 The technical supports resolving of necessary security issues & managing the live website for a period of One Year from the date of issue of the work order.
- 10.3 The CAMC work may be extended for further period of one year on satisfactory performance.

## 11.DELIVERABLES

- 11.1 All technical support and modifications elaborated in the Scope of work
- 11.2 Content Management and Layout updates
- 11.3 Providing website security audit and certificates of STQC & SSL
- 11.4 Coordination with NIC & Cloud Management
- 11.5 Troubleshooting & bug fixing
- 11.6 Enhancement of the features in Portal
- 11.7 Project monitoring as per elaborated in the Scope of work
- 11.8 All other support mentioned in the scope of work
- 11.9 All webmaster services
- 11.10 Search Engine Optimization

## 12.SERVICE LEVEL AGREEMENT (SLA)

| S. No. | Issues              | Mean Time to Respond | Mean Time to Resolve    | Penalty, if any                          |
|--------|---------------------|----------------------|-------------------------|--|
| A      | Application-related | 4 business hours     | Within agreed timelines | 0.1% per incident from quarterly payment |
| B      | Uploading-related   | 0.5 business hour    | 3 business hours        | 0.1% per incident from quarterly payment |

Any/all payments would be released based on the availability of the SLA reports, along with the demand raised.

## 13.GENERAL TERMS & CONDITIONS:

- 13.1 **Authentication of Bid:** The original and all copies of the bid shall be typed and signed. Letter authorizing representing executive(s) must be signed by the competent authority of the vendor.  
**All pages of the bid, except for unamended printed literature, shall be initialed and stamped by the person or persons signing the bid.**
- 13.2 **Bidder's Responsibilities:** All entries in the bid shall either be typed or be in ink. Erasures without proper attestation by the Authorized Attorney shall render such bids liable to summarily rejection. The Bidder shall duly attest all cancellations and insertions. Bidder's offers, remarks, and deviations shall be with reference to sections numbers given in the Tender schedule.  
VigyanPrasar reserves the right to reject a particular bid or cancel the entire RFP process without assigning any reasons whatsoever with no liability arising out of such consequences. No correspondence shall be entertained from any bidder in this regard.
- 13.3 **Bidder's Obligation to itself:** The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

- 13.4 Modify/Withdrawal of Proposals:** Prior to the date specified for receipt of the proposal, a submitted proposal may be modified/withdrawn by Submitting a signed written request for its modification/withdrawal to VigyanPrasar.
- 13.5 Compliance:** Each page of the Bid and cuttings/corrections shall be duly signed and stamped by the Bidder. Failure to comply with this requirement may result in the Bid being invalidated.
- 13.6 Bidder's Liability:** The successful Vendor aggregate liability in connection with obligations undertaken within the scope of this RFP, regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actual and limited to the value of the contract. VigyanPrasar shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. In no event shall VigyanPrasar be liable for any incidental or consequential damages or liability, under or in connection with or arising out of this Tender and subsequent agreement hereunder.
- 13.7 Language of Bids:** The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the Bidder and VigyanPrasar, shall be written in the English language.
- 13.8 Rejection of Bid:** Any effort by a Bidder to influence VigyanPrasar in its decisions on bid evaluation, bid comparison or contract award may result in rejection of Bidder's bid.
- 13.9 Negligence:** In connection with the work or contravenes the provisions of General Terms, if the selected Vendor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by VigyanPrasar, in such eventuality, VigyanPrasar may after giving notice in writing to the selected Vendor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, VIGYAN PRASAR shall have the right to cancel the Contract holding the selected Vendor liable for the damages that VigyanPrasar may sustain in this behalf. Thereafter, VigyanPrasar is to be compensated for failure at the risk and cost of the selected Vendor.
- 13.10 Copyright and Trademarks:** Successful bidder will hand over all the software and graphics to VigyanPrasar for the purpose of copyright and intellectual ownership. On the bottom of every page, information regarding copyright should be displayed.
- 13.11 Publicity:** Any publicity by the Vendor in which the name of VigyanPrasar is to be used should be done only with the explicit written permission of the Purchaser.
- 13.12 Intellectual Property Rights Information Ownership:** All information processed, developed code/modules developed, or transmitted by ISTI Web Portal belongs to VigyanPrasar. By having the responsibility to maintain the ISTI Web Portal, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information/ proprietary code, and the security matrix followed.
- 13.13 Jurisdiction:** The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the

construction and/or interpretation thereof shall be that of the appropriate court in New Delhi. The jurisdiction of any other court in any place other than New Delhi is specifically excluded.

