



Regional Centre for Biotechnology

Notice Inviting e-Tender

for

“Re-development of Design, Maintenance and support of RCB Website at Regional Centre for Biotechnology, Faridabad-121001”

Tender No.-RCB/NIT/12/23-24/IT/Website

**Regional Centre for Biotechnology
NCR Biotech Science Cluster
3rd Milestone, Faridabad-Gurugram Expressway
Faridabad - 121001
Phone: 91 129 2848800**

REGIONAL CENTRE FOR BIOTECHNOLOGY

An institution of education, training & research) Established by the Dept. of Biotechnology, Govt. of India under the auspices of UNESCO (NCR Biotech Science Cluster, 3rd Milestone, Faridabad-Gurugram Expressway, Faridabad

Tender No.- RCB/NIT/12/23-24/IT/Website

Date 07.11.2023

1. TENDER NOTICE

Online tenders are invited on behalf of the Executive Director, RCB under Two-Bid System (Technical bid and Financial bid) from reputed System Integrator for the work: “Re-development of Design, Maintenance and support of RCB Website “**Regional Centre for Biotechnology**” as per the schedule, specifications and as per the terms and conditions mentioned in this tender document. Note, “Neither off-line/physical bids shall be accepted, nor any such request will be entertained on any ground/reason”.

NOTICE INVITING TENDER

Website Url :	https://rcb.res.in
Address	Regional Centre for Biotechnology, NCR Biotech Science Cluster 3 rd Milestone, Faridabad - Gurugram Expressway Faridabad - 121001, Haryana.
Contact Details	Executive Director, RCB, Phone: 0129-2848800
Name of Work	“Re-development of Design, Maintenance and support of RCB Website “ Regional Centre for Biotechnology ”
Earnest Money	Rs. 20,000 (Rupees Thirty Thousand only) to be deposited Online through e-tender portal.
Selection Method	Quality-cum-Cost based system
Tender Processing fees	To be deposited online through e-tender portal.
Tender Start Date	07.11.2023
Tender Closing Date & Time	29.11.2023 at 1500 Hrs
Date of Pre-Bid Meeting	16.11.2023 at 1400 Hrs
Date of Opening of Technical Bid	29.11.2023 at 1530 Hrs
Date of Technical Presentation	Will be notified later
Date of Opening of Financial Bid	Will be notified later

*RCB reserves the right to reject any or all the bid in part or full without assigning any reason(s).

2. PRE QUALIFICATION CRITERIA

- 2.1. The Bidder must be a Goods Service Tax (GST) registered firm or company.
- 2.2. The Bidder should have completed
 - 2.2.1. At least one similar work of value not less than **Rupees 8.00 Lakhs (In INR)** in the last three years OR
 - 2.2.2. Two similar works each of value not less **than Rupees 6.00 Lakhs (In INR)** in the last three years OR
 - 2.2.3. Three similar works each of value not less than **Rupees 4.00 Lakhs (In INR)** in the last three years ending on previous day of last day of submission of tender.
- 2.3. The Bidder/ Agency must have successfully completed similar 5 works/projects in Central/ State/ IIT/ NIT/ autonomous institutions/ universities etc. during the previous 3 years (2020-21,2022-22, and 2022-23).
- 2.4. Copies of work completion certificate/ copy of work orders should be submitted along with the bid document. Similar work experience (satisfactory completion) includes the development of application during last 3 years.
- 2.5. Average annual financial turnover should be at least Rupees 15.00 Lakhs (In INR) during the immediate last three consecutive financial years (2020-21,2022-22, and 2022-23).
- 2.6. A copy of the authorization by the Proprietor / Partners / Director(s) or by all the partners of the Agency (as the case may be) in case the Bid documents are signed & sealed by an authorized person.
- 2.7. The firm should not have been blacklisted, debarred, declared non-performer or expelled from any work of Union Government/State Governments/ PSUs etc. during the last 5 years. They should also submit a self-declaration on its letterhead for the same.
- 2.8. The details of current /previous clients are to be submitted as under (Mandatory requirement, the same may be used for seeking feedback of work done):
 - 2.8.1. Name of the company /organization /office.
 - 2.8.2. Contact person with designations, telephone number and Email IDs.
 - 2.8.3. Contract Period with Value of work, area covered and manpower deployed.
 - 2.8.4. Copy of Contract/agreement/experience and satisfactory work completed certificate to be enclosed
- 2.9. **The EMD of the successful tenderer will be retained until a performance bank guarantee is furnished from a Govt. / Nationalized/ Scheduled Bank for 5% value of the work for the period beyond 60 days of the last date of the completion of support period. On receipt and acceptance of the bank performance guarantee, the EMD will be released without any interest.**
- 2.10. Bidders who have completed similar work at any university/ institutions will be given preferences.

