

**REQUEST FOR PROPOSAL
FOR DESIGN, DEVELOPMENT & MAINTENANCE OF
STATE OF THE ART WEBSITE**

FOR

**BIHAR RURAL DEVELOPMENT SOCIETY, RURAL DEVELOPMENT DEPARTMENT
GOVERNMENT OF BIHAR**

Address for communication:

CEO, BRDS,
Main Secretariat
Government of Bihar,
Patna-800015
Bihar (India)

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SECTION I : INVITATION TO BIDDERS

INVITATION OF PROPOSALS FROM REPUTED SOFTWARE SERVICE PROVIDES FOR DESIGN, DEVELOPMENT & MAINTENANCE OF STATE OF THE ART WEBSITE FOR THE BIHAR RURAL DEVELOPMENT SOCIETY (BRDS), RURAL DEVELOPMENT DEPARTMENT, GOVERNMENT OF BIHAR.

Bid Procedure

The Bidder should submit the proposals in two parts:

1. Technical Bid

2. Financial Bid

- (i) Technical part should contain all such details as mentioned in the Bid Document.
- (ii) Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies etc.
- (iii) These two parts should be submitted in separate sealed and superscripted envelopes. Both the envelopes should then be sealed in a third envelope marked as "PROPOSAL FOR DESIGNING, DEVELOPING & MAINTAINING WEBSITE FOR BRDS"
- (iv) If both bids are found in one envelope, those offers will be rejected.

Bid Document may be downloaded from website (www.rdd.bih.nic.in) in which case the fee of Rs. 1,000 in the form of demand draft in favor of "CEO, BRDS, Rural Development Department, Government of Bihar" as should be enclosed with the bid document at the time of submission. Offers received without tender fees shall be summarily rejected.

The last date for submission of bid is **15.11.13** upto 14:00 hrs at the following address:

CEO, BRDS,
Main Secretariat
Government of Bihar,
Patna-800015
Bihar (India)

The technical bids will be opened on the same day at 15:00 hours before the authorized representatives of the participating bidders.

Late / delayed proposals will not be opened at all.

The Right of acceptance/ rejection of any offer shall remain reserved with the Society.

SECTION II: SCOPE OF WORK

2. Details

The website will be interactive and will have the following sections

2.1 Setup, Installation, Maintenance and Other services for the new Website:

2.1.1 Hosting and Upload/Download Services

- a.) Domain name registration with gov.in Registry for 3 Years
- b.) Uploading and maintenance of content whenever needed

2.1.2 Tracking & Reporting Services

- a.) Maintenance of Emails involving sending automated replies, tracking, reporting and download statistics etc.
- b.) Search Engine optimization
- c.) Automated Search Engine submission

2.1.3 Hosting Quarterly e-Newsletter

- a.) Content would be provided by BRDS. Newsletter should be hosted in both English and Hindi

2.1.4 New content development:

- a.) Creative Designs on regular basis
- b.) Graphic designs on regular basis
- c.) New pages to be added
- d.) Adding additional interactive contents like animations, multimedia tools, audio tools etc.
- e.) Dedicated resources for response management & data collection
- f.) Develop and Design various advertisements on home page

2.1.5 **The website has to be maintained for two years.** The website has to be updated and changed frequently during this period. The intending vendor has to be in close contact with the BRDS for updates and changes. The Department should be able to update remotely the site with VPN/Intranet secured connection. **Ownership of the entire website including its codebase and data will lie solely with the Society.**

2.1.6 The website shall contain **links** to: Related Government Departments

2.1.7 The website should be designed and developed by incorporating necessary **security features** (as per the industry best practices) against hacking and defacement of the same. The bidder shall, to the extent relevant and possible, be guided by the standard information systems security policies and guidelines or suitable Industry standards.

2.1.8 **Website should be developed strictly in accordance with the guidelines of Government of India for government websites, which may be downloaded at <http://web.guidelines.gov.in>**

2.2 Public Interface

This will include:

2.2.1 Designing of the website with latest technologies using multimedia features of sound and animation to make it attractive.

2.2.2 The website should possess comprehensive information and should include separate sections for

a.) Photogallery

b.) Comments

c.) News & Events

d.) About BRDS:

Setup,

Overview, Mission,

Vision & Objectives,

Organization Activities,

Success Stories, scopes

e.) Relevant Acts & Rules, MOA, Bye Laws of Society

f.) Policies

g.) Circulars

h) Videos

i.) Contact Information viz. phone/fax/email/postal address etc.

2.2.3 **e-Services**

a.) Employee login.

b.) Complaint registration

2.2.4 The website should have good color combination and high end graphics and flash.

The template has to be approved by the Society. The website would be developed in English. All further modifications and additions would also have to be done. **The website should also support UNICODE**

2.2.5 The website should have features like **Event Calendar** which would be updated by the Society from time to time.

2.2.6 The site would contain a **Discussion Forum** where the stakeholders can share the information and interact with relative department of the state. This will also be the interaction platform for the consultant, researchers and knowledge seekers by service providers.

