

No.D-38011/9/2015-16/A&G
GOVERNMENT OF INDIA
PUBLICATIONS DIVISION
MINISTRY OF INFORMATION & BROADCASTING
SOOCHNA BHAWAN, CGO COMPLEX, LODHI ROAD

New Delhi-110 003.
Dated: 07-12-2015

**TENDER FOR DEVELOPING, UPGRADING AND MAINTAINING WEBSITE OF
PUBLICATIONS DIVISION**

The Additional Director General (I/C), Publications Division, Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi – 110 003 invites sealed tenders for the development/ up gradation of website for Publications Division. Interested agencies/ firms may send sealed quotations with Technical & Financial Bids along with **EMD of Rs.25,000/-** in the form of bank draft in favour of the Additional Director General (I/C), Publications Division, New Delhi-110 003.

2. **The quotations may be submitted latest by 3.00 pm on 29.12.2015.** The terms and conditions and relevant information are enclosed. The tenders shall be opened on the same day at 3:30 pm in the presence of representatives of agencies/ firms who wish to be present. The competent authority reserves the right to cancel any or all the quotations without assigning any reason.

Cost of Tender: Rs.1,000/- (Non Refundable)

The tender document is also available on DPD website and e-Portal. Those who use the downloaded tender document are required to submit DD for Rs.1,000/- drawn in favour of the Additional Director General (I/C), Publications Division, New Delhi along with the technical bid.


(SANJEEV KUMAR)
DEPUTY DIRECTOR (ADMN.)
TEL: 2436 2932

Development and Maintenance of DPD Website

The Publication Division, Ministry of Information and Broadcasting, Government of India, New Delhi has undertaken the task of redevelopment and up gradation of its website <http://publicationsdivision.nic.in/>. **The task would also include incorporating the feature of online sale of works published by DPD.** The broad Terms and Conditions to be followed under the contract are as follows:

1. The initial period of contract would be one year, extendable further on satisfactory performance with the approval of the Competent Authority.
2. Only those who fulfill the following minimum criteria may submit their bids:-
 - (a) The agencies should have been in existence for more than 5 years.
 - (b) It should have been registered with the Government authorities concerned as per the norms in vogue (a copy of each of the registrations shall be attached with the bid.)
 - (c) It should have PAN / TIN numbers and Sales Tax/ Service Tax registration number. Necessary documents in this regard may be attached with the bid.
 - (d) It should not have been blacklisted by any Government Organization. Necessary declaration to this effect should be attached with the Technical bid.
 - (e) It should be willing to take up the contract on the terms and conditions.
3. The tenders should be submitted in two sealed covers:
 - (A) The first sealed cover should be super-scribed "**Technical Bid**" and should contain the following, apart from documents in support of the above mentioned requirements:
 - (i) Firm/ Agency profile, including previous experience of contracts with Government Departments.
 - (ii) Acceptance of terms and conditions by enclosing a signed copy of the Terms & Conditions.
 - (iii) Demand drafts for Earnest Money Deposit and Tender Fee.
 - (iv) All other required documents.
 - (B) The second sealed envelope super-scribed "**Financial Bid**" should contain only the rates which are to be quoted.
 - (C) Both the sealed covers should be placed in the main sealed envelope super-scribed "**Tender for developing and maintaining website of DPD**". This should be addressed to the **Deputy Director (Admn.), Publications Division, Room No. 681 (A), 6th Floor, Sookna Bhawan, CGO Complex, Lodi Road, New Delhi-110 003** by post or by hand to be delivered latest by **3:00 p.m. on 29-12-2015**.
4. The tenderers (firms/ agencies) who have submitted all required documents prescribed in Technical Bid will be required to give presentations before the competent committee in DPD for qualifying for opening of Financial Bids.

Deliverables

I. Revamping of the website

1. The agency to which the contract will be awarded shall be responsible for the complete revamping of the DPD website. Revamping includes developing of a dynamic/ CMS based website with detailed book search option, facility for hosting e-books, online sale of books which conforms to the statutory requirements, security audit and anti-hacking provisions.
2. The revamped website is to have the following additional features:-
 - a. Book-search options and user-friendly.
 - b. Option to load digitized books on the website with adequate security measures to prevent any misuse.
 - c. The website should be geared up to allow online payment at a future date.
 - d. Scrolling, highlighting, etc. facilities – in Hindi also.
 - e. Redesigning for an attractive appearance.
3. The revamping must be completed and operational within three months of award of contract, to the satisfaction of DPD.