- 2.11. The entire work to be completed within 3 months of issue of work order otherwise penalty of 2% per week of the value of work order (maximum up to 10%) will be imposed. The Agency is required to submit a PERT chart of different activities.
- 2.12. After the opening of Tender, if the tender fails to honour the Contract or refuses to comply with all or any terms & conditions of the tender, the EMD will be forfeited.
- 2.13. The offer should be valid for a minimum period of 180 days from the date of opening of technical bid.
 - 2.13.1. The rates for various items should be quoted in the format as given in the Financial Bid only. The rates should be inclusive of cost towards deploying manpower, hardware/software, all charges towards statutory compliance and all taxes from time to time as applicable.
 - 2.13.2. Quoted rates should be in INR & free from any pre-conditions regarding payments etc. or otherwise offers are liable to be rejected.
 - 2.13.3. There will be no escalation in the price during the entire Contract period. Further, the rate of taxes, including GST if any must be entered in the financial bid.
- 2.14. In case of any dispute or difference arising in relation to meaning or interpretation of the agreement, the same shall be dealt with as per the provisions of The Arbitration and Conciliation Act, 1996. The award of the arbitrator shall be final and binding on both the parties. Jurisdiction will be Faridabad, Haryana.
- 2.15. Any difference arising in billing due to changes in tax slab in future the higher side will be borne by RCB. However, if the rate of taxes decreases in such case difference or such amount will be payable to RCB by the Bidder.

3. REGISTRATION PROCESS

- 3.1 Bidders to enroll on the e-Procurement module of the portal <https://dbt.euniwizarde.com> by clicking on the link "Bidder Enrolment". Enrolment on the e-wizard Portal is free of charge.
- 3.2 The Bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- 3.3 Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- 3.4 Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign Bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.
- 3.5 Bidder then logs in to the site through the secured login by entering their user ID / password and the password of the DSC / e-Token.

4. TENDER DOCUMENTS SEARCH

- 4.1 Various built in options are available in the e-Wizard Portal, which is further synchronizing with CPP Portal to facilitate Bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- 4.2 There is also an option of advanced search for tenders, wherein the Bidders may combine a number of search parameters such as organization name, form of Contract, location, date, other keywords etc. to search for a tender published on the Online Portal.
- 4.3 Once the Bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the Online Portal to intimate the Bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 4.4 The Bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk of the e-Wizard portal.

5. BID PREPARATION

- 5.1 Bidder should take into account any corrigendum and addendum published on the tender document before submitting their bids.
- 5.2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 5.3 Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 5.4 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned at least 100 dpi with black and white option and the scanned documents should be legible. Illegible bids will not be considered.
- 5.5 Copy of constitution or legal status of the Bidder manufacturer / Sole proprietorship / firm / Agency etc.
- 5.6 Experience Certificates in line with the pre-qualification criteria mentioned in the tender document.
- 5.7 Copy of PAN Card and GST Registration.
- 5.8 Brochure, original technical catalogue with detailed specification and picture of the product offered, if relevant.
- 5.9 Earnest Money Deposit: The Bidder will be required to deposit the Earnest Money Deposit (EMD) for an amount of Rupees Seventy-Five thousand (In INR) through online portal.
- 5.10 EMD Fee are exempted for MSME/ NSIC vendors etc. however tender processing fee has to be paid by all the vendors as this fee is being charged by the Online Portal service provider directly.
- 5.11 The Bidder should must have their registered office/ branch/ service Centre in Delhi-NCR.

6. BID SUBMISSION

- 6.1 Bidder to log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission deadline. Bidder will be responsible for any delay due to other issues.
- 6.2 The Bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 6.3 Bidder to select the payment option as “Online” to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
- 6.4 A standard BoQ format (preforma of price bid) has been provided with the tender document to be filled by all the Bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- 6.5 The server time (which is displayed on the Bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the Bidders, opening of bids etc. The Bidders should follow this time during bid submission.
- 6.6 All the documents being submitted by the Bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- 6.7 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6.8 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. along with the date & time of submission of the bid with all other relevant details.
- 6.9 Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

7. ASSISTANCE TO BIDDERS

- 7.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 7.2 Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal in general may be directed to the 24x7 e-Wizard Helpdesk. The contact numbers for the helpdesk are 011-49606060, 011-23710092, 011-23710091, +91-8882495599.

