

REQUEST FOR QUALIFICATION – CUM- REQUEST FOR PROPOSAL

For

**“Designing, development, Hosting and Maintaining
NHDC Website, Intranet Platform and E-mail”**



**National Handloom Development Corporation Limited
(A Government of India Undertaking)**

Corporate office:

Wegmans Business Park, tower 1, Plot No. 3,
Sector Knowledge Park – 3, Surajpur Kasna road,
Greater Noida – 201 306

RFP Ref No: NHDC/MIS/001/2016-17 Date 20/09/2016

The information provided by the bidders in response to this RFP Document will become the property of the NHDC and will not be returned. The NHDC reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The NHDC also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason, whatsoever, and without any cost and / or compensation therefor.

This document is prepared by NHDC for its requirement of Selection of vendor “Designing, development, Hosting and Maintaining NHDC Website, Intranet Platform and E-mail”. It should not be reused or copied or used either partially or fully in any form

National Handloom Development Corporation (hereinafter referred to as “NHDC”) desires to have its website (www.nhdcltd.co.in) redesigned, hosted and maintained by a service provider. In view of the same, NHDC invites estimates for designing, Development, hosting and maintaining the NHDC website for a period of 03 years.

The salient features of the project, eligibility criteria and prescribed formats etc. for submission can be accessed in the RFQ – cum - RFP document uploaded on the NHDC website: www.nhdcltd.co.in.

Interested applicants are requested to submit their responses to the “RFQ – Cum -RFP” on or before 20/10/2016 till 1500hrs.

The submissions must be addressed to:

**Executive Director (Comm.),
National Handloom Development Corporation Ltd.,
Wegmans Business Park, Tower 1,
Sector KP – 3, Surajpur Kasna Road,
Greater Noida – 201 306 (UP)**

Disclaimer

1. This RFQ – cum - RFP document is neither an agreement nor an offer by National Handloom Development Corporation Ltd (hereinafter referred to as NHDC) to the prospective Applicants or any other person. The purpose of this RFQ – cum - RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFQ – cum - RFP.

2. NHDC does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFQ – cum - RFP document and it is not possible for NHDC to consider particular needs of each party who reads or uses this RFQ – cum - RFP document. This RFQ – cum - RFP includes statements which reflect various assumptions and assessments arrived at by NHDC in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. Each prospective Applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFQ – cum - RFP document and obtain independent advice from appropriate sources.

3. NHDC will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFQ– cum - RFP document, any matter deemed to form part of this RFQ – cum - RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of NHDC or their employees, any Advertising agency or otherwise arising in any way from the selection process for the Assignment. NHDC will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon any statements contained in this RFQ – cum - RFP.

4. NHDC will not be responsible for any delay in receiving the proposals. The issue of this RFQ – cum - RFP does not imply that NHDC is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the services and NHDC reserves the right to accept/reject any or all of proposals submitted in response to this

RFQ – cum - RFP document at any stage without assigning any reasons whatsoever. NHDC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFQ – cum - RFP Application.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NHDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. NHDC reserves the right to change/ modify/ amend any or all provisions of this RFQ– cum - RFP document. Such revisions to the RFQ – cum - RFP / amended RFQ –cum - RFP will be made available on the website of NHDC.

2.0 INTRODUCTION AND OBJECTIVE

National Handloom Development Corporation Limited (NHDC) was set up in February, 1983 by the Government of India as a public sector undertaking, under the Companies Act, 1956 in pursuance of the imperative need for a national level agency to assist the speedy development of the handloom sector by coordinating all actions covering the procurement and supply of inputs at reasonable prices, augmenting the marketing efforts of state handloom agencies and initiating developmental activities for upgrading the technology in the handloom sector and improving productivity. It has a pan-India presence with 09 Regional Offices and 30 Branch offices.

NHDC is now pleased to invite Request of Proposal from the organisation/agency having proven experience in Designing and maintenance for Designing, development hosting & Maintaining of Corporation website, Intranet platform and e-mail services on hosted model basis. The proposal is invited from the prospective bidders having proven past experience and competence in the field for providing such type of services as per the scope given in this document.

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Part I (General Details)

1. Invitation for Tender Bids

NHDC invites sealed tenders from eligible bidders for selection of vendor for Redesigning, Hosting & Maintenance of NHDC Website.

The bids details are given below:

Tender Reference	NHDC/MIS/001/2016-17
Cost of Tender Document	Rs. 5000.00
Date of issue of RFP	20/09/2016
Earnest Money Deposit (EMD)	Rs. 2,00,000.00
Pre-Bid Meeting	13/10/2016 at 1500 hrs
Last Date and Time for receipt of tender bids	20/10/2016 at 1500 hrs.
Opening of Eligibility and Functional and Technical bids	To be informed later
Opening of Commercial Bid	To be informed later
Address of Communication	National Handloom Development Corporation Ltd., Wegmans Business Park, Tower 1, Sector KP – 3, Surajpur Kasna Road, Greater Noida – 201 306.
Email Address	rfp_query@nhdcltd.co.in
Contact Telephone/Fax Numbers	01202997250

Any bid received after the specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by nhdc

NHDC is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. In case, the specified date of submission & opening of Bids is declared a holiday in Greater Noida/NCR, the bids will be received till the specified time on next working day and Eligibility / Technical Bid will be opened at specified time on that day. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

2. Submission of Bids: General Terms and Conditions:

Separate Eligibility/ Techno functional and Commercial Bids, duly sealed and super-scribed as “Eligibility/ Techno functional bid” and “Commercial bid” (as per the prescribed format) respectively should be put in a single sealed outer cover, duly sealed and super-scribed “Selection of Vendor for “Designing, development hosting & Maintaining of NHDC website, Intranet platform and e-mail” service as per bid details given in the RFP. If the outer cover / envelope are not sealed & super-scribed as required, the NHDC shall not be responsible for the bid’s misplacement or premature opening.

The bids shall be dropped / submitted at NHDC’s address given in the above Bid Detail-Table, on or before the date specified therein.

