



**Indira Gandhi Delhi Technical University for Women
Kashmere Gate, Delhi**

**NOTICE INVITING TENDER FOR
ANNUAL MAINTENANCE CONTRACT & UPGRADATION OF OFFICIAL WEBSITE
OF INDIRA GANDHI DELHI TECHNICAL UNIVERSITY FOR
WOMEN (www.igdtuw.ac.in)**

**Registrar
INDIRA GANDHI DELHI TECHNICAL UNIVERSITY FOR WOMEN
(Established by Govt. of NCT of Delhi under Act 9 of 2012)
Kashmere Gate, Delhi-110006
e-mail: registrar@igdtuw.ac.in; www.igdtuw.ac.in**

Notice inviting Tender for annual maintenance contract and upgradation of the official website of Indira Gandhi Delhi Technical University for Women (www.igdtuw.ac.in)

IGDTUW wishes to engage a reputed vendor for *redesigning, upgradation, developing, updation and maintenance* of the website for Indira Gandhi Delhi Technical University for Women. IGDTUW's existing website is www.igdtuw.ac.in and is hosted on server installed in IGDTUW server room in university campus at Kashmere Gate, Delhi.

The broad Scope of work of the proposed IGDTUW website is given under Scope of Work.

Tender publishing date and time	05.11.2022 at 4:00 PM
Tender Document Download Start Date	05.11.2022 at 4:00 PM
Pre-Bid Meeting	11.11.2022 at 4:00 PM in Conference Room, IGDTUW
Bid Submission End Date/Time	28.11.2022 at 10:00 AM
Bid Opening Date/Time (Technical)	28.11.2022 at 11:00 AM in Conference Room, IGDTUW

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1. INTRODUCTION

Indira Gandhi Delhi Technical University for Women (IGDTUW) was established by the Govt. NCT of Delhi in May, 2013 vide Delhi Act 09 of 2012, as a non-affiliating University to facilitate and promote studies, research, technology, innovation, incubation and extension work in emerging areas of professional education among women, with focus on engineering, technology, applied sciences, architecture and its allied areas with the objective to achieve excellence in these and related fields.

Erstwhile Indira Gandhi Institute of Technology (IGIT) was established in 1998 by Directorate of Training and Technical Education, Govt. of NCT of Delhi as the first engineering college for women only. In 2002, the college became the first constituent college of Guru Gobind Singh Indraprastha University. Over the years erstwhile IGIT has significantly contributed to the growth of quality technical education in the country and has become not only one of the premier institutions of Delhi but as the most prestigious college of north India.

2. SCOPE OF WORK FOR IGDTUW WEBSITE

AMC and Upgradation of IGDTUW Website covers *redesigning, upgradation, developing, updation and maintenance* of existing website (www.igdtuw.ac.in) (which is developed using PHP) into latest technologies and languages with provision of updating independent pages/relevant information by respective offices in different links on day to day basis. Upgradation will be completed within 4 months from the award the work including bilingual website and *Disabled Access Friendly* website. Creation of internal and external links, on-line forms, search facilities, chat bots, feedbacks, FAQs, site maps and any other dynamic and static functionalities whenever required.

Some of the indicative functions / work required are:

a) Graphic Design Support, Graphic updates or New Designs

Note: The graphical contents of the website should result in an eye-catching website, with a pleasant and appealing color-codes portraying activities of IGDTUW.

b) Content Management.

To manage the creation and modification of digital content, include text and embed graphics, photos, video, audio, maps, and program code that display content and interact with the user. Making and creation of banners/poster for different events/workshops/conferences etc for website and other social media platform.

c) Altering the usability of website.

Note: The website should be optimized for load time, response time, navigation and search etc. The optimization should cover all the areas like HTML, CSS, GRAPHICS, PDF, etc., and would be involving smaller page size and faster downloads. The website should be supported by all browsers must be GIGW & STQC compliant.

d) Creating and developing New Links/Pages/chat bots/online forms/feedback pages etc.

e) Security audit as per statutory requirements (as and when required); Security clearance certificate.

f) Obtain Web guideline / compliance certificate from STQC (as and when required)

g) Audit trail of CMS Admin, user etc.