2.2.7 The site would contain **a Visitor's Diary** where the visitors can put down their experience in visiting the site.

2.2.8 The site would contain **Online Tender and notices** which should be updated through Internal MIS.

2.2.9 The site should also have a **Suggestion box.** The comments by various visitors should be mailed directly to the officers in the Department.

2.2.10 The site should also have **Direct Mailing Facility** where mails can be sent to different contact person in the Society

2.2.11 The website should contain **monthly News** of the Society.

2.2.12 Website will have **Frequently Asked Questions** (FAQs) page and will be updated directly by the Society officials.

2.2.13 **Information of Events** time to time announced by the department

2.2.14 Sharing of Information through **SMS Alerts/email the department** of the state should be done through website

2.2.15 The site should have **publicity facility** through which various programs, schemes, events etc can be displayed adopting various advertising mode, viz. banners, road block, contextual advertising, mailers, frame, spots etc.

2.2.16 The website should be well publicized on **social networking** sites like Facebook, Twitter etc. and links for the same should be made available on the site.

2.3 Time Schedule

The project shall be completed within a period of **90 days** from the issue of work order for which an activity wise time chart would be prepared and adhered to. The failure to complete the work within stipulated delivery period shall invite penalty at the rate of Rs 500 per day.

2.4 Responsibilities of the BRDS:

- a.) Nominating a nodal officer for the project to coordinate with the Solution Provider and to provide required information.
- b.) Checking the Quality of Service (QOS) provided by the Solution Provider.
- c.) Facilitating the Solution Provider during the course of the project for necessary information and support.

SECTION III : Eligibility Criteria of Bidders

Keeping in view the complexity & volume of the work involved, the following criteria are prescribed

1. The company must have comprehensive experience in development and deployment of web portals and must be in the business for the last **3** Years. Must have adequate experience of execution of similar projects preferably in Government Sector.
2. Average annual Turnover of the company must be minimum **Rs. 50 lakhs** in the last **3** financial years.
3. The company must have made profits as per the balance sheets in the last one financial year and should be in sound financial position as judged by the Evaluation Committee for this purpose. A copy of last financial year's relevant audited Balance Sheets must be submitted with the bid (in case audited balance sheets of last financial year are not available provisional balance sheet duly certified by a chartered accountant/ company secretary may be submitted). The turnover criteria must be fulfilled by the bidding company alone and not by any group of companies.
4. Only bids received on behalf of a single company will be considered. Bidding as a consortium will not be allowed.
5. The bidding firm/company should have **Developed and Maintained at least 10 working websites**. The bidder should have undertaken **development and maintenance of minimum 3 websites for Government Ministries/ Department/ undertaking**.

CEO, BRDS holds the right to alter or cancel any of the above mentioned points without assigning any reasons thereof and also to cancel or reject any or all the Proposals.

SECTION IV: GENERAL CONDITIONS OF WORK

1. Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the BRDS Purchase Committee in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

2. Bidding Document

- (a) 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 Bidder's risk and may result in rejection of the bid.
- (b) The bid proposal must be properly indexed and bound. Any loose document submitted by bidders will be rejected.

3. PREPARATION OF BIDS

Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the BRDS Purchase Committee shall be in **English only**.

Bid Currency

Prices shall be quoted in Indian Rupees only.

4. Documents required to be submitted with the bid

Technical Bid Format/Check List: Envelope 1

Criterion	Whether fulfilling criteria	Documents Attached (Give cheque/ DD no and date in case of EMD/ tender fee) in brief
Number of working websites developed and list of their names enclosed with the work order for the same.		
Turn Over (last three financial year) Profit & Loss Statement and Balance Sheet needs to be enclosed		
EMD Enclosed (Rs 50,000/)		
Tender Document Fee (Rs 1,000)		

Deviation Statement as per format at Annexure II should be enclosed along with the bid document clearly indicating the deviations with reference to the conditions mentioned in the tender document. If there are no deviations, a NIL statement needs to be enclosed. However, if no statement is enclosed, it would be presumed that the bidder has accepted all terms and conditions in its entirety and no subsequent correspondence shall be entertained.

5. Earnest Money Deposit

- a. The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) in the form of a DD drawn in favor of "CEO, BRDS" Payable at Bihar for Rs. 50,000/- (Fifty thousand only). **Offers, which are not accompanied with EMD, will be summarily rejected.**
- b. Unsuccessful Bidder's EMD will be discharged / refunded as promptly as possible.
- c. The performance guarantee of 10% value of the total contract need to be submitted by the successful bidder either in form of FD with Scheduled Banks or DD / Bank Guarantee at the time of signing the agreement which will be discharged on the successful completion of the project.
- d. Validity of Bids

The bid should be valid for a period of 180 days from the opening of the Proposal. The EMD shall be forfeited:

- 1) If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form. or
 - 2) In case of a successful Bidder, if the Bidder denies to accept the work
- e. No exemption for submitting the EMD will be given to any agency including SSI Units.