All envelopes must be super-scribed with the following information:

- Name of the Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)

The Eligibility / Technical Offer should be complete in all respects and contain all information asked for, in the exact format of eligibility / technical specifications given in the RFP, masked price bid (**except prices**). The Eligibility / Techno functional offer must not contain any price information.

The Eligibility / Technical Offer should be complete in all respects and contain all information asked for, in the exact format of eligibility / technical specifications given in the RFP, masked price bid (**except prices**). The Eligibility / Techno functional offer must not contain any price information. Tender Offer forwarding letter prescribed in Annexure - I should be submitted with the Eligibility / Technical Offer. NHDC, at its sole discretion, may not evaluate an Eligibility / Technical Offer in case of non-submission or partial submission of eligibility / technical details. Any decision of NHDC in this regard shall be final, conclusive and binding upon the bidder

- 2.1 Any inner cover / envelope of a bid, if found to contain both of the eligibility / technical & the commercial bid, then that bid will be rejected.
- 2.2 Any outer envelope, if found to contain only the technical / eligibility bid or commercial bid, will be treated as incomplete and that bid will be liable for rejection.
- 2.3 If Commercial bid is not submitted in a separate sealed envelope duly marked as mentioned above, this will constitute grounds for declaring the bid non-responsive.
- 2.4 NHDC does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reason, whatsoever, and without cost and / or compensation therefor.
- 2.5 NHDC reserves the right to resort to re-tendering without providing any reason whatsoever. NHDC shall not incur any liability on account of such rejection.

2.6 NHDC reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any, at any time prior to completion of evaluation of technical / eligibility bids from the participating bidders.

2.7 Canvassing of any kind will be a disqualification and NHDC may decide to cancel the bidder from its empanelment.

3. Eligibility Criteria

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

SI No	Clause	Documents required
1	The Bidder should be a Company / Firm registered under the relevant statute at least for the last 3 years as on RFP Submission date	Registration certificate of the Firm along with the relevant documents or the Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association, as the case may be, are required to be submitted.
2	The bidder should have taken over, restructured and maintained minimum one interactive / responsive and bi-lingual Live websites involving designing and migration as per WCAG 2.0 guidelines (Level „A“ & Level „AA“ or above) for Leading PSU / Private Sector/Central Government/State Government etc. in India since last two years and the same must be in operation as on date.	A copy of experience certificate / reference letter along with copy of Purchase Order (s) having executed the similar orders with clear mention about the migration experience to be enclosed along with Technical Bid. It will be mandatory on the part of the bidder to comply 100% against scope of work / requirement compliance (Response to be Yes) to be signed / stamped and submitted along with the Bid. Non-compliance of any of the line item will entail rejection of the bid.
3	The bidder should have an annual turnover of Rs. 1 Crore per year during last 3 Financial years i.e. 2013-14, 2014-15 and 2015-16. The turnover must be for the Individual's company not that for any group company.	Audited Balance sheets from company statutory Auditor/ CA
4	The bidder should have positive net worth in Financial Years 2013-14, 2014-15 and 2015-16.	Supporting financial documents/ certificate from company statutory Auditor/ CA.
5	The Data Centre DC/DR where the websites will be hosted should be within India and Tier III with ISO 27001 certification and should follow all the ISO process	Self- Declaration to be submitted along with address of the DC and DR Sites
6	Bidder should be ISO 9001:2008	The copy of the ISO 9001:2008 to

		be enclosed
7	The bidder submitting the offer should have Development Centre in India and Support Centre in New Delhi/NCR.	Self- Declaration to be submitted
	The bidder should not be Blacklisted by any of the clients.	Submit self-undertaking
Note:-		
Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, NHDC reserves the right to seek clarifications on the documents to be submitted.		

4. Period of Validity of Bid

Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of technical / eligibility bid opening prescribed by NHDC. NHDC holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence and without assigning any reason therefor. In exceptional circumstances, NHDC may solicit the Bidders consent to an extension of the validity period.

5. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft issued by any scheduled commercial bank in favor of National Handloom Development Corporation, payable at Greater Noida for an amount mentioned hereunder

Particulars of job to be undertaken	EMD
Designing, development, Hosting and Maintaining NHDC Website, Intranet Platform and E-mail services.	Rs. 2,00,000/-

Note: The EMD shall be valid for a period of 180 days.

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of successful bidder(s) will be returned on submission of the Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and / or conceals or suppresses material information; and / or
- c. In case of the successful bidder, if the bidder fails:
 - To sign the contract in the form and manner to the satisfaction of NHDC
 - To furnish Demand draft within the stipulated time period.

6. Rejection of the Bid

The Bid is liable to be rejected if:

- 6.1 The document doesn't bear signature of the authorized person.
- 6.2 It is received through Fax / E-mail
- 6.3 It is received after expiry of the due date and time stipulated for Bid submission.
- 6.4 Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP) are liable for rejection by the NHDC
- 6.5 Any incorrect information provided by the Bidder.

7. Pre-Bid Meeting / Queries Clarifications

The prospective bidders can submit their queries at least one days prior to the pre-bid meeting to the email ID of the NHDC given below. These queries raised along with the NHDC response in this context will be available at the NHDC website. The pre bid meeting will be held at NHDC Corporate office on 13/10/2016 at 1500 hrs. mentioned in the control sheet

Requisite e-mail for the queries receive for pre bid meeting – rfp_query@nhdcltd.co.in

8. Performance Bank Guarantee

The successful bidders shall be required to provide a Bank Guarantee for the 10% of the total cost of ownership issued by any Scheduled Commercial Bank valid for the tenure of the contract period plus a claim period of 3 months, indemnifying any loss to the bank either before or the execution of the Master contract. NHDC has the right to invoke the BG fee any non-compliance of terms and condition of this RFP or the Master contract to be executed between the selected bidder and the NHDC at any point of time.

9. Modification and Withdrawal of Bids

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by bidder, the EMD will be forfeited by NHDC.

10. For Recipient Only

The RFP document is intended solely for the information to the party to whom it is issued ("The Recipient") and no other person or organization.