ELIGIBILITY CRITERIA FOR EVALUATION

It is essential that the Bidders provide documents as evidence in support of these criteria and demonstrate that during the presentation.

Criteria for evaluation: This Bid is based on Quality & Cost Based Selection (QCBS).

The technical qualification parameters are:

Sl. No.	Parameter	Score
1.	Company work experience and profile	40
2.	Technical Presentations	60
Total		100

Company work experience and profile (40 Score)

Sl. No.	Description	Score
1.	Annual Turnover <ul style="list-style-type: none">The annual average turnover up to Rs. 20 Lakhs (3 Marks)The annual average turnover above Rs. 20 Lakhs and up to Rs. 30 Lakhs (5 Marks)The annual average turnover above Rs. 30 Lakhs (10 Marks)	10
2.	Awards/Appreciation certificates/recognitions (5 marks for each)	10
3.	Minimum 15 professionals (Name, Aadhaar, and PAN no. of professionals duly certified by the Bidder) <ul style="list-style-type: none">Technical Persons up to 15 numbers (3 Marks)Technical Persons above 15 numbers (5 Marks)	5
4.	Nos. of Website of Educational and Research Institutions <ul style="list-style-type: none">Website up to 5 numbers (5 Marks)Website up to 7 numbers (10 Marks)Website 10 and above (15 Marks)	15
Total		40

1. Technical Presentation (50 Score):

Sl. No.	Description	Score
1	Presentation of 3 sample Website templates <ul style="list-style-type: none">Presentation Quality (10 Marks)Layout (10 Marks)Overall Aesthetics (10 Marks)Execution Plan (10 Marks)Technology (10 Marks)	50
3	Nos. of years of work experience in website development in Government Sectors <ul style="list-style-type: none">Min. experience - 3 to 5 Years (5 Marks)Experience up to 7 years (7 Marks)Experience above 10 years (10 Marks)	10
Total		60

The formula for determining the financial scores shall be as mentioned below:

Weightage of the Lowest Bidder – 30 marks,

Marks to second-lowest & other Bidder – (30 x Price of lowest Bidder / Price of Second lowest Bidder) & so on.

The weightage given to the technical and financial proposals shall be as under:

Quality-cum-cost based selection ratio would be 70 (technical): 30 (financial)

Technical bid marks = 70% of the technical bid including presentation and Financial Marks = 30%

Note: Only those Bidders who will secure 60% marks on the evaluation of their Technical Bids & Technical presentation by the duly constituted Technical Evaluation Committee will be eligible for opening their commercial bids; otherwise their financial bid will not be opened. The Bidder who secure highest marks on their technical and financial bids put together, i.e. H- 1, shall be awarded the work. No negotiation will be held with other Bidders securing H-2, H-3 and so on.

TECHNICAL REQUIREMENTS

1. Design, aesthetics, color combination, background and screens to be in consultation with RCB Team.
2. It should ensure adherence to commonly accepted standards and practices, including W3C compliance. The website should be accessible by differently abled people and should be Web content accessibility guidelines (WCAG) 2.0 Level II Compliant.
3. The Sections like News and Events, Trends, Resources, Gallery etc. must be dynamic with provision to maintain Archives for the same.
4. Provide extensive Website analytics and statistics like visitor analysis.
5. Provide Super Administrator credential for User Management, Content Management, Menu Management, Microsites / web portals.
6. Rich User Interface (Web 3.0 or web 2.0) based on framework like Bootstrap.
7. Design of the website as per the GIGW guidelines and use responsive page design compatible to multiple devices (computers, tablets, mobiles and any other).
8. The development approach should conform to the best practices in the website development and maintenance industry. The Website should be developed with the latest technology, using up-to-date and well-established development tools and software.
9. The bidders will be required to give a presentation about the layout and the presentation should include at least 3 design layouts of the proposed website and should contain details about the work flow and CMS of the proposed website.
10. Website is expected to reflect the activities of RCB.
11. Web content must be published and validated to the grammar HTML (latest version) XHTML (latest version).
12. Website developed will be tested by RCB or its appointed agent/ representative with required technical and other capabilities to inspect, test and evaluate the Website and determine whether it satisfies the acceptance criteria as agreed upon in the work plan. Bidder/ company will rectify the deficiencies and other deviations from work plan identified by RCB immediately and not later than 10 days from the date of intimation by RCB. Re-evaluation will be done by RCB or its representative and if deficiency is not rectified, RCB will be at liberty to invoke suitable penalty clauses and/or cancel the contract without further notice. Payment release will be subject to RCB conveying acceptance after evaluation.
13. The bidder/ company will provide for the following security features:
 - a. Tools for control and monitoring Website security.
 - b. Protection against defacement, hacking.
 - c. Design should incorporate security features to protect the site from Session Hijacking, Sql injection, Cross scripting, Denial of Service etc.