6. Contents of envelopes

- a. It will be a two envelope bid comprising of technical bid and financial bid.
- b. First envelope shall be marked as Envelope No. 1 Technical Envelope and shall contain:
 1. Demand Draft for Earnest Money Deposit (EMD)
 2. The draft for non-refundable cost of bid document worth Rs.1000/- if not deposited earlier
 3. Companies Registration certificate in case of companies or Partnership deed in case of firms or Self proprietary Declaration in case of proprietary firm
 4. All the documents establishing Bidder's eligibility and qualification mentioned in Section III of the Proposal.

c. 2nd envelope should contain financial bid in the prescribed format attached with the tender document

7. SUBMISSION OF BIDS

a. Sealing and Marking of Bids

i. The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Financial envelope in separate inner envelopes, duly marking the envelopes as envelope No.1, Technical Envelope” and “Envelope No.2 Financial Envelope”. He shall then place these two envelopes in an outer envelope. Both the inner envelopes and the outer envelope should be addressed to:

Address:-

CEO, BRDS,
Main Secretariat
Government of Bihar,
Patna-800015
Bihar (India)

ii. The inner and outer envelopes shall bear the words:

“PROPOSAL FOR DESIGNING, DEVELOPING & MAINTAINING WEBSITE FOR BRDS”

iii. Both the inner envelopes shall indicate the name and address of the Bidder.

iv. If the outer envelope is not sealed and marked, the tender will be summarily rejected.

v. Telex, cable or facsimile bids will be rejected.

8. AWARD OF WORK

I. The finalization of the Proposals will be done by a committee constituted by the Society for this purpose.

II. The contract will be awarded to the Successful bidder, whose bid has been determined as the lowest Technically and commercially acceptable bid.

9. Interpretation of the clauses in the Proposal Document / Contract Document

In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Society shall be final and binding on all parties.

10. Decision Taken

The decision taken by the Society in the process of Proposal evaluation will be full and final and binding on all the bidders.

11. Payment Schedule:

The payment schedule will be as follows:-

Sl. No.	Particulars	Time Frame	Payment (% of total contract value)
1.	On the finalization and uploading of new website	90 days from the award of contract	70%
2.	During the maintenance	1 st year	15% will be paid in 4 quarters equally
3.	During the maintenance	2 nd Year	15% will be paid in 4 quarters equally

12. Acceptance

The Acceptance Tests, which shall involve testing of each module of each Application System with live and test data, shall be conducted by the Bidder in the presence of a persons nominated by the Society.

13. Penalty Clause

If the Solution Provider is not executing the contract to the satisfaction of the Society then the Society may invoke any or all of the following clauses.

- i. Forfeit the Security Deposit or
- ii. Terminate the contract without giving any notice.

14. Termination for Default

The Society may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Solution Provider, terminate the Contract in whole or part:

- i. If the Solution Provider fails to deliver any or all of the Software solutions within the period(s) specified in the Contract,
- ii. If the Solution Provider fails to perform as per the performance standards.
- iii. If the Solution Provider, in the judgment of the Society has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

15. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Patna courts only.

16. Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the rates will not be allowed.

17. Binding Clause

All decisions taken by the Society Purchase Committee regarding the processing of this Proposal and award of contract shall be final and binding on all concerned parties.

18. The Society, reserves the right: -

To verify, modify, revise, amend or change any of the terms and conditions mentioned above or to reject any or all the Proposal/s without assigning any reason whatsoever thereof or may terminate the Proposal process midway without assigning any reason.

19. The Decision regarding acceptance of Proposal by the Society will be full and final.

Annexure I: Format for Financial Bid

Note: This should be kept in envelope number 2 marked as “Financial Envelope”, which will be opened only after the technical bid is found to be suitable.

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name

Designation

Phone/Mobile No

E-mail

Telephone No(s)

Telex No.

Fax No.

Subject: PROPOSAL FOR PROVIDING SERVICES FOR DESIGNING, DEVELOPING & MAINTAINING WEBSITE FOR THE BIHAR RURAL DEVELOPMENT SOCIETY

Sir,

1. We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

2. PRICE AND VALIDITY – Cost of all works/ services mentioned in section II “Scope of Work” including the maintenance of website for 2 years – Rs. _____

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

We hereby declare that all taxes which are leviable under law prevailing at that time will be paid by us.

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

3. EMD

We have enclosed a Demand draft (dd no. -----, Bank -----, Dated-----) in favour of BRDS, Patna, payable Patna at for the sum of Rs. 50000/- (Rs FIFTY Thousands) only. This EMD is liable to be forfeited in accordance with the provisions of Bid documents.

We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

4. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in Bidding document.

5. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

Annexure II: Deviation Statement

1	2	3	4	5	6
Sl. No.	Description of work	Clause of Proposal condition	Originally stated condition in the Proposal	Offered condition in the bid	Deviations in columns 4 and 5

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

Note: In case of no deviation, NIL statement in the above Performa should be submitted. At the risk of repetition, it is mentioned that if this statement is not enclosed with the bid document, it would be presumed that the bidder have agreed with all terms and conditions in their entirety.