- 13.14 Privacy & Security Safeguards:** The Vendor shall not publish or disclose in any manner, without prior written consent from VigyanPrasar, the details of any security safeguards designed, developed, or implemented by Vendor if any under this contract or existing at any VigyanPrasar location.
- 13.15 Confidentiality:** The vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party. In case of non-compliance with the confidentiality agreement, the contract is liable to be repudiated by VigyanPrasar. VigyanPrasar shall further have the right to regulate vendor staff.
- 13.16 Disclaimer:** This RFP is neither an agreement nor an offer and is only an invitation by VigyanPrasar to the interested parties for the submission of bids. The purpose of this RFP is to provide the Vendor with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and, where necessary, obtain independent advice. VigyanPrasar makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this RFP. VigyanPrasar may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

#### **14. PAYMENT TERMS**

- 14.1** The payment will be made every quarter.
- 14.2** No advance payment shall be made.
- 14.3** Any/all payments would be released based on the availability of the SLA reports, along with the demand raised.
- 14.4** All payments shall be released directly by VigyanPrasar to the Bidder except as otherwise provided in the tender.
- 14.5** All payments by VigyanPrasar will be effected in Indian Rupees, subject to any deductions from the contract price as per contract.
- 14.6** All the payments mentioned above shall be made by VigyanPrasar based on the certification by VigyanPrasar of the satisfactory services provided by the bidder.
- 14.7** All Bank Guarantees shall be by scheduled commercial Banks in India and shall be irrevocable and enforceable in India.
- 14.8** VigyanPrasar will have the absolute right to encash Bank Guarantees if sufficiently convinced of negligence and lack of dedication to work on the part of the Bidder.
- 14.9** No claim on account of any price variation/escalation shall be entertained.
- 14.10** Payment will be released after the deduction of TDS and other statutory dues as applicable within 15 days after the receipt of the bill. VigyanPrasar will entertain no claim for interest in case of delayed payment.
- 14.11** All payments shall be made to the account of the IT Company/Agency/Vendor.

## **15.APPLICATION SUBMISSION**

The application may be submitted in a **sealed cover** addressed to **Registrar, VigyanPrasar, NCMRWF Campus, A-50, Institutional Area, Sector 62, NOIDA 201307** with the envelope marked **“Comprehensive Annual Maintenance Contract for India Science, Technology & Innovation (ISTI) Web Portal,”** and **Tender Invite No. VP/1903/IT&GTCD/ISTI Web Development/2018**. Unsealed and unmarked covers would be rejected. Last date of the submission is **2 March 2020 by 2:00 PM**.

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## Annexure - I

### Profile of the Bidder

| Sl.No. | Particulars  |  |
|--------|--|--|
| 1.     | Name of the Bidder   |  |
| 2.     | Date of Registration/ Incorporation<br><i>(copy of incorporation/ firm registration certificate to besubmitted)</i>                                |  |
| 3.     | NIC/MSME Registration Number<br><i>(copy of the certificate to besubmitted)</i>  |  |
| 4.     | Detailed office address of the bidder with Office Telephone Number, Fax Number, Mobile Number and E-mail along with the name of the contact person |  |
| 5.     | Status of Applicant<br><i>(Proprietorship Firm/ Partnership Firm/Private Limited/Society/ (attach documentary evidence)</i>                        |  |
| 6.     | PAN Number <i>(copy to be enclosed)</i>  |  |
| 7.     | Name/s of authorized Executive/s<br><i>(Along with email/phone/fax numbers)</i>  |  |
| 8.     | GST Tax Registration No. <i>(copy to be enclosed)</i>  |  |
| 9.     | List of Clients, Govt. as well as reputed private organizations  |  |
| 10.    | Experience in Maintenance and Development of Website   |  |
| 11.    | NEFT/RTGS Details for Payment Processing   |  |

Signature of the Authorized Signatory

Name

Designation

Name of the Bidding Entity

**Note: DD/PO as Tender Fee & Bid Security, and relevant certificate details must be attached to support each of the above Responses.**

## Annexure II

### Financial Bid

Date:

To  
VigyanPrasar,  
A - 50, Institutional Area, Sector - 62,  
Noida - 201309

**Sub: Notice Inviting Quotations for comprehensive Maintenance Contract of ISTI Web Portal**

**Ref: VP/1903/IT&GTCD/ISTI Web Development/2018**

Sir,

We quote below our firm prices for comprehensive maintenance contract of the ISTI Web Portal as per terms and conditions in the tender as mentioned above;

| Sl. No.                 | Description  | Price (Rs.) |
|-------------------------|--|-------------|
| 1                       | Work for Comprehensive Maintenance Contract of ISTI Web Portal |             |
| 2                       | Website Security Audit, SSL & STQC Certification (One time)    |             |
|                         | <i>Applicable taxes</i>  |             |
| <b>Total</b>            |  |             |
| <b>Rupees in Words:</b> |  |             |

2. Quoted rates valid for 90 days from the date of opening of the bid.
3. I/We accept all the terms and conditions of your Bidding document referred to above.
4. I/ We understand you are not bound to accept any proposal you receive.