- h) Database management and upgradation of database as and when required.
- i) To make and maintain bilingual website (Hindi & English websites).
- j) Uploading of English and translated Hindi contents, after formatting, according to the uploading / downloading web format (Like HTML, CSS, GRAPHICS, PDF etc.), as & when required.
Records of updation in web contents of the both (English and Hindi) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analyzed.
- k) The appropriate website traffic data to be presented to IGDTU.W, monthly in a suitable format or as and when required.
- l) Modification of Site Map as and when required.
- m) To make and maintain website as a *Disabled Access Friendly* website.
- n) The Vendor will hand-over the source code with complete documentation softcopy to IGDTUW and undertake to debug any flaw in the software development. The Vendor must ensure the confidentiality and security of data to be maintained.
- o) The Vendor shall provide the complete backup of the data and also take back up on regular basis. Vendor will collect back up of IGDTUW website as and when required.
- p) The Vendor also has to provide all technical support to IGDTUW related to Software including hosting, domain registration, ssl installation, dns entries etc, in case requirement arises.
- q) The Vendor would work closely with the IGDTUW and designate a team to provide the requested job in a timely and professional manner.
- r) The Vendor shall undertake modification, beautification including animation (wherever deemed appropriate or required), social media Integration and updation of the content to the utmost satisfaction of the IGDTUW. The Vendor will have to convert any material sent in soft copy format (MS-Word/PageMaker or any other format) to PDF/HTML (or any other format as and when necessary) format before hosting.
- s) It may be necessary for the Vendor to liaise with various divisions/departments of the IGDTUW and gather the required information. Based on the information, the Vendor shall analyse and design suitable for Webpages, modules to be made online, either dynamically or otherwise keeping in view the easy accessibility and/or security of such information.
- t) Vendor should maintain web server(software) and update all patched timely to enhance security of the server.
- u) All software used for upgradation of website must be of licensed version.

3. GENERAL TERMS AND CONDITIONS

- 1) Date till which the bid is valid: 60 days from the opening of Financial Bid. A bid valid for a shorter period may be rejected by the IGDTUW as non-responsive.
- 2) Estimated Cost of tender is Rs. 25 Lakhs for 2 years.
- 3) *Manpower*: The Vendor shall also depute a Project Manager for the IGDTUW website project who must have thorough knowledge of developing similar websites and who can manage the developers/technical manpower and ensure the progress of the project and can undertake the required modifications/customization in the software.

The Vendor shall also deployed one developer/programmer with one technical manpower in

IGDTUW Office. Developer/Programmer will take care of development, upgradation, database management, maintenance activities etc and technical manpower will provide support to developer and make & edit videos/ graphical work/ content management/banner/poster work etc. Manpower deployed is having atleast 1 year of experience in development and maintenance activities of websites. Both manpower will attend IGDTUW office from 9:00 AM to 6:00 PM (Mon-Fri) and may upload important documents/information as and when required. Technical manpower will be equipped with a high end camera for making videos.

The Vendor shall make necessary standby arrangement in case any technical man power is on leave. At any stage, if any additional technical man power is required, the Vendor shall provide the additional technical manpower at no extra cost to the IGDTUW.

The Vendor shall arrange at his own cost the equipment like Computer, Laptop, printer, video camera etc. for the technical manpower attached with the IGDTUW website. The IGDTUW will provide the sitting space, internet, electricity and stationary in the IGDTUW premises.