A. SCOPE OF WORK

Regional Centre for Biotechnology (RCB) is an academic institution established by the Department of Biotechnology, Govt. of India with regional and global partnerships synergizing with the programmes of UNESCO as a Category II Centre. The primary focus of RCB is to provide world class education, training and conduct innovative research at the interface of multiple disciplines to create high quality human resource in disciplinary and interdisciplinary areas of biotechnology in a globally competitive research milieu. In 2016, RCB was recognized as an Institution of National Importance by the Parliament of India.

Regional Centre for Biotechnology (RCB) wants to re-development of its website with latest technology & features and comply with GIGW 3.0. Basic features of the website are given below-

- a The structure of the website needs to be built based on wireframes, which will be provided by the RCB team.
- b Ensuring all data security and privacy requirements and standards are maintained.
- c Platform and dashboard to have item retrieval abilities based on Key-word search or image search.
- d Platform and dashboards should support responsive, interactive, and dynamic with real-time data churning abilities. The portal should be available for use on the Web and as a Phone APP and compatible with different size screens (computer, tablet, mobiles and any other). Should be able to support Video Content without Plugins.
- e Should support multi-tasking on multiple screens and browsers
- f Allows multiple user access levels/graded access for downloading, printing etc. and authorization of Users depending on Roles
- g The website should be able to handle dynamic content, and It should have the ability to get updated as a bilingual website (mostly English and Hindi)
- h Compatible with browsers like Chrome, Mozilla, Firefox, Internet Explorer, Microsoft Edge, Safari, Opera etc.,
- i The video files and image file uploading facility shall be provided in the website as per the wireframe.
- j Secure Sockets Layer (SSL) Certification for the website of RCB.
- k Security audit of the website of RCB.
- l User Manual for the website of RCB.
- m Annual Maintenance of the web portal.

The following features of existing RCB website will be carried out with the new website.

FEATURES TO BE INCLUDED

1. Visitor Counter in the footer of the website
2. Publication Year wise with searchable data table
3. Career Opportunities Page should have table columns as Jobs Advts. with advt no., list of all post, dates etc. & related shortlisting, related results with searchable data table. And for project positions & RCB Positions different sections. Also have auto-archival of the same.
4. Tender Page same as career page. Should have sections based on type of tenders Open/GeM Bids/ LTI and table columns should have tender no., title, dates, related corrigendum etc. in same columns.
5. Faculty can update own micro website for their labs related activities.
6. Site Map (all pages)
7. The Website will be hosted on NIC Server after security audit, the agency has to provide necessary support while hosting
8. Automatic regular backup of the application as well as database must be taken care under the scope of the work.

GENERAL

1. **Bilingual** – The website Will be accessible in two languages- English and Hindi.
2. Role Based CMS for Content Pages and other functionalities.
3. SEO compliance (there must not be any additional charges for SEO).
4. Website Analytics.
5. Auto sitemap generation
6. Website will be Responsive (Desktop/Mobile/ Tablet Compatible)
7. Website will be Cross Browser & Cross Platform compatible like Windows / Mac / Linux /
8. Support the latest web services standards (e.g. SOAP, WSDL, WSRP)
9. The website must follow the GIGW guideline in totality and will be compliant with other latest GOI guidelines regarding Govt. website.
10. Security Audit from CERT-In empaneled agency. – mandatory

ADMIN SECTION

- **Admin Panel**
 - Managed CMS – to add, modify and publish content
 - User management –to activate or deactivate users.
 - Provide Super Administrator credential for User Management, Content Management, Menu Management, Microsites / web portals.
- **User Management**
 - Role Management
 - Create Users - with different role like (Up loader, Approver, Publisher) by Super administration.

- The System should deny access on five unsuccessful login attempts and mail will be generated and will be sent to the respective system administrator and account will be locked
- The System shall have the features of forget password, change password
- Password shall be alphanumeric and with 6-12 digit length
- **User Panel**
 - User Profile: where user can edit and manage his profile.
 - Change Password, Forgot Password

B. ROLES AND RESPONSIBILITIES

➤ **RCB Responsibility**

- i. To ensure the availability of all required information and documents related to the Admission, Candidate enrolment, Exam & evaluation processes.
- ii. To provide with complete list of users with hierarchy and desired roles and privileges to be uploaded to the system.
- iii. Provide administrator access to the server for application installation and configurations.
- iv. Server placed at Server Room to ensure sufficient required power availability and safety.
- v. Provide internet connectivity for accessing the application.