11. Costs Borne by Recipient

All costs and expenses incurred by Recipients ("Bidder") in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHDC, will be borne entirely and exclusively by the Recipient / Respondent.

12. RFP Response

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of NHDC. Recipients shall be deemed to license, and grant all rights to NHDC to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and / or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission documents.

13. Liquidated Damages

Notwithstanding NHDC's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.

NHDC reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by NHDC to the bidder without prejudice to its rights or remedies available under the law(s) for the time being in force. Liquidated damages will be calculated on per week basis.

Liquidated damages is not applicable for delay, reasons whereof are attributable to the NHDC and Force Majeure.

14. Price

- a. The Price Bid must include all software, hardware, implementation, maintenance cost. The Price Bid should be inclusive of all applicable taxes such as Sales Tax / Service Tax / Octroi / Entry Tax / Way-bill etc.
- b. The bidder shall keep the price valid till the date of expiry of the contract. NHDC further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- c. Prices quoted by the Bidder shall be in Indian Rupees and not subject to any price escalation, if the order is placed within the validity period.

15. Payment Terms

The financial bid submitted by the vendor must be in conformity with the payment terms proposed by NHDC. Any deviation from the proposed payment terms would not be accepted.

Payment will be made as follows:

- a. 10% would be paid on submission of Performance Bank Guarantee for equivalent amount.
- b. 20% would be paid upon completion of specification, designing of themes, user interface etc.
- c. 50% would be paid upon successful installation (includes Initial Revamping/Redesigning /Hosting price/) along with the operational of Intranet platform and e-mail services gets online/live.
- d. Remaining 20% installation cost will be paid after the completion of first year AMC.
- e. **Payment for annual maintenance including support charges:** The annual maintenance including support cost shall be paid at the end of each quarter on submission of invoice

16. Paying Authority

The payments as per the Payment terms given hereinabove at Sr. No. 15 shall be paid by Finance department, NHDC. Payment of the Bills along with relevant reports would be payable, upon successful migration, revamping / re- designing of the website as per scope of work, availability of storage and Bandwidth and Annual Maintenance charges including support as per RFP terms.

17. Order Cancellation (Termination)

NHDC reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NHDC alone:

- Delay in delivery of Software and preparation of site beyond the specified period.
- Discrepancy in the quality of service software / materials supplied for site development during the implementation, rollout and subsequent maintenance process.
- In case of cancellation of order, any payment made by the NHDC to the Vendor would necessarily have to be returned to NHDC. Further, the Vendor would also be required to compensate NHDC for any direct loss suffered by NHDC due to the cancellation of the contract / purchase order and any additional expenditure to be incurred by NHDC to appoint any other Vendor. This is after repaying the original amount paid.
- In case, sum total of penalties and deliveries exceed 10% of the TCO (Total Cost of Ownership).

18. Consequences of Termination

In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], NHDC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by NHDC, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as NHDC may specify including training, where the successor(s) is a representative/personnel of NHDC to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of NHDC to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to NHDC under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

The termination of contract shall not restrict the right of NHDC to get the source code, Domain Access Control, Takeover of Hosting Control Panel, and DNS Panel from the selected vendor any time during the contract.

19. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or NHDC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and legal embargos.
3. Terrorist attack, public unrest in work area.

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The selected bidder or NHDC shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

20. Dispute Resolution Mechanism

The Bidder and the NHDC shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Authorized Official of NHDC/Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same shall be resolved exclusively by arbitration and such dispute shall be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Greater Noida/NCR and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or amendment thereof. Each Party to the dispute shall appoint one arbitrator of its own choice and the two appointed arbitrators shall appoint the third arbitrator who will act as the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 30 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Greater Noida/NCR. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at **Lucknow**

alone shall have the exclusive jurisdiction in respect of all matters connected with the Contract/Agreement. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The selected Bidder shall not be entitled to suspend/terminate the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

21. Period of Contract

The period of Contract shall initially be for a period of 03 (three) years between the NHDC represented by their Authorized official and selected vendor unless terminated by the NHDC by serving 90 days prior notice in writing to the vendor / selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period, the contract may be extended for such further period as would be decided by the NHDC on the same terms and conditions as mentioned herein save and except the rate(s), which will be mutually determined by the parties.

22. Execution of Master Contract

The selected bidder/vendor is required to enter into a Master Contract with the NHDC represented by Authorized official within 7 days from the date of its selection containing the following specific clauses amongst others:

- I. Vendor's Performance Guarantee by way of Bank Guarantee;
- II. Indemnification by the Vendor for their acts, omission or misdeeds, etc.(selected bidder is required to execute a Letter of Indemnity/Deed of Indemnity as per NHDC format);
- III. The grounds of termination of the Master Contract including termination at NHDC convenience;
- IV. Effect of Termination;
- V. Liquidated Damages;
- VI. Confidentiality of the information;
- VII. Non-assignment of the work by the Vendor without written permission of the NHDC;
- VIII. Governing Laws;
- IX. Dispute Resolution; and
- X. Courts' Jurisdiction; etc.

23. Other Terms and Conditions of the RFP

- a. **Signing of the bid:** The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.
- b. **Cost of preparation and submission of bid document:** The bidder shall bear all costs for the preparation and submission of the bid. NHDC shall not be responsible

- or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.
- c. **Erasures OR Alterations:** The Bid should not contain alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.
 - d. **Language of Bid:** The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and NHDC shall be in English language only.
 - e. **Preliminary Scrutiny:** NHDC will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical / eligibility documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.
 - f. NHDC reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. NHDC reserves its right to negotiate with any or all bidders. The NHDC reserves the right to accept any bid in whole or in part without assigning any reason and without any cost or compensation therefor.
 - g. NHDC reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When NHDC makes any such rejection, NHDC will not be bound to give any reason and/or justification in this regard to the bidder. NHDC further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement without assigning any reason and without any cost or compensation therefor.
 - h. **Clarification of Offers:** To assist in the scrutiny, evaluation and comparison of offers/bids, NHDC may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of NHDC in this regard shall be final, conclusive and binding on the bidder.
 - i. **Audit by Third Party:** NHDC at its discretion may appoint its officials/third party for auditing the activities of onsite services and operations of entire services provided to the NHDC.
 - j. **Jurisdiction:** The disputes or differences arising out of or in connection with the master contract to be executed between the NHDC and the vendor/selected bidder shall be subject to the exclusive jurisdiction of the courts at **Lucknow**.
 - k. **Publicity:** Any publicity by the bidder in which the name of NHDC is to be used should be done only with the prior explicit written permission of NHDC. The Vendor shall not make or allow making a public announcement or media release about any aspect of the Contract unless NHDC first gives the Vendor its prior written consent.
 - l. **Non-Transferable Offer:** This Request for Proposal (RFP) is not transferable.
 - m. **Address Of Communication:** Offers/bid should be addressed to the address given in page no: 7 (General Details-)