Signature of the Authorized Signatory  
Name  
Designation  
Name of the Bidding Entity



### **Annexure III**

#### **The declaration that the bidder has not been blacklisted**

*(To be submitted on the Letterhead of the vendor)*

To  
The Registrar,  
VigyanPrasar,  
A-50 Institutional Area,  
Sector-62, Noida (UP) 201 309

Dear Madam/Sir,

#### **Subject: ISTI WEB PORTAL MAINTENANCE**

We confirm that our company is not blacklisted in any manner whatsoever by any central Government department, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

VigyanPrasar shall have the right to take appropriate action against us, in case any of the above information is found to be false or incorrect.

Date:  
Place:

Signature of Authorized Signatory  
Name of the Authorized Signatory  
Designation  
Name of the Organization  
Organization Seal

## Annexure IV

### Escalation Matrix

(Starting from the person authorized to make commitments to VigyanPrasar till the person in rank of CEO / VP)

#### Delivery Related Issues

| Name | Organization | Designation | Mobile | Phone | Email |
|------|--------------|-------------|--------|-------|-------|
|      |              |             |        |       |       |

#### Service Related Issues

| Name | Organization | Designation | Mobile | Phone | Email |
|------|--------------|-------------|--------|-------|-------|
|      |              |             |        |       |       |

**Note: Any changes in the Designations/Contact Persons, VigyanPrasar need to be informed immediately.**

Date:  
Place:

Signature of Authorized Signatory  
Name of the Authorized Signatory  
Designation  
Name of the Organization  
Organization Seal

## **Annexure V**

### **Letter authorizing representing executive(s)**

(To be submitted on Vendor's letterhead)

Ref: VigyanPrasar Tender No. \_\_\_\_\_

<Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above-said Bid.

For the purpose of validation, his/ her verified signatures are as under and on our behalf. We undertake to abide by any acceptance given by him under his signature.

\_\_\_\_\_  
(Specimen Signature/s of Authorized Representative/s)

Date:  
Place:

Signature of Authorized Signatory  
Name of the Authorized Signatory  
Designation  
Name of the Organization  
Organization Seal

## **Annexure VI**

### **HR Undertaking**

(Indicate the Available Skill Set in a Tabular Form & Attach along)

Dear Sir/Madam,

#### **Sub: Reg. Bid for Annual Maintenance for ISTI Web Portal**

We, M/s \_\_\_\_\_, a sole proprietorship firm/LLP/ company incorporated under the companies act, 1956/2013/<Please specify other type if any> with its headquarters at, \_\_\_\_\_ hereby certifies that we have a minimum of 10 qualified professionals from past \_\_\_\_ year/s. These professionals are having thorough knowledge of Apache, CMS (PHP-Drupal) and MySQL Server (administration and application development).

This undertaking has been submitted and limited to, in response to the tender reference mentioned in this document.

Thanking You,

Yours faithfully,

Date:  
Place:

Signature of Authorized Signatory  
Name of the Authorized Signatory  
Designation  
Name of the Organization  
Organization Seal

## Annexure VII

### Declaration for Acceptance of Scope of Work (To be submitted on Vendor's letterhead)

To  
The Registrar,  
VigyanPrasar,  
A-50 Institutional Area,  
Sector-62, Noida (UP) 201 309

Dear Madam/Sir,

**Ref: VigyanPrasar Tender No. \_\_\_\_\_**

**REG: Acceptance of Scope of work**

The details submitted in the format above are true and correct to the best of our knowledge, and if it is proved otherwise at any stage of execution of the contract, VigyanPrasar has the right to reject the proposal and disqualify us from the process summarily.

We hereby acknowledge and confirm, having accepted VigyanPrasar can, at its absolute discretion, apply whatever criteria it deems appropriate, not just limited to those criteria set out in the RFP and related documents, in shortlisting of vendors for providing VigyanPrasar Website Maintenance services.

We also acknowledge the information that this response of our Company for RFP process of VigyanPrasar is valid for a period of, for the selection purpose, from the date of expiry of the last date for submission for the response to RFP and related enclosures.

We also confirm that we have noted the contents of the RFP, including various documents forming part of it, and have ensured that there is no deviation in submitting our offer in response to the tender.

We also confirm that we will abide by the Terms & Conditions mentioned in the Tender Document read with our suggestions/ comments in our proposal.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Date:

Business Address:

## Annexure VIII

### ACCEPTANCE OF TERMS AND CONDITIONS (Letter to VigyanPrasar on the Bidder's Letterhead)

To  
The Registrar,  
VigyanPrasar,  
A-50 Institutional Area,  
Sector-62, Noida (UP) 201 309

Dear Madam/Sir,

#### **Sub: ISTI WEB PORTAL MAINTENANCE**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer **ISTI WEB PORTAL MAINTENANCE** as detailed in your above-referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.

We understand that we shall comply with the scope of work and requirements as specified in tender terms and conditions completely, and there are no deviations/recommendations of any manner and/or sort and/or kind in this regard from my/our side.

We hereby undertake that the equipment to be delivered to VigyanPrasar will be brand new, including all components.

We understand that VigyanPrasar is not bound to accept the offer either in part or in full and that VigyanPrasar has the right to reject the offer in full or in part without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatories

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