➤ **Bidders Responsibility**

- i. Deployment and implementation plan.
- ii. Install the integrated Academics & Examination solutions at RCB.
- iii. Provide the teams as shown in technical approach for implementation of workflow and Candidate management.
- iv. Configure Back up, logs and archive of the Database.
- v. Training on system operating usage for identified personals.
- vi. A written Contract will be signed between RCB and Bidders.

TOOLS TO BE USED

Website will be developed by using open source technology

Note:

1. RCB is using Wildcard SSL Certificate for their major websites; so, this portal must be integrated with the same Wildcard SSL certificate if RCB domain will be used. If new domain will be registered, procurement of SSL Certificate & its integration will be under scope of the Bidder. Requisite documentation will be arranged by the RCB for issuing of SSL Certificate.

C. PRE-BID MEETING

The Pre-bid meeting will be held online or at RCB Campus to clarify the doubts of the intending Bidders, if any, as per schedule. In case, after pre-bid meeting (wherever applicable) any modification(s)/ addition(s)/deletion(s) or any alternation in the requirement(s)/specification(s)/ condition(s) etc, the same will be placed only on Centre website-www.rcb.res.in therefore all the Bidders are advised to visit the above website before the filling of the Tender.

D. CORRIGENDUM/ADDENDUM

Corrigendum / Addendum, if any, would be displayed on www.rcb.res.in and only and shall not be advertised in the newspapers. All the prospective Bidders are thereafter advised to keep themselves updated for such corrigendum / addendum before as well as after the submission of bids. The Centre will not be responsible if the prospective Bidder do not update them as mentioned above.

E. PENALTY CLAUSE

1. The entire work to be completed within 3 months of issue of work order otherwise penalty of 2% per week of the value of work order (maximum up to 10%) will be imposed.
2. The Time schedule should be strictly followed by the Agency. If the services are not completed within stipulated time/dates, the penalty will be imposed as may be deemed fit in the circumstances.

F. PAYMENT DETAILS

1. Integrated application e-portal for Recognized Centres (including minimum one-year warrantee)

Milestone	Payment Terms
Advance Payment	Nil
After Successful Implementation, acceptance of the application, performing security audit and signing off	80%
Transfer of Source Code to RCB (after completion of the development)	20%
Total	100%

2. The payment during the maintenance period will be made on a quarterly basis on submission of an invoice for every quarter.

G. FORFEITURE OF EMD

1. If Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
2. If Bidder fails to sign the agreement within a reasonable time.
3. Fails or refuse to execute the Contract.
4. Fails to respond to queries by the RCB.

H. PERIOD OF SUPPORT

1. The successful bidder shall provide support for 01 year as a warranty and post completion of one year warranty AMC may be awarded for a period of 05 years annually through mutual consent at the discretion of the competent authority.
2. During contract Period, the needful changes in the website will be the agency's responsibility without additional cost to the RCB.

I. MISCELLANEOUS

1. Splitting of work / consortium will not be allowed.
2. Development & hosting Technology would be preferred Open Source only.
3. The entire work to be completed within 3 months from the date of issue of work order.
4. All the pages/documents of the Tender document should bear the dated signature of the tenderer with the stamp of the Firm. All the entries by the tenderer should be in one ink & legibly written. Any over-writing corrections & cuttings should bear dated initials of the tenderer. Corrections should be made by writing again instead of shaping or over-writing.
5. Rates should be quoted in Indian Rupees (Rs) both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words will be taken as final. Please ensure to specify about the taxes if any.
6. Centre reserves the right to reject or accept any or all application(s) without assigning any reason(s).
7. Conditional tenders are liable to be rejected.
8. Centre reserves the right to increase or decrease services in Tender document.
9. The payment will be released after bill submission, data handover and satisfactory performance report signed by concerned department up to satisfactory level of RCB as per payment schedule prescribed in the bid document.
10. The Bidder should undertake to train RCB team and staff.
11. Bidder shall prepare the required steps for installation and Centre shall provide the required infrastructure, environment, data and other support.