- n. **Confidentiality of the Bid Document:** The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.
- o. **The Intellectual property rights (IPR):** IPR of all registration, programmes, source, code, formats etc would vest with NHDC. The webspace, website registration, database servers etc, if any, for operating the project shall be purchased/registered in name of NHDC. NHDC would have full right to control the information put on the same.
- p. **Cancellation of tender process:** NHDC reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason and without any cost or compensation therefor.
- q. **Response of the Bid:** The Bidder should comply all the terms and conditions of RFP.
- r. The selected bidder/vendor shall ensure that the products provided by them for the aforesaid requirements / services must be in compliance with the laws, rules, regulations etc. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- s. NHDC shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever and without any cost or compensation therefor. NHDC has the right to re-issue tender/bid. NHDC reserves the right to make any change in the terms and conditions of purchase during the bidding process that will be informed to all bidders. NHDC will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of NHDC in this regard shall be final, conclusive and binding upon the bidder.
- t. **Adherence to Standards**

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. NHDC reserves the right to conduct an audit/ongoing audit of the services provided by the bidder.

NHDC reserves the right to ascertain information from the NHDC and other institutions to which the bidders have rendered their services for execution of similar projects.

u. Preventive Maintenance / Operational Support:

Problems related to the operational issues to be resolved by The Vendor. The Vendor shall follow the procedures for maintenance, backup, recovery, and overall change management.

v. Support Hours

The Vendor shall provide support to business user between 8.00 A.M. – 8:00 P.M, Monday to Sunday. However, website maintenance and monitoring should be available 24 X 7.

The website must be compliant as per the “Guidelines for Indian Government Websites (GIGW) should be compatible with the international standard for physically challenged persons.

- w. The selected vendor will be required to sign a Non -Disclosure Agreement (NDA) with the NHDC.

PART II

1. Scope of Work/Requirements

S.No.	Scope of work
1	NHDC intends to select a service provider for its existing website take over, designing / development, hosting and maintenance of website, Intranet Platform and E-mail services. The selected bidder shall first take over NHDCs existing website with all its contents, taxonomy and then redesign/revamp, host and manage it during the entire contract period.
2.	The selected bidder shall take over and operationalize the NHDCs existing website site (English, Hindi, Tamil, Telugu, Odiya, Bengali and Assamese) (including its sub domain and Domain Access Control, DNS Panel, Takeover of Hosting Control Panel etc.) with all its contents and software, hosting and all other activities relating to its management. This needs to be completed within One Months from the date of issuance of the Purchase Order.
3.	The website must be available 24 x 7 x 365. Tolerance to down time for the website is zero. The security and integrity of the database and the website has to be maintained under all circumstances.
4.	<p>The service provider is required to take over the management of the existing web site on an „as is/ where is“ basis and continue to improve facilities and functionalities identified below within a specific time line revamping the entire site for better user experience, features and functionalities.</p> <p>Responsive site design: Any new website design for this project should be easily viewable from a desktop, tablet or mobile device of any manufacture. The user experience should be similar across all devices, allowing for differences in device layouts or requirements. (i.e., many sites optimized for smartphones have the menu as a touchable icon, rather than immediately visible navigation links)The website should have mobile compatibility feature, auto adjusted based on its access across mobile devices, desktop / laptop and it should be interactive and responsive across all platforms without any limitations.</p>
5.	Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS. If required menu items should have conditional states (i.e., the menu item can be styled differently if it is the first item, if it is an even- numbered item, or if it is the last item, etc.)
6.	<p>The site should provide for Search engine optimization to allow the highest possible ranking of the individual pages with in the site from all major search providers, including but not limited to Bing, Google, MSN Search, and Yahoo! The site should provide Meta title and Meta descriptions tags that are maintainable and able to auto correct and/or provide results that best match misspelled words or phrases.</p> <p>The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents</p>
7.	Improvement in navigation and audio video streaming.
8.	The website would be compatible with all common web-browsers and operating system on PC, Mobile, and tab platforms like Internet Explorer 6.0 and above, Mozilla Firefox 1.5 and above, Safari 2 and above, Netscape 7 and above, Mobile Safari