- 4) All persons employed by the Vendor shall be engaged by him as his own employees in all respects and all rights and liabilities / obligations under the Indian Factories Act, or the Employees Compensation Act and Employees Provident Fund & Misc. Provisions Act, or any other similar applicable enactments in respect of all such personnel shall exclusively be that of the Vendor.
- 5) The Vendor shall bear all costs associated with the preparation of its bid including cost of preparation for the purposes of clarification of the bid, if so desired by the IGDTUW. The IGDTUW in no case will be responsible or liable for these costs regardless of the conduct or outcome of the Tendering Process.
- 6) In exceptional circumstances, IGDTUW should solicit the Vendor's consent to an extension of the period of validity.
- 7) It will be imperative on each Vendor to fully acquaint himself with the local conditions and factors which would have any effect of the performance of the contract and/or the costs.
- 8) When deemed necessary, the IGDTUW may seek clarification on any aspect from the Vendor. However, that would not entitle the Vendor to change or cause any change in the price quoted. The IGDTUW may, if so desired, ask the Vendor to give presentation for the purpose of clarification of the Tender. All expenses for this purpose as also for the preparation of documents and other meetings will be borne by the Vendor.
- 9) IGDTUW will award the contract to the Vendor whose bid has been determined to be substantially responsive and final evaluated score (FES) stands highest.
- 10) At any time, before the deadline for submission of bids, IGDTUW may, *for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, or in response to some points brought to IGDTUW's attention by a prospective bidder*, modify the Tender Document by amending, modifying and / or supplementing the same.

All changes shall be posted on IGDTUW website www.igdtuw.ac.in and the E-Procurement Portal of GNCTD and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on bidders without any further act or deed on IGDTUW's part. In the event of any amendment, IGDTUW reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

- 11) The Vendor shall indemnify the IGDTUW against all third party claims of infringement of patent, trademark or industrial designs, rights arising from the use of the software programs and/or goods or any other part thereof. The software developed on behalf of this contract will be sole property of IGDTUW, India and all rights will be reserved with the IGDTUW.
- 12) The IGDTUW reserves the right to accept or reject any bid, and to annul the Tender process and to reject all bids at any time, without thereby incurring any liability of the affected Tenderer or Tenderers of the grounds for the Purchaser's action. The decision of the IGDTUW in this regard would be final and binding.
- 13) The AMC & Upgradation will start from the date of award of contract for the period of two years. IGDTUW may extend the *Annual Maintenance Contract* further at same rates, terms and conditions up to 5 years by giving extension based on satisfactory performance.
- 14) The Vendor should certify that the individual signing the Tender or other documents in connection with the Bid (necessary documents should be enclosed with Technical Bid) is authorized to sign the tender document.

4. QUALIFICATION / ELIGIBILITY CONDITIONS

- a) The Vendor must have minimum average turnover of Rs. 15 lakhs each for last three financial years (2019-20, 2020-21, 2021-22) (Proof of the turnover of the company during last 3 financial years certified by the Chartered Accountant is to be enclosed with Technical Bid).
- b) The Vendor must have successfully completed at least 3 works of preparation of websites of in Central/State govt. organization/PSUs/MNCs for a minimum value of Rs 12 Lakhs each, in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion from minimum 3 clients to be enclosed with Technical Bid).
- c) The bidder must be a single entity. Consortium or any kind of association of firms will not be allowed to participate in the tender process.
- d) The bidder must have 3 years' experience in Software Development Life Cycle (SDLC) and development of web based interactive forms and associated work relating thereto.

5. DISQUALIFICATION CONDITIONS

- a) Tenderers who have been blacklisted or otherwise debarred by IGDTUW or any Department of Central or State Government or any other Public Sector Undertaking will be ineligible during the period of such blacklisting or for a period of 5 years, whichever is earlier.
- b) Any Tenderer whose contract with the Indira Gandhi Delhi Technical University for Women, or any Department of Central or State Government or any other Public Sector Undertaking has been terminated before the expiry of the contract period at any point of time during last five years, will be ineligible.
- c) Tenderer, whose Earnest Money Deposit and/or Security Deposit has been forfeited by Indira Gandhi Delhi Technical University for Women or any department of Central or State Government or any other Public Sector Undertaking, during the last five years, will be ineligible.
- d) If the Proprietor /any of the Partners of the Tenderer Firm/any of the Director of the Tenderer company have been, at any time, convicted by a court of an offence and sentenced to

imprisonment for a period of Three years or more, such Tenderer will be ineligible.