II. Detailed and technical aspects and requirements of the contract for Revamping and Maintenance of DPD website:-

- i.) The agency to which the contract will be awarded shall be responsible for the complete designing, maintenance and updating of website in order to make it dynamic, interactive and bilingual (Hindi and English). Daily maintenance would include adding new modules, features/links as and when required, integrating other services, updating old software as per the new technology along with testing/repression after updates, the uploading/updating of different segments of the website like archives, sharing & rating segment, Q&A segment, job highlights, web exclusive, photographs, editorial articles, results and admissions, contact details, uploading of online advertisements/notices, handling of subscriber grievances regarding e-version etc. on the website on timely basis. The agency shall have to follow the instructions of the nodal officer authorized for coordination.
- ii.) The agency will be required to maintain/develop the content management tool to make the website dynamic, interactive and bilingual (Hindi and English).
- iii.) The agency will maintain the website and incorporate mandatory elements as required by the guidelines for Indian Government Websites. If necessary, the agency will also be required to redesign the website in accordance with the mandatory requirements of the guidelines or the needs of the Publications Division website.
- iv.) The agency shall develop Hindi version of DPD website.
- v.) Any other work not specified above but required for website will be done by the agency.
- vi.) A copy of CD containing the backend software/source code shall be made available by the agency to Publications Division on installation and after every stage affecting the source code.
- vii.) The agency shall ensure security audit of the website from NIC empanelled agencies/auditors within 2 months from the date of award of contract. Further, the agency shall undertake audit of any fresh module as and when necessary.
- viii.) The agency will provide experienced website operators having profound knowledge of all latest web designing tools and coding languages like HTML Java, .dotnet etc. and with good command over MS Office, PageMaker, Adobe Indesign/illustrator and other related softwares for updating & maintenance of the website who will be available in the office of Publications Division on a daily basis during office hours, i.e 9.30 am to 6.00 pm. The nodal person should be available and accessible 24X7 all days. Instructions given by designated DPD officers must be carried out immediately, even after office hours or on holidays. Publications Division has the right to change the person if not satisfied with his/her work. The personnel deputed shall be a qualified Computer Engineers with minimum qualification of B.Tech/BE/MCA.

- ix.) The agency shall be able to provide with a facility to manage/display ads on the website and calculate the revenue generated by them.
- x.) The agency shall be able to use form authentication and handle SQL injection problem in the website. It should maintain authorization also.
- i.) The agency should use Automatic Task Manager to backup database as per schedule. To ensure security of the website, the agency should make use of encoding/decoding method for managing website data that travels around the webpages.
- ii.) The agency should use dynamic webpages with quick response time by using partial postbak of pages like ajax, jSON to make the website more interactive to the users.
- iii.) The agency should have CMM level-II or -III certificate with ISSO-certificate and should have experience of at least 5 years in providing manpower through outsourcing to government organisations.
- iv.) The agency should develop responsive webpages with the use of jQuery and also perform validations, configuration, management and sensitive data management.
- v.) The developers deployed by the agency should have knowledge to build dynamic webpages in .NET, Java, .HTML and PHP, have sound knowledge in client side/server side state management technique. They should use latest versions of software program, three-tier architecture and MVC.
- vi.) Developers should have knowledge to deal with SOAP, SOA architecture to use web services, WCF in the website for payment-gateway and other web services required by the Employment News.
- vii.) The agency shall have to provide hosting facility, technical support, etc. which are vital for the propel running of website. The hosting of website must be done on a fully secure server as per the guidelines for Indian Government Website.
- viii.) The agency shall have to provide Security from Virus & Hacking of the Website. In case of Virus & Hacking attack, the agency shall have to recreate/re-store the website as per the requirement of DPD.
- ix.) The agency will be required to maintain/develop the content management tool to make the website dynamic and interactive.