	(IOS), Chrome OS, Default Android Browser for Android mobile device, default IE for Windows mobile device and default Mac mobile device for Apple I- Phone.
9.	Managed hosting of the website with at least 99.95% uptime of the site per month
10.	24 x 7 technical support and maintenance of all the dynamic components of the website.
11.	Bandwidth utilization as per actual requirements.
12.	Monthly site usage reports of the entire site including page wise/content specific HIT report in text file with field separator as „ “ /spreadsheet format (based on geographic location, country / state / district / PIN Code wise), Server Space usage and Bandwidth utilization content specific, uptime, and downtime report, website response time. Apart from monthly frequency, these reports should also be made available to NHDC as and when required on demand at no additional cost.
13.	Server Management services to include Operating system & Data Base updates, Hardening of server & services, daily backup, regular service & bandwidth monitoring, configuring /modifications to web /ftp server, daily server health check. Vendor should arrange and manage server with hosting capacity of not less than 100 GB.
14.	The website needs to be in compliance with the CERT-IN, IT Act 2008 including its amendments time to time.
15.	Content management of the existing Site with domain control & access control to Bank.
16.	There should be enough space for uploading Video, photos, and other required documents as and when needs. The logo of NHDC should be at all the times during a person's visit.
17.	The website should provide RSS feed facility.
18.	The service provider has to provide domain access control, Hosting Control Panel and domain renewal service to NHDC.
19.	The bidder should redesign/revamp the website and improve the look & feel and overall functionality of website with latest web technologies which should result in a secured website as per requirement given in Annexure-III. All pages in the existing website also to be revamped and optimized by the bidder.
20.	Web site will be hosted on a secured server in a data center which is at least of tier III category and situated in India and a secured DR site on a different seismic Zone.
21.	The revamped website will have to be WCAG 2.00 Level AA compliant.
22.	Any other software component / hardware required in connections with the work will be supplied and maintained by the service provider within the quoted cost during the entire period.
23.	The Bandwidth allocation for NHDCs website should be dynamic in nature and auto adjusted based on flow of user traffic so as to get optimum utilization of allocated bandwidth.
24.	Vendor to adopt industrial standard methodology for Change Management and Content Change tracking for websites. This methodology to include work flow from Bank to the vendor and vice versa.
25.	Any changes in the existing website modules (major or minor) including changes due to Govt. of India or any Statutory authority to be done at no additional cost to NHDC. Development of new modules which require major efforts may be considered as enhancements for which cost estimation can be worked out separately through negotiation.
26.	Database space management, Deletion of unwanted log files, Monitoring and management of Database space, all activities associated with database administration and performance tuning.

27.	<p>Complete backup of the website (all files in the website directory structure as well as database backup) will be shared by the vendor monthly or whenever requested for by NHDC</p> <p>Frequency</p> <p>Perform daily and weekly backups;</p> <ul style="list-style-type: none"> • Option one: Full back-up once per month and daily incremental backups • Option two: Full back-up every week, and daily incremental backups • or Restore: Whatever the backup option selected, the proponent must have the ability to provide a full restore within 24 hours. • All incident (Server / Network) logs to be maintained and reported monthly along with resolution time.
28.	<p>Professional Graphic Design of website should load quickly and a pleasure to look at Overall design concept for the website, optimized in terms of brand identity, accessibility, usability and content distribution. Bidder shall submit 5 options of revamped website.</p> <p>Flexibility to add new minor specifications at no charge. Graphic User Interface & Aesthetics being the most tangible in defining the overall appeal of the website needs to be focused on. Buttons and navigation graphics will be standardized for all pages, where appropriate for the design.</p>
29.	<p>Vendor to provide compliance for all NHDC AUDIT observations, related website content, modules and addressing of Audit gaps. The vendor is also expected to extend its support during audit of NHDC site.</p>
30.	<p>The website to be hosted using secured SSL Certificate (min 256 bit encryption) with extended validation during the entire contract period.</p>
31.	<p>The website should be available in IPV4 & IPV6 address mode.</p>
32.	<p>The website should be resilient to any types of cyber-attacks including DOS / DDOS. The vendor will have ready infrastructure / mechanism to negate / counter any possible cyber-attacks.</p>
33.	<p>Website response time should not be more than 3000 milliseconds. <u>Documentary evidence in this regard to be submitted</u></p>
	<p>The service provider required to developed Email with following features:</p> <ul style="list-style-type: none"> • Use same domain as website. • Mail can be configured on Smart phones/tab. • Mail services can be configured over Outlook/mail client etc. • Unlimited e-mail storage size minimum 50 MB per user. • Minimum Mail Attachments size 10 MB. • Incorporate all Securities related to mail services. • Mail merge and Bulk mail features.
34	<p>Vendor is required to develop Intranet platform to incorporate NHDC existing ERP set up.</p>

Note: The Bidder has to Comply with “Yes” against each point and submits scope of work in separate sheet.

2. Uptime

The Bidder shall guarantee an uptime of 99.95% (except schedule maintenance time) during entire contract period, which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equal to the Total number of hours of the day in a month, less downtime in number of hours. The maintenance downtime will be for a maximum of 2 hours in a month

during 09 PM to 11 PM only with prior information to NHDC. The uptime below 99.95% will attract penalty.

3. Penalty

- For website uptime below 99.95%: If Website downtime is within 1 hour Rs 2000 per occasion will be levied as penalty. For every hour thereafter Rs 2000 per hour will be levied.
- For content related problems / uploading, minor changes to Web Pages: If not attended to OR task not accomplished within 30 minutes of receipt of Information / request – Rs2000 per occasion will levied as penalty.
- For Website Response time less than 3000 milliseconds: If average website response time falls below 3000 milliseconds, Rs 500 per day will be levied as penalty.
- Late Migration / Revamping of website: Delay in migration / revamping will attract penalty of 1% of TCO.

Penalty amount if applicable will be deducted from the Invoice submitted to NHDC for payments.

Notwithstanding penalty condition mentioned above, if default continues NHDC will be at liberty to terminate the contract by giving three months' notice period.

4. Schedule of Implementation

Indicative Schedule – for website Re-Vamp and deployment

The bidder is required to stick to the agreed upon time-schedule given below

S. No	Milestone Deliverables	(Incremental Weeks)
1	Placement of Purchase Order	T+0
2	Submission of at least five alternative Wireframe designs of the existing website	T+1
3	Requirement Sign off by Staff of NHDC	T+3
4	Migration of Contents – English Version and Hindi Version and other required version.	T+4
5	Revamping of existing web site	T+8
6	Approval of wireframe and any changes/modifications thereof	T+9
7	Deployment & pilot run – English Version	T+10

8	Deployment & pilot run – Hindi and Other Version	T+10
9	Hosting of New Website and Go Live	T+11
10	Post Implementation Evaluation of Website (Along with Complete Documentation)	T+12
11	Annual Maintenance of New Website	12 weeks from successful execution of no. 10 above

Note: T will remain constant, deliverables for subsequent milestone will work parallel.