- e) While considering ineligibility arising out of any of the above clauses, incurring of any such disqualification in any capacity whatsoever (even as a Proprietor, Partner in another Firm, or as Director of a Company etc.) will render the Tender disqualified.
- f) The onus of ensuring the eligibility condition would be on the Tenderer and any party found subsequently ineligible on any account its Tender would be summarily rejected and the EMD and PBG in such case shall be forfeited, without any prejudice to any right or remedies the IGDTUW may have under the Contract and Law.

6. TENDER DOCUMENTS

- a) Tender documents may be downloaded from *E-Procurement Procurement Portal* <https://govtprocurement.delhi.gov.in/nicgep/app> Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed Tender document on the said website. Tenders and supporting documents shall be uploaded through e-procurement portal. Hard copy of the Tender documents will not be accepted.
- b) Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the said website.

7. SUBMISSION OF BIDS

- a) Technical bids would be open online in the presence of the Vendors or their duly authorized representatives who choose to attend the same. They can also check the technical bid opening status online at their own end. Price Bid would be opened for only those bidders who are Technically Qualified with more than 60 marks in Technical Evaluation Criteria and would be intimated accordingly.
- b) Bidders are required to submit the original copy of EMD through DD/Bankers Cheque in the IGDTUW on the name of Registrar, IGDTUW before last date of bid submission. Bidder shall upload the scanned copy of EMD on E-Procurement Portal.
- c) IGDTUW reserves the right to accept/reject any or all bids and/or cancel the Tender proceedings without assigning any reason, whatsoever.
- d) Incomplete or unsigned bids shall be rejected.

8. EARNEST MONEY DEPOSIT, PERFORMANCE GUARANTEE AND SECURITY DEPOSIT

- a) **Earnest Money Deposit (EMD):** Bids should be accompanied with an Earnest Money (refundable) for an amount of Rs. 50,000/- (Rupees Fifty Thousand only).

The Tenderers shall deposit EMD through DD/Bankers cheque in the IGDTUW on the name of Registrar, IGDTUW and shall be uploaded the scanned copy of EMD on E-Procurement Portal and No interest will be payable to the Bidder on the amount of the EMD.

Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible.

The EMD shall be forfeited:

- 1) If a Bidder withdraws his bid or changes his quoted prices during the period of bid validity

or its extended period, if any, including any condition in the Financial bid; or

- 2) In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Guarantee within specified time in accordance with the format given in the RFP.

Firms registered with MSME / NSIC with valid certificate duly issued by GOI are exempted for submitting EMD.

- b) **Performance Bank Guarantee (PBG):** Within 15 days of the receipt of notification of award from the IGDTUW, the successful Tenderer shall furnish a *Performance Bank Guarantee* (PBG) equivalent to 3% of the contract value in the form of Demand Draft in favour of Registrar, IGDTUW payable at Delhi from any public Sector/nationalized Banks valid for a period up to three months after completion of contract, in accordance with the conditions of the contract. Failure of the successful Tenderer to comply with this requirement shall constitute sufficient ground for the forfeiture of EMD, in such event, the IGDTUW may call for new bids. The PBG should be extended beyond above period, if required by IGDTUW, otherwise IGDTUW has an option to encash the Performance Bank Guarantee (PBG).
In case of failure of Vendor for not fulfilling the requirement/job as per terms and conditions IGDTUW has right to encash the PBG submitted towards Performance Guarantee. No interest will be payable to the Bidder on the amount of the PBG.

9. PAYMENT TERMS

The broad features of the payment against services availed will be as follows:

- a) Payment only against delivery of the project / tasks.
 - 1) 1st Payment will be made after 6 months after successful upgradation of website and acceptance by IGDTUW.
 - 2) After first payment, next payments will be made on quarterly basis after satisfactorily completion of work/maintenance.
- b) Liquidated Damages (LD) in case of non-achievement of project / contract in stipulated period or not providing satisfactory services may be imposed by IGDTUW subject to a maximum of 10 % of contract value.

10. DOWNTIME AND PENALTIES

- 1) Response Time and Resolution Time
 - i) The Website shall be zero tolerance downtime.
 - ii) Minor Faults shall be addressed immediately and in worst case it should not exceed 2 hours
 - iii) The Major Faults with in 4-6 Hours.
- 2) Penalties
 - i) Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime

shall be calculated after lodging the complaint with service engineers to be stationed at IGDTUW Campus at Kashmere Gate either in writing or phone or email by the users.

- ii) The downtime will be counted until the website starts functioning normally again.
 - a) As the website is zero tolerance downtime every effort should be made by the Firm/Company to make it running 24 x 7. However, in case of breakdown of server/website (except hardware) for whatever reasons, a penalty of Rs. 1000/- per hour shall be deducted and maximum of 25% of the proportionate monthly amount up to 72 hours.
 - b) If the breakdown in website(s) lasts for more than 72 hours, IGDTUW reserves the right to terminate the contract suo-moto and transfer the work of maintenance to any other agency as deemed fit.
 - c) For any security lapses in website, a penalty of Rs. 10000/- will be imposed.
 - d) If Service engineers posted at University remain absent for a day and his substitute is not provided for that day by the Firm/Company, Rs.1000/- per day of the staff for that day will be deducted from the bill

11. TERMINATION OF CONTRACT:

A) BY IGDTUW:

- 1) In the event of the Vendor having been adjudged as insolvent or going into liquidation or winding up their business or making arrangement with their creditors, the IGDTUW shall be at liberty to terminate the contract forthwith and to realize from the Vendor all resultant losses, damages, costs incurred without prejudice to any other rights or remedies under the contract and law and to get the work done for the unexpired period of the contract at the risk and cost of the Vendor.
- 2) The IGDTUW shall also have, without prejudice to other rights and remedies, the right in the event of breach by the Bidder of any of the terms and conditions of the contract, or failing to observe any of the provisions, obligations governing the contract, to terminate the contract forthwith and to get the work done for the unexpired period of the contract at the risk and cost of the Vendor and to forfeit the Performance Bank Guarantee or any part thereof for recovery of all losses, damages, costs and expenses which may be incurred by IGDTUW consequent to such termination and / or in completing the assignment.

IGDTUW may also effect recovery from any other sums then due to the Vendor or which at any time thereafter may become due under this or any other contract with IGDTUW. In case the sum is not sufficient to cover the full amounts recoverable, the Vendor shall pay IGDTUW on demand the entire remaining balance due.
- 3) IGDTUW may at any time without assigning any reason terminate the contract without any liability by giving 45 days' notice to the bidder.

B) BY VENDOR:

The Vendor may terminate this Contract, by giving not less than sixty (60) days' written notice to the IGDTUW if the IGDTUW fails to pay any undisputed amount due to the Bidder under the

Contract, provided that if the IGDTUW pays such amount within the notice period such termination notice shall become infructuous.

C) PAYMENT UPON TERMINATION:

The IGDTUW shall pay remuneration for Services satisfactorily performed prior to the effective date of termination provided such termination is not on account of any breach of contract by the bidder.

12. FORCE MAJEURE

Notwithstanding the above provisions, the Vendor shall not be liable for forfeiture of Performance Security, liquidated damages or termination for default, if and to the extent that delay in performance or other failure to perform obligations is a result of an event of Force Majeure.

For the purpose of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor and not involving the Vendor's fault or negligence and not foreseeable.

If Force Majeure situations arise, the Vendor shall promptly notify the IGDTUW in writing of such conditions and cause thereof.

13. LAWS GOVERNING THE CONTRACT AND DISPUTE RESOLUTION

Any disputes arising out of or relating to the contract shall be settled through arbitration to which both, Indira Gandhi Delhi Technical University for Women, and the Vendor hereto consent that the decision of Competent Authority, IGDTUW shall be final and binding. However, for unresolved disputes, shall take place at courts at Delhi who have jurisdiction over the matter. The contract shall be interpreted in accordance with the Indian Laws.

The Contract will be governed by the Laws of India for the time being in force. Any dispute arising out of this Contract will be settled in the Court of law of competent jurisdiction. The Courts in Delhi shall have exclusive jurisdiction to adjudicate the disputes arising under the Contract.

14. INDEMNITY

The Consultant shall indemnify defend and hold harmless the IGDTUW during and after the term of this contract from and against all liabilities, damages, loses, expenses, demands, actions, proceedings, costs and claims of any nature whatsoever arising out of the acts, omissions, negligence and breach of this contract.

15. TWO BID SYSTEM (TECHNICAL AND FINANCIAL)

The two bid system will be followed for this tender. **Bidders are advised to carefully read this tender document before submitting his bid.** In this system bidder must submit / upload online at <https://govtprocurement.delhi.gov.in/nicgep/app>, scanned copies of requisite documents as given below, along with offer in two cover system.

A) COVER NO.1 - TECHNICAL BID

Bidders shall submit document as per Annexure I

B) COVER NO.2 - FINANCIAL BID

Bidders shall quote their rate as per Financial Bid at Annexure II

NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT AND UPGRADATION OF OFFICIAL WEBSITE OF INDIRA GANDHI DELHI TECHNICAL UNIVERSITY FOR WOMEN (igdtuw.ac.in)

Confirm the following enclosures (scanned copies) along with this format:

- i. Permanent Account Number (PAN) and GST Number of the firms.
- ii. Earnest Money for an amount of Rs. 50,000/- in the form of a DD/ Bankers Cheque in favour of the Registrar, Indira Gandhi Delhi Technical University for Women, Delhi as prescribed or Valid MSME/NSIC Certificate for EMD Exemption.
- iii. Proof of its Registered Office and other office (s), work place etc. and the bidder must have technical and support office in NCR *Region*.
- iv. Details of Technical Manpower available with the firm (Certificate from HR Dept).
- v. Self Certificate / Documentary evidence in support of 3 years of experience in Software Development Life Cycle (SDLC) and development of web based interactive forms and associated work relating thereto.
- vi. Turnover for last three financial years certified by Chartered Accountant.
- vii. Experience certificate for completion of at least three works of preparation of websites of minimum value of Rs 12 Lakhs each in Central/State govt. organization/PSUs/MNCs in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion with monetary value from minimum 3 clients to be enclosed).
- viii. The bidder shall sign all papers of the bid / tender documents.
- ix. Letter of undertaking with declaration that the company is not black listed by any Govt./Semi Govt. organization or PSU.
- x. Letter of undertaking regarding acceptance of all the terms and conditions of this tender document. (Format Given as Annexure- II)
- xi. The Vendor must have successfully completed at least one work for design and development of website of Central/State Government/Deemed University in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion from clients to be enclosed with Technical Bid).
- xii. The Vendor must maintain (AMC) at least one website of Central/State Government/Deemed University in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion from clients to be enclosed with Technical Bid).
- xiii. Authority Letter for the person signing the bid document (ref clause 17).

Technical Evaluation Criteria

The bidders/applicants qualifying the initial criteria of basic eligibility will be evaluated for following criteria by scoring method on the basis of details furnished by them for technical bid qualification:

S No	Criteria	Documents	Max Marks
1	The Vendor must have successfully completed at least one work for design and development of website of Central/State Government/Deemed University in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion from clients to be enclosed with Technical Bid)	1	3
		2-3	5
		More than 3	10
2	The Vendor must maintain (AMC) at least one website of Central/State Government/Deemed University in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion from clients to be enclosed with Technical Bid)	1	3
		2-3	5
		More than 3	10
3	The Vendor must have successfully completed at least 3 works of preparation of websites of in Central/State govt. organization/ PSUs/MNCs for a minimum value of Rs 12 Lakhs each, in last 3 financial years (2019-20, 2020-21, 2021-22) (Certificate of satisfactory completion from clients to be enclosed with Technical Bid)	Min 3 Clients	3
		4-5 Clients	5
		More than 5 Clients	10
4	The minimum average turnover of the company for the financial years 2019-20, 2020-21,2021-22	Minimum 15 Lakhs	3
		16 Lakhs -1 Crore	5
		More than 1 Crore	10
5	Number of Websites, make and maintain as a Disabled Access Friendly website/ Hindi & English. Details of Clients and Work Orders/Completion Certificates should be attached.	1	3
		2-3	5
		More than 3	10
6	Bidder's certification - CMMI/ISO/CERT-IN empaneled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of Bid). Copy of Certificates should be attached with the bid.	2 Numbers per certificate	10
7	Technical Presentation a) Execution Plan & Timeline – for revamping the website b) Presentation Quality & Layout c) Overall Aesthetics & Technology d) Demo of minimum 2 websites developed by the Bidder including one university website.		40

Note:

1. Technical Bid Evaluation will be done on the scale of 100 Marks/points. The bidders qualifying Technical stage with 60 marks/points or more will be considered as technically responsive bid and shall be considered for the opening of financial bid.
2. Participants bidders/agencies to submit the Technical Presentation including upgradation and amc plan, timeline, manpower details and demo of two website developed by bidder before TEC.
3. The Technical Bid Criteria mentioned in table must be fulfilled and supported by relevant document as indicated in the table above.
4. Technical bid evaluation will be done by a Technical Evaluation Committee (TEC) constituted by IGDTUW.
5. TEC will go through all the documents submitted by the bidder to do the technical evaluation. TEC will also be free to do reference checks with the client(s) of the bidder as per the details provided by the bidder. In addition, TEC may seek clarifications from the bidder during the presentation session of the bidder. The decision of TEC will be final.

PRICE BID

Notice Inviting Tender for Annual maintenance contract and Upgradation of the official website of Indira Gandhi Delhi Technical University for Women (www.igdtuw.ac.in)		
Tender Id:		
Name of the Bidder/Bidding Firm/ Company		
		(For IGDTUW)
S No.	Item	Annual maintenance contract and Upgradation of the official website of Indira Gandhi Delhi Technical University for Women (www.igdtuw.ac.in)
1	Total AMC and Upgradation Charges for 2 Year	
2	GST (as applicable)	
3	Grand Total with GST (in figure)	
4	Grand Total with GST (in words)	

Kindly note that the details should be unambiguous and be specified clearly. Any ambiguity in the Bid may result in the rejection of the Bid.

- i. The bid should be strictly as per format prescribed.
- ii. Bids should conform to all the terms mentioned herein.
- iii. Failure to furnish all relevant information as required or submission of bid not substantially responsive to this document in every respect will be at the bidders risk and may result in rejection of the bid.
- iv. No correspondence shall be entertained in case the bid is rejected on this account.
- v. Vendors are advised to study the details carefully. Submission of bid shall be deemed to have been done after careful study and examination of the details, as provided hereunder with full understanding of its implications.
- vi. The bidder cannot impose any conditions. All such bids will be rejected at the discretion of IGDTUW.

Name & Signature of the Contractor with Seal

Computation of Final Evaluated Score using Technical Score and Financial Score

Technical Score of the Bidder (TSB) is the score awarded to the bidder by the Technical Evaluation Committee of the University as per the Technical Evaluation Table.

Financial Score of the Bidder (FSB) is obtained using the price of the concerned bidder and that of the lowest bidder (without taxes). This is computed by the evaluation committee as per the following formula:

$$\text{FSB} = (\text{Bid amount of the lowest bidder} / \text{Bid amount of the concerned bidder}) \times 100$$

The Final Evaluated Score (FES) of the bidder is based on both the technical evaluation score and financial bid score. The technical evaluation gets 70% weightage and financial bid gets 30% weightage in the final score. IGDTUW will evaluate and compare the bids that have been determined to be substantially responsive using the following formula:

$$\text{FES} = [0.70 \times \text{TSB} + 0.30 \times \text{FSB}]$$

Where FES: Final Evaluated Score; TSB: Technical Score of the Bidder; FSB: Financial Score of the concerned Bidder

Final Comparison of Bids and Award of Contract

The Final Evaluation will be performed assuming that the contract will be awarded to the bidder whose Final Evaluated Score (FES) stands highest. In case of a tie on FES, bidder of higher Technical Score will be eligible for the award of contract.

(Signature of the Authorized Person)

Name:

Designation:

Seal of the Company

Date:

Place:

Date:.....

To,

.....

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No.

Name of Tender/Work:

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned „Tender/Work“ from the web site(s) namely:.....as per your 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 from Page No.to(including all documents like annexure(s), schedule(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/organizations too have 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.

7. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender /bid including the forfeiture of the full said earnest money deposit absolutely along with taking action as per other remedies available under law.

8. I hereby certify that the information furnished above is full and correct to the best of my / our knowledge and belief. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with the IGDTUW in future. I also certify that the period of validity of this Bid is 45 days from the date of opening ofthe Financial Bid.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE- IV - PERFORMANCE BANK GUARANTEE

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing Bank)

This Deed of Guarantee made this day of between _ (Name of Bank) having its registered office at _____(place) and one of its local offices at_(hereinafter referred to as the Surety), in favour of Indira Gandhi Delhi Technical University for Women (IGDTUW).

WHEREAS M/s _____(hereinafter referred to as "Bidder") having its registered office at _____is bound to furnish Performance Guarantee in the form of Bank Guarantee with IGDTUW in connection with the award of a Bid for Redesign, Updation/Development and maintenance of official website of Indira Gandhi Delhi Technical University for Women

WHEREAS the Bidder as per clause no. __ of terms and conditions of the bid No. __ dated __ has agreed to furnish Performance Guarantee by way of Bank Guarantee for Rs. __ for due performance of all obligations under the contract within Ten working days from the date of acceptance of bid.

NOW THIS WITNESSETH:

- 1) That the Surety in consideration of the above Bid made by the Bidder to IGDTUW hereby undertakes to pay on demand by the IGDTUW and without demur, and without notice to the Bidder, the said amount of Rs. __ (Rupees _____).
- 2) This Guarantee shall not be affected /discharged by any infirmity or irregularity on the part of the Bidder and by dissolution or any change in the constitution of IGDTUW, Bidder or the Surety.
- 3) The Surety shall not and cannot revoke this Guarantee during its currency except with previous consent of IGDTUW in writing.
- 4) Notwithstanding anything contained in the foregoing, the Surety's liability under the Guarantee is restricted to Rs. __ (Rupees _____).
- 5) This Guarantee shall remain in force and effective upto and shall expire and become ineffective only on written intimation given to the Surety by IGDTUW for this purpose and in that case this Guarantee shall stand discharged.
- 6) The Surety will make the payment pursuant to the Demand issued by IGDTUW notwithstanding any dispute or disputes raised by the Bidder against IGDTUW, Bank or any other person(s) in any suit or proceeding pending before any Court or Tribunal as the surety's liability under this Guarantee is absolute and unequivocal.
- 7) Any forbearance, act or omission on the part of IGDTUW in enforcing any of the conditions of the said Bid or showing any indulgence by IGDTUW to the Bidder shall not discharge the Surety in any way and the obligations of the Surety under this Guarantee shall be discharged only on the written intimation thereof being given to the Surety by IGDTUW.

- 8) Notwithstanding anything contained hereinabove, unless a demand or claim under this Guarantee is made on the Surety in writing on or before the Surety shall be discharged from all liabilities under Guarantee thereafter.
- 9) The Surety has the power to issue this Guarantee under its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so under the authority conferred on him by the bank.

SIGNED AND DELIVERED

For and on behalf of

For and on behalf of above named Bank

(Banker's Name and Seal)