J. TERMINATION

RCB reserves the right to terminate the Contract at any time by serving one-month notice. The Contract shall be terminated if,

1. The service of the Agency is not found satisfactory or the Agency changes the rate of Contract during the Contract period. The Bidder will be responsible for any loss or damages occur due to such cancellations.
2. In case the agent, fails to execute the job as per the terms and conditions of the agreement, the balance / total work will be got executed through any other Agency at the Agency's risk and cost.
3. If found quarrelling or misbehaving with anyone or involved in any kind of anti –social activity, the Contract may be cancelled forthwith by the Centre.
4. The Centre shall have the right to terminate the Contract, arising out of finalization of this TENDER, in part or in full in any of the following cases:-

- (i) The delivery of the material/services is delayed for causes not attributable to Force Majeure for more than 15 days after the scheduled date of delivery.
- (ii) The Service Provider is declared bankrupt or becomes insolvent.
- (iii) The delivery of material/service delayed due to cause of Force Majeure by more than 60 Days provided Force Majeure clause is included in the Contract
- (iv) As per decision of Arbitrator/Tribunal.
- (v) When both parties mutually agree to terminate the Contract.

K. ARBITRATION CLAUSE

In case of any dispute between the Agency and RCB, arising out of or in relation to the agreement, the dispute shall be referred to a sole arbitrator to be appointed by the Executive Director, RCB. The award of the said arbitrator shall be final and binding on both parties. The seat of the arbitration shall be at District Faridabad, Haryana.

In additions to clauses above, other terms & conditions, which have not been mentioned in the Tender, can be added and the same will be mentioned in the award of work. If the Agency does not agree with any terms/ clause, which has been included later on, they may communicate in writing before accepting the offer. After acceptance, no protest will be considered.

L. FORCE MAJEURE

Should any force majeure circumstances arise, each of the Contracting party shall be excused for the non- fulfilment or for the delayed fulfilment of any of its Contractual obligations, if the affected party within 14 days of its occurrence informs in a written form to the other party. Force measure shall mean fires, floods, natural disasters or other acts as war, turmoil, strikes, sabotage, explosions and quarantine restriction beyond the control of either party.

M. RIGHT OF ACCEPTANCE OF OFFER

- (a) The RCB reserves the right to accept partly or reject any offer without assigning any reason thereof.
- (b) In respect of enquiries, which call for procurement of more than one item, the RCB reserves the right to consider and accept the offer of any of the items in enquiry reserving the right to utilize the offer for balance items at a later stage within the validity of offer.

N. LIQUIDATED DAMAGES (LD)

Bonds/Guarantees/ Documents or/and supply/perform the items/services as per Delivery schedule specified in the Contract, the completion of the Contract. The price of the delayed/undelivered stores/ services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than the value of delayed stores / services.

O. CANCELLATION OF CONTRACT

RCB shall have the right to terminate the Contract, arising out of finalization of this tender, in part or in full in any of the following cases:

- a. The delivery of the material or start of works is delayed for causes not attributable to Force Majeure for more than 10 days after the scheduled date of delivery.
- b. When both parties mutually agree to terminate the Contract.
- c. At any stage without assigning any reason thereon.

P. MODIFICATION AND WITHDRAWAL OF BIDS

The Bidders may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to the deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but is to be followed by a signed conformation copy by post not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of specified bid validity. Withdrawal and modification of bid during this period will result in forfeiture of Bidder's Bid Security.

Q. WARRANTY / SUPPORT

The Agency shall provide 01 (One) year warranty support (Onsite or Offsite) to the supplied software to the Centre. AMC after completion of warranty period may be awarded on yearly basis to be agreed mutually as approved by the competent authority.

R. REQUIREMENT OF REGISTRATION

Any bidder from a country which shares a land border with India will be eligible to bid only if the bidder is registered with the Competent Authority and the bidder should be in compliance with the F. No. 6/18/2019PPD dated 23rd July 2020 of Department of Expenditure, Ministry of Finance, Government of India and certificate to be submitted as per ANNEXURE-XVII (Certificate for tender).

ANNEXURE-I

Certificates/Documents to be submitted in the Technical Bid.

Note: If these documents are not submitted /conditions not met, the quotation shall be summarily rejected and no further correspondence, in this regard, shall be entertained.

S. No	Description	Technical Compliance (Yes/No)
1	Undertaking for adherence of Two-Bid System. (Non-violation of Two-Bid System)	
2	Clarification with regard to manufacturer or their accredited agent.	
3	Undertaking for the submission EMD / Bid amount along with the bid.	
4	GST registration certificate	
5	PAN Card	
6	Fall clause declaration	
7	Non-black listing declaration	
8	Declaration reg. Proprietorship/partnership/ Pvt. Limited firm	
9	Statement of financial standing from C.A. the last 3 years along with address & proof of average turnover of the firm for the last 3 years	
10	Awards/Appreciation certificates/recognitions	
11	Proof of similar Work Experiences	
12	Proof of Company profile (Team size)	
13	Undertaking for adherence & acceptance to all Tender Terms as per Schedule – ‘A’ (No Deviation of Tender Terms)	

PROFORMA OF PRICE BID

The rates to be quoted online for each item of the Price Bid/BOQ in Indian Rupees, both in figures and words for the execution of work including all the required taxes, duties & levies for the complete work, as per Scope of Work, Specifications and approved processes. The Price Schedule with rates and amount duly filled in and shall be uploaded in the desire format, as given in Instructions to Bidder.

S. No.	Item of Work/Description	Qty.	Price Per unit	Applicable Taxes in %	Tax Amount	Total Price (with Tax)
1.	The total cost of designing, developing, and maintaining the Website, inclusive of one year of support	1				
2.	The yearly cost of maintenance year-wise after completion of the initial one-year applicable up to 5 years	1				
3.	The cost of a security audit of the website	1				
	TOTAL (A) in Figures Rupees					
	TOTAL (A) in Words Rupees					

Important Note:

1. The cost of year-wise maintenance Support will be considered while identifying the L-1 vendor. However, a separate work order will be issued, as per the discretion of the competent authority of RCB, Faridabad, for additional year-wise maintenance Support before the expiry of the initial 1-year warranty.

APPLICATION FORM

[NOTE: On the letterhead of the applicant including full postal address, email address, telephone no. and fax no.]

Date: _____

To,

The Executive Director,
Regional Centre for Biotechnology NCR Biotech Science Cluster,
3rd Milestone Faridabad– Gurgaon Expressway,
Faridabad 121001.

Sir/Madam,

Being duly authorized to represent and act on behalf of (hereinafter referred to as “the Applicant”) and having reviewed and fully understood all the pre- qualification information provided, the undersigned hereby applies to be pre- qualified by yourselves as a tenderer for award of work(s) “Re-development of Design, Maintenance and support of RCB Website **Regional Centre for Biotechnology**”.

Being duly authorized to represent and act on behalf of (hereinafter referred to as “the Applicant”) and having reviewed and fully understood all the pre-qualification information provided, the undersigned hereby applies to be pre- qualified by yourselves as a tenderer for award of work(s) Management of RCB recognized Centres through e-Portal.

1. Attached to this letter are copies or original documents defining:
 - (a) the applicant’s legal status
 - (b) the principal place of business
 - (c) the place of incorporation (for applicants who are corporations) or the place of registration and the nationality of the owners (for applicants who are partnerships or individually owned firms)

2. Your Agency and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This letter of application will also serve as authorization to any individual or authorized representative or any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

3. Your Agency and its authorized representatives may contact the following persons for further information on general, personnel, technical and financial enquiries.

Contact 1: Name, email and Phone no.

Contact 2: Name, email and phone no.

4. This application is made with the full understanding that:

- (a) Bids submitted by applicants will be subject to verification of all information submitted at the time of bidding
- (b) Your Agency reserves the right to:
 - amend the scope and value of the Contract / bid under this project; in such event, bids will only be called from pre-qualified Bidders who meet the revised requirements; and
 - reject or accept any application, cancel the pre-qualification process, and reject all applications without assigning reasons or incurring any liability thereof; and
- (c) Your Agency shall not be liable for any such actions and shall be under no obligation to inform the applicant.

5. The undersigned declares that statements made and the information provided in the duly completed application are true and correct in every detail.

Signed and Sealed, Name

For and on behalf of

GENERAL INFORMATION

Name of Firm	
Head office address	
Telephone	Contact No
Fax. No.	Email ID
Place of Incorporation/registration	Year of incorporation/registration

Signature and seal of the Authorized Signatory of the Bidder

FINANCIAL CAPABILITY

Financial Year	Annual Turn Over in Indian Rupees (or equivalent to Indian Rupees) as per Audited Balance Sheet
2020-21	₹
2022-22	₹
2022-23	₹

NOTE: The above data is to be supported by audited balance sheets

1. Attach copies of audited balance sheets duly certified by the chartered accountant for all three years (2020-21, 2022-22, and 2022-23). Audited Balance sheet should mention the membership number of chartered accountant issued by ICAI along with full address.

Signature and seal of the Authorized Signatory of the Bidder

(To be submitted on Company Letter Head)

AUTHORIZATION LETTER

We_(name of the Bidder) hereby authorize Shri / Smt. _____ name of the authorized person) to sign and submit the bid to RCB, Faridabad against their tender No.: _____

Date:

Shri / Smt._(name) is also authorized to negotiate the terms and conditions pertaining to the said tender on behalf of M/s _____ (name of Bidder). The specimen signature of Shri / Smt._(name) is appended below.

Specimen Signature: Name:

The undersigned is authorized to delegate the authority on behalf of M/s _____ (name of Bidder), as stipulated above.

For _____ (name of Bidder)

(To be submitted on Company Letter Head)

TENDER ACCEPTANCE LETTER

Date: _____

To,

The Executive Director

Regional Centre for Biotechnology,

3rd Milestone, Faridabad – Gurugram Expressway, Faridabad – 121001

SUB: Acceptance of Terms & Conditions of Tender Reference No: _____

Name of Tender/Work: Re-development of Design, Maintenance and support of RCB Website
“Regional Centre for Biotechnology

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: www.rcb.res.in, as per your NIT / advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I / We have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedules(s), etc.), which form part of the Contract agreement and I / we shall abide hereby by the terms / conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/ entirety.
5. I/We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I/We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the Bidder terminate the Contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

Yours Faithfully,

Authorized signatory
(Signature of the Bidder, with Official Seal)

NON-BLACK LISTING DECLARATION

(Format of undertaking, to be furnished on Company letterhead with regard to blacklisting/ Non-Debarment by Organization)

To,
Executive Director
Regional Centre for Biotechnology NCR Biotech Science Cluster,
3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other Agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For -----

Authorized Signatory

Date:

ANNEXURE-IX

EXPERIENCE OF COMPLETION OF PROJECTS OF SIMILAR NATURE & COMPLEXITY

(During three years ending last day of month previous to the one in which applications are invited)

S.No	Name of the organization with complete address postal	Name & designation of the Contract Person with Tel/Mobile No (s)	Date which from the Contract was awarded	No of persons deployed by your firm

NOTE: Please attach supporting documents (completion certificates along with order copies) for the above information

Signature and seal of the Authorized Signatory of the Bidder.

FORM OF AGREEMENT

This Agreement made on the day of _____20 between Regional Centre for Biotechnology (RCB), Faridabad-Haryana for entering into the work(s) “Re-development of Design, Maintenance and support of RCB Website **“Regional Centre for Biotechnology”** herein after called "The Employer" who enters into this Agreement of the one part and M/s _____ (hereinafter called "The Contractor") of the other part.

Whereas the Employer is desirous that certain works should be executed by the Contractor, viz. _("the Works") and has accepted a Bid by the Contractor for the execution and completion of the works and the remedying of any defects therein.

Now this Agreement witnessed as follows:

1. In this Agreement, words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:
 - (a) The Letter of Award;
 - (b) The said Bid;
 - (c) The General Conditions of Contract;
 - (d) Prequalification document
 - (e) Instructions to Tenderers and Specific Conditions of Contract;
 - (f) The Specification;
 - (g) The Drawings;
 - (h) The Priced Bid
 - (i) Any other relevant documents referred to in this Agreement or in the aforementioned documents

3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all respects with the provisions of this work.
4. One year warranty along with two years comprehensive AMC
5. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying of defects therein the Contract Price or only such other sums as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract

In Witness whereof the parties hereto have caused this Agreement to be executed the day and year first before written.

Signed, Sealed, and Delivered by the Said

Binding Signature for and on behalf of RCB-Faridabad Binding Signature of Contractor

In the presence of: -

Witness (1):

Witness (2):

SERVICE LEVEL AGREEMENT (Acceptance of SLA to be submitted on Company Letter Head)

SEVERITY LEVEL	MAXIMUM PRIMARY RESPONSE TIME		RESOLUTION / EXECUTION TIME
Level 1- Critical	Portal down due to any kind of software bug	2 hours	Within same Business Days
Level 2 – High	Application / Database error	4 hours	Next Business Days
Level 3 - Moderate	Change request	1 day	Within three Business Days

Note: The severity level may be enhanced if large no. of user is impacted due a small error.

CERTIFICATE / DECLARATION FOR TENDER

(IN COMPLIANCE WITH THE F. NO. 6/18/2019-PPD DATED 23RD JULY 2020
OF DEPARTMENT OF expenditure, MINISTRY OF FINANCE,
GOVERNMENT OF INDIA)

I/We have read the clause regarding restrictions on procurement from a bidder of a country, which shares a land border with India. I/We certify that as a bidder, I/We are fulfilling the requirements/conditions mentioned in the OM no. F. No. 6/18/2019-PPD dated 23rd July 2020 of Department of Expenditure, Ministry of Finance, Government of India and not barred to be considered in the bid process.

Signature of Tenderer with Name, Designation, Seal & Date