Part – III

1. Bid Opening and Evaluation Criteria

1.1 Evaluation Methodology

The evaluation will be a two-stage process:-

Phase 1 – Techno Functional Compliance / Eligibility Evaluation

Phase 2 – Commercial Evaluation

Technical Evaluation:

The proposals will be evaluated in two stages. In the first stage, i.e. Techno Functional Compliance/ Eligibility Evaluation, the bidders will be shortlisted, based on bidder's responses as per the given information and Compliance:

- Eligibility Criterion compliance as per Annexure -IV
- Scope of Work compliance as per Annexure - V
- Technical Evaluation as per Annexure VI

In the second stage, the commercial bids would be evaluated.

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation.

Commercial Evaluation:

Commercial Bids of bidders, who qualified in the Eligibility Evaluation/ Techno Functional Compliance stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders as per Annexure VII, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

1.2 Selection Methodology

Techno-functionally complied bidder with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.

Tender Offer Forwarding Letter

RFP Ref. No.: NHDC/MIS/001/2016-17

Date:

The Managing Director,
National Handloom development Corporation
Wegmans Business Park, Tower 1,
Sector KP – 3, Surajpur Kasna Road,
Greater Noida – 201 306 (UP)

Dear Sir,

**Sub: Your RFP for 'Designing, development, Hosting and Maintaining
NHDC Website, Intranet Platform and E-mail' services
RFP Ref No.NHDC/MIS/001/2016-17 Dated.**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for "Designing, development, Hosting & Maintaining of NHDC Website, Intranet Platform and E-mail" mentioned in the RFP document forming Eligibility / Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Eligibility / Technical as well as Commercial Bids by NHDC we undertake to Designing, development, Hosting & Maintenance of NHDC Website, Intranet platform and E-mail services as per your purchase orders.

We will submit Earnest Money Deposit in the form of Demand Draft (issued by any scheduled commercial bank (valid for a period of 180 days in favour of National Handloom Development Corporation, payable at Greater Noida for an amount of Rs. 2,00,000/-).

We will submit a Performance Guarantee issued by any scheduled commercial for a sum equivalent to 10% of the Total Cost of Contract, valid for a period of 03 years plus claim period of 3 months.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of eligibility / technical bid opening and our offer shall remain binding upon us which may be accepted by NHDC any time before expiry of 180 days.

Until a Master Contract is executed, this tender offer, together with NHDC written acceptance thereof and NHDC notification of award, shall constitute a binding contract between us.

We understand that the NHDC is not bound to accept the lowest or any offer NHDC may receive.

We enclose the following:

1. DD No. _____ dated for Rs.2, 00,000/- (Rupees Two Lacs only) as EMD.
2. DD No. _____ dated for Rs.5, 000/- (Rupees Five Thousand only) dated _____ as cost of RFP document.

DD in favour of NHDC by..... Bank, Branch payable at
greater Noida/BG issued by ----- Bank -----
----branch

Date: -----

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

General Details of the Bidder

A. Profile of Bidder

1. Name of bidder:
2. Location
 - Regd. Office:
 - Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years
6. Names of Banker/s

B. Financial Position of Bidder for the last three financial years

	2013-14	2014-15	2015-16
Net worth			
Turnover			

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

- Description of service:
- Details of similar service provided to PSU organisation/BFSI in India specifying the number of Banks and branches

Details of Experience in implementation of similar orders like Redesigning, Hosting & Maintenance of PSUs Website.

PSU Organisation		
Name of Organisation	PERIOD	
	From	To

N.B. Enclose copies of Purchase Orders as reference

Signature of Bidder

Name

Address

Place

Date

Eligibility Criterion compliance

Sl. No	Clause	Documents Required	Compliance (Yes/No)
	The Bidder should be a Company/Firm registered under the relevant statute at least for the last 3 years as on RFP Submission date.	Registration certificate of the Firm along with the relevant documents or the Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association, as the case may be, are required to be submitted.	
	The bidder should have taken over, restructured and maintained minimum one interactive /responsive and bilingual live website involving designing and migration as per WCAG 2.0 guidelines(Level 'A' & Level 'AA' or above) for leading PSU/private sector/Central Govt/State Govt. organisation in India since last two years and same must be in operation as on date.	A copy of experience certificate / reference letter along with copy of Purchase Order (s) having executed the similar orders with clear mention about the migration experience to be enclosed along with Technical Bid. It will be mandatory on the part of the bidder to comply 100% against scope of work / requirement compliance (Response to be Yes) to be signed / stamped and submitted along with the Bid. Non-compliance of any of the line item will entail rejection of the bid.	
	The bidder should have an annual turnover of Rs. 1 Crore per year during last 3 Financial years i.e. 2013-14, 2014-15 and 2015-16. The turnover must be for the Individual's company not that for any group company.	Audited Balance sheets from company statutory Auditor/ CA	
	The bidder should have positive net worth in Financial Years 2013-14, 2014-15 and 2015-16.	Supporting financial documents/ certificate from company statutory Auditor/ CA.	
	The Data Centre DC/DR where the websites will be hosted should be within India and Tier III with ISO	Self- Declaration to be submitted along with address of the DC and DR	

	27001 certification and should follow all the ISO process	Sites	
	Bidder should be ISO 9001:2008	Attach certificates of ISO 9001:2008 certification	
	The bidder should have development centre in India and support centre in New Delhi/NCR.	Self-declaration to Be submitted	
	The bidder should not be Blacklisted by any of the clients.	Submit self-undertaking	

Note:-

Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. However, NHDC reserves the right to seek clarifications on the documents to be submitted.

Scope of work/Requirements Compliance

Sl. No	Scope of work	Compliance (Yes)
1	NHDC intends to select a service provider for its existing website take over, designing / development, hosting and maintenance of website, Intranet Platform and E-mail services. The selected bidder shall first take over NHDCs existing website with all its contents, taxonomy and then redesign/revamp, host and manage it during the entire contract period.	
2	The selected bidder shall take over and operationalize the NHDCs existing website site (English, Hindi, Tamil, Telugu, Odiya, Bengali and Assamese) (including its sub domain and Domain Access Control, DNS Panel, Takeover of Hosting Control Panel etc.) with all its contents and software, hosting and all other activities relating to its management. This needs to be completed within Two Months from the date of issuance of the Purchase Order.	
3	The website must be available 24 x 7 x 365. Tolerance to down time for the website is zero. The security and integrity of the database and the website has to be maintained under all circumstances. The website should be hosted only in India	
4	<p>The service provider is required to take over the management of the existing web site on an „as is/ where is“ basis and continue to improve facilities and functionalities identified below within a specific time line revamping the entire site for better user experience, features and functionalities.</p> <p>Responsive site design: Any new website design for this project should be easily viewable from a desktop, tablet or mobile device of any manufacture. The user experience should be similar across all devices, allowing for differences in device layouts or requirements. (i.e., many sites optimized for smartphones have the menu as a touchable icon, rather than immediately visible navigation links)The website should have mobile compatibility feature, auto adjusted based on its access across mobile devices, desktop / laptop and it should be interactive and responsive across all platforms without any limitations.</p>	
5	Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS. If required menu items should have conditional states (i.e., the menu item can be styled differently if it is the first item, if it is an even- numbered item, or if it is the last item, etc.)	
6	<p>The site should provide for Search engine optimization to allow the highest possible ranking of the individual pages with in the site from all major search providers, including but not limited to Bing, Google, MSN Search, and Yahoo! The site should provide Meta title and Meta descriptions tags that are maintainable and able to auto correct and/or provide results that best match misspelled words or phrases.</p> <p>The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents</p>	

7	Improvement in navigation and audio video streaming.	
8	The website would be compatible with all common web-browsers and operating system on PC, Mobile, and tab platforms like Internet Explorer 6.0 and above, Mozilla Firefox 1.5 and above, Safari 2 and above, Netscape 7 and above, Mobile Safari (IOS), Chrome OS, Default Android Browser for Android mobile device, default IE for Windows mobile device and default Mac mobile device for Apple I-Phone.	
9	Managed hosting of the website with at least 99.95% uptime of the site per month	
10	24 x 7 technical support and maintenance of all the dynamic components of the website.	
11	Bandwidth utilization as per actual requirements.	
12	Monthly site usage reports of the entire site including page wise/content specific HIT report in text file with field separator as „ “ /spread sheet format (based on geographic location, country / state / district / PIN Code wise), Server Space usage and Bandwidth utilization content specific, uptime, and downtime report, website response time. Apart from monthly frequency, these reports should also be made available to NHDC as and when required on demand at no additional cost.	
13	Server Management services to include Operating system & Data Base updates, Hardening of server & services, daily backup, regular service & bandwidth monitoring, configuring /modifications to web /ftp server, daily server health check. Vendor should arrange and manage server with hosting capacity of not less than 100 GB.	
14	The website needs to be in compliance with the CERT-IN, IT Act 2008 including its amendments time to time.	
15	Content management of the existing Site with domain control & access control to NHDC.	
16	There should be enough space for uploading Video, photos, and other required documents as and when needs. The logo of the NHDC should be at all the times during a person's visit.	
17	The website should provide RSS feed facility.	
18	The service provider has to provide domain access control, Hosting Control Panel and domain renewal service to the NHDC.	
19	The bidder should redesign/revamp the website and improve the look & feel and overall functionality of website with latest web technologies which should result in a secured website as per requirement given in Annexure-III .All pages in the existing website also to be revamped and optimized by the bidder.	
20	Web site will be hosted on a secured server in a data center which is at least of tier III category and situated in India and a secured DR site on a different seismic Zone.	
21	The revamped website will have to be WCAG 2.00 Level AA compliant.	
22	Any other software component / hardware required in connections with the work will be supplied and maintained by the service provider within the quoted cost during the entire period.	
23	The Bandwidth allocation for NHDCs website should be dynamic in	

	nature and auto adjusted based on flow of user traffic so as to get optimum utilization of allocated bandwidth.(Minimum 10mbps dedicated bandwidth).	
24	Vendor to adopt industrial standard methodology for Change Management and Content Change tracking for websites. This methodology to include work flow from NHDC to the vendor and vice versa.	
25	Any changes in the existing website modules (major or minor) including changes due to Govt. of India or any Statutory authority to be done at no additional cost to NHDC. Development of new modules which require major efforts may be considered as enhancements for which cost estimation can be worked out separately through negotiation.	
26	Database space management, Deletion of unwanted log files, Monitoring and management of Database space, all activities associated with database administration and performance tuning.	
27	Complete backup of the website (all files in the website directory structure as well as database backup) will be shared by the vendor monthly or whenever requested for by NHDC Frequency Perform daily and weekly backups; <ul style="list-style-type: none"> • Option one: Full back-up once per month and daily incremental backups • Option two: Full back-up every week, and daily incremental backups • or Restore: Whatever the backup option selected, the proponent must have the ability to provide a full restore within 24 hours. • All incident (Server / Network) logs to be maintained and reported monthly along with resolution time. 	
28	Professional Graphic Design of website should load quickly and a pleasure to look at Overall design concept for the website, optimized in terms of brand identity, accessibility, usability and content distribution. Bidder shall submit 5 options of revamped website. Flexibility to add new minor specifications at no charge. Graphic User Interface & Aesthetics being the most tangible in defining the overall appeal of the website needs to be focused on. Buttons and navigation graphics will be standardized for all pages, where appropriate for the design.	
29	Vendor to provide compliance for all NHDC AUDIT observations, related website content, modules and addressing of Audit gaps. The vendor is also expected to extend its support during audit of NHDC site.	
30	The website to be hosted using secured SSL Certificate (min 256 bit encryption) with extended validation during the entire contract period.	
31	The website should be available in IPV4 & IPV6 address mode.	
32	The website should be resilient to any types of cyber-attacks including DOS / DDOS. The vendor will have ready infrastructure / mechanism to negate / counter any possible cyber-attacks.	
33	Website response time should not be more than 3000 milliseconds. <u>Documentary evidence in this regard to be submitted</u>	
34	The service provider required to developed Email with following features:	

	<ul style="list-style-type: none"> • Use same domain as website. • Mail can be configured on Smart phones/tab. • Mail services can be configured over Outlook/mail client etc. • Unlimited e-mail storage size minimum 50 MB per user. • Minimum Mail Attachments size 10 MB. • Incorporate all Securities related to mail services. • Mail merge and Bulk mail features. 	
35	Vendor is required to develop Intranet platform to incorporate NHDC existing ERP set up.	

Technical Evaluation

S N	Criteria /Parameters	Marks	Scoring Methodology	
1	Credentials	15		
	a	Should possess experience in designing / development / maintaining websites, Intranet Platform & E-mail services.	5	Evaluation based on richness of experience as provided through case studies
	b	Project Understanding	5	Demonstration of in-depth understanding of the NHDC project requirements through the technical proposals
	c	Usage of Project Management tools (web based tool for task management of the project)	5	<ul style="list-style-type: none"> ▪ Full marks if criteria met ▪ <u>Nil</u> : Others
2	Website Maintenance Experience	20		
	a	Project experience involving maintenance / designing / revamping of Website for (preferably for Govt. organisation/PSU) and running successfully presently & supporting - Multilingual Content management - Content Management System - Website over mobile phones, tablets, desktops etc. - Intranet Platform - E-mail Services	10	<ul style="list-style-type: none"> ▪ If experienced for 5 or above organisation – <u>15 Marks</u> ▪ If experienced for 3 organisation – <u>9 Marks</u> ▪ If experienced for 1 organisation – <u>3 Marks</u>
	b	Experience involving website development & maintenance considering security aspects and conducting vulnerability assessment penetration test (VAPT)	10	<ul style="list-style-type: none"> ▪ Full marks if criteria met ▪ <u>Nil</u> : Others
3	Experience for WCAG 2.0	10		
	a	Project experience involving designing, revamping, and maintenance of Website complying WCAG 2.0	10	<ul style="list-style-type: none"> ▪ If experienced for 5 or above organisation – <u>10 Marks</u> ▪ If experienced for 3 organisation – <u>6 Marks</u> ▪ If experienced for 1 organisation – <u>2 Marks</u>
4	Experience for IPV 6	10		
	a	Project experience involving designing, revamping, and maintenance of Website complying IPV 6 and above standard	10	<ul style="list-style-type: none"> ▪ If experienced for 5 or above installation Institutions – <u>10 Marks</u> ▪ If experienced for 3 installation Institutions – <u>6 Marks</u> ▪ If experienced for 1 installation Institutions – <u>2 Mark</u>
5	Experience for Open Source Technology	10		
	a	Project experience involving designing, revamping, and	10	<ul style="list-style-type: none"> ▪ If experienced for 2 or above installation Institutions – <u>10 Marks</u>

S N	Criteria /Parameters	Marks	Scoring Methodology
	maintenance of Website - Drupal, Joomla, PHP etc. - Analytics and Tracking using Freeware analytical tools for eg Google analytics & Tracking		<ul style="list-style-type: none"> ▪ If experienced for 1 installation – 5 Marks
5	Project methodology, approach and work plan	25	
	a Technical approach and methodology for the project	15	Criteria, adequacy and appropriateness of the proposed methodology and work plan
	b Work plan and manpower deployment	10	
6	Customer Feedback	10	
	a <u>Case Study</u> Certificate for satisfactory service rendered for development, maintenance and hosting of the website has to be submitted from Five present Govt. organisation / PSU. They should be engaged in the said services at least for 3 years.	10	<ul style="list-style-type: none"> ▪ If Certificate for 5 or above Organisation – 30 Marks ▪ If Certificate for 3 Organisation – 18 Marks ▪ If Certificate for 1 Organisation – 6 Marks ▪ Nil Others
Total		100	

Commercial Bid

The designing / revamping, hosting and maintenance of website and E-mail services is required to be rendered on Fixed cost basis.

No.	Service Categories as given in scope of work	Cost			
		Year 1	Year 2	Year 3	Total
1	Website Maintenance, Development & Support services				
2	Application / New Features Development				
3	One time fixed amount payable for NHDCs existing website Maintenance and support in multilingual till the new website is accepted.(Consider the said cost in 1 st year)				NIL
	Total [A]				
	Taxes and levies [B]				
Total cost for the period of Three year (C=A+B)					

Note: Bidders are requested to note the following:

- TDS will be deducted as per rules applicable.
- In case of any deviation in general terms and conditions, bids would be liable for rejection.

Date:

Place:

Signature of Authorized Signatory
Name of Signatory
Designation
Seal of Company

Performance Bank Guarantee

To,

**National Handloom Development Corporation Ltd,
Wegmans Business Park,
Tower 1, Sector Knowledge Park – 3,
Surajpur Kasna Road, Greater Noida – 201306**

(With due stamp duty if applicable)

OUR LETTER OF GUARANTEE No. : _____

In consideration of National Handloom Development Corporation Ltd, having its Corporate office at Greater Noida – 201 306 (INDIA) (hereinafter referred to as “NHDC” which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated _____/issued Purchase Order No. _____ dated _____ with/on M/s _____ (hereinafter referred to as “The Service Provider” which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Service Provider having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated _____ /Purchase Order No. _____ dated _____ and NHDC having agreed that the Service Provider shall furnish to NHDC a Performance Guarantee for the faithful performance of the entire contract, to the extent of 20% (twenty percent) of the value of the Purchase Order i.e. for _____.

We, _____ (“The Bank”) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Service Provider) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay up to but not exceeding _____ (say _____ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Service Provider having failed to perform the Agreement and despite any contestation on the part of above named Service Provider.

This guarantee will remain in force up to date of validity and any demand in respect thereof should reach NHDC not later than the specified date/dates. However, notwithstanding anything else contained to the contrary in this Guarantee, if the service provider does not submit the fresh performance bank guarantee till 15 days before expiry of this performance

bank guarantee, the Purchaser may either forfeit the guarantee or ask the Bank to extend validity of the Bank Guarantee. In the latter situation, the Bank shall comply with such a request of extension.

Authorized Signature

Manager

Seal of Bank