III. Other conditions:-

- i.) The contract can be extended for a maximum of 2 more years (in 6 monthly installments) upon satisfactory performance on the same rates and same terms and conditions.
- ii.) The agency shall have to follow the instructions of the DPD officer authorized for the purpose of managing Publications Division's website.
- iii.) The agency will deposit a Performance Security of Rs.50,000/-(Rupees Fifty Thousand only) with the Publications Division in the form of Term Deposit/Fixed Deposit which shall be valid for a period of three years from the inception of the contract. The TDRJFD shall be in duly pledged in favour of ADG (I/C), Publications Division, A/c party name.
- iv.) The Performance Security Deposit of the contractor shall be refunded to him only after completion of the contract and after it is ensured that nothing is due from the contractor. DPD reserves the absolute right to recover any dues from the contractor out of the Performance Security Deposit or through other means.
- v.) The contractor shall indemnify the Govt. from and against any loss, damage, from no fault on DPD and shall ensure that Government's interest is protected and safeguard at any cost.
- vi.) The contractor shall at once inform DPD in the event of any of his license being cancelled or he is deregistered or blacklisted or any action taken against him by any authority whatsoever.
- vii.) The contract can be terminated at any time if the services are not found satisfactory or found deficient in service.
- viii.) The agency shall have to follow the instructions of the assigned Director, DPD, or any other officer authorized for this purpose for inspection/ supervision of the work any time.

- ix.) The agency shall not, without previous consent in writing of the Government, directly or indirectly, assign/transfer or otherwise pan with the benefits of the agreement or any part thereof.
- x.) The Publications Division reserves the right to recover from the agency in any manner possible excess payment made/recoverable/any loss to the Department for the ignorance and negligence of the Contractor which may come to the notice during audit or any other time.
- xi.) The agency shall not be allowed an escalation/change in the cost during the period of the contract due to inflation of any sort of change of any policy by government, change of byelaws or due to any other reason.
- xii.) All disputes and differences arising out of or in any way touching or concerning this contract whatsoever, shall be referred to the International Centre For Alternative Dispute Resolution(ICADR) at Plot No.6, Vasant Kunj Institutional Area, Phase-II, New Delhi 110070.
- xiii.) All other specifications, requirements and conditions laid down in the Notice Inviting Tender shall mutatis mutandis form part of conditions of the Terms and Conditions.

IV. Payment Mode:-

Publications Division shall make payment for revamping of website in appropriate installments. The payment for maintenance of the website will be made on successful completion of each month.

V. Penalty:-

In case of unsatisfactory performance, DPD may levy a penalty at the following rate from any bill:-

DESCRIPTION	RATE OF PENALTY
1 st lapse/default	10% of monthly bill
2 nd lapse/default	15% of monthly bill
3 rd lapse/default	20% of monthly bill
More than 3 rd lapse/default	25% of monthly bill

Publications Division will have the right to withhold payment of AMC or terminate the AMC at any time if the service of the agency is not found satisfactory. The decision of the competent authority, Publications Division in this regard will be final and binding. In case of any major break down in any website(s), the agency shall have to rectify the problems within 24 hours. If the agency shall not rectify the problem, the deduction will be made from the monthly bill as under:-

TIME SCHEDULE	PENALTY
From 24 hours to 36 hours	5% of monthly bill from any bill
From 36 hours to 48 hours	10% of monthly bill from any bill
From 48 hours to 60 hours	20% of monthly bill from any bill
More than 60 hours	25% of monthly bill from any bill

If the breakdown in website(s) lasts for more than 72 hours, DPD reserves the right to terminate the contract *suo moto* and transfer the work of maintenance to any other agency as deemed fit.

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PUBLICATIONS DIVISION**

PRO FORMA FOR QUOTING RATES

Name of the Firm/ Agency: M/s. _____

1	Cost of revamping the website of DPD as per the requirements of Tender Document, including all taxes. (In Rs.)	
2	Cost of maintenance of DPD website with regular updates as required by DPD (Including all taxes. In Rs.)	

Signature :

Name:

Seal/ stamp of the firm/ agency: