

## **Tender Specifications for Maintenance of Official Website of NCCR**

**National Centre for Coastal Research (NCCR)**, an attached office of the Ministry of Earth Sciences, is inviting competitive bids through GeM Portal for maintaining its official website <https://www.nccr.gov.in> for a period of 05 (Five) years. Interested and eligible bidders are requested to submit their bid through GeM portal with all the requisite supportive documents. No clarifications will be asked to the bidders and if there is any non-submission of information or supportive documents, the submitted bid will be rejected / disqualified in the technical evaluation. Only relevant and to the point information/document should be submitted and will be acceptable. Failure to provide any required information, may lead to the rejection/disqualification of the bid.

### **Qualification Criteria**

For the following qualification criteria, necessary relevant supportive documents should be submitted and otherwise, the bid will be disqualified.

1. The bidder shall be a Government Department / organization / Society (registered under established relevant central Acts) / or a reputed private company / firm or those who have been approved by / served to, any Government Department/ organization. Necessary proof should be submitted.
2. The Bidder must have five years of experience in design, development and maintenance of website. The suitable / complete supportive documents in claim of their experience should be submitted.
3. The bidder must have successfully completed at least 6 maintenance contracts in any Central or State Govts./ PSUs / Subordinate offices/ Autonomous Bodies/ etc. in the previous five years. The copies of details of such contracts should be furnished.
4. The bidder must have successfully completed at least 10 website design & development for any Central or State Govts / PSUs / Subordinate offices/ Autonomous Bodies, etc. in the previous five years. The copies of details of such contracts should be furnished.
5. An original (ink signed) performance certificate from any one of the client categories (as stated above) should be submitted. The certificate should be in client's letterhead.

6. An undertaking (self-certificate) that the bidder has not been blacklisted by any Central/State Government institutions and there has been no pending litigation with any Government department on account of execution of similar maintenance service.
7. The bidder must have fully operational/functional office in Chennai and the details of organizational profile, contact address, manpower details along with copy of registration certificate of the firm (incorporation certificate or registration certificate) should be submitted. A copy of PF & ESI Rental agreement or Telephone bill or any other relevant proof certificate need to be submitted in case of branch office, located at Chennai.
8. Bidders must be MSME, ISO 9001 & 27001 certified and the certificates, which should be valid on tender opening date, must be submitted.
9. Bidders should be SEI and CMMI (Capability Maturity Model Certificate issued by competent integration) firm and the copies of certificates should be submitted.
10. Bidders must have thorough knowledge of NCCR 's sitemap architecture and the technologies used in the development. Bidders should submit one page write-up about their maintenance plan, protocol, elaborating their understanding on the functionality of the NCCR site along with other terms and conditions.
11. The bidder should furnish copies of GST registration, PAN/TIN of the firm **(Please upload the scan copies)**.
12. The contractor's team should be proficient in html, Asp.net, PDF, RDBMS FLASH, serve lets, XML, PHL, HTML, JavaScript, Joomla CMS and other content management Tools and latest tools **(Please upload the self certificate)**
13. The bidders who are registered / approved by Government organization like NICS, NIC/NSIC only be considered. **(Please upload the scan copies)**
14. Bidder should have ISO 9001:2008 and ISO27001:2005. **(Please upload the scan copies)**
15. Bidder should not be blacklisted by any Govt./State Dept./PSU. An undertaking certificate in bidders letterhead should be submitted by bidder **(Please upload the scan copies)**.
16. The participating bidder(s) must have **annual turnover of** Minimum 50 lakhs (only from website maintenance and hosting activity) in any one of preceding

year during last three years. **(Please upload the scan copies)** duly certified by the Chartered Accountant.

17. Attach Balance sheet and Profit & Loss account details with Bid. **(Please upload the scan copies)** duly certified by the Chartered Accountant.

### Scope of Work:

The official website of NCCR (<https://www.nccr.gov.in>) is already operational in English and Hindi Language and is being hosted by NCCR. The bidder should consider the following points while quoting the price.

### Important Parameters of the Website:

1.	Technology used for developing website application	PHP, HTML, Javascript, AJAX, Joomla, CMS
2	Development Platform	Cent OS 7
3	Database	MySQL / MariaDB
4	Number of databases and their sizes	3nos, approx 100MB each
5	Number of static and dynamic web pages	Approx 50 dynamic pages
6	Size of Website	Approx 5GB
7	Estimated no. of updates per month	20-50 per month
8	Upload and download data size month	Approx 50GB per month at peak time

### Expected Activities during the Maintenance Period:

- 05 (Five) Years offsite website maintenance service is required for the developed website of NCCR, which is developed using Drupal CMS on a Cent OS platform.
- A new designing and additional work for Recruitment page and data archival system is required. The new work pages / work maximum up to 10% of the present pages.
- The contractor is required to make correction in the existing website only and complete change in the coding / technology will not be allowed at any circumstances.
- Any small out of scope work request on modifications (e.g., less than 48 working hours of effort) can be absorbed within the contract and such requirement will be considered maximum once in every three months and it will be carry over to next quarterly period , if it is not utilised in a quarter period.
- Checking Security of the website on a regular interval and submit the reports periodically.
- Backing up of NCCR Website contents in locally connected medium and in external medium.
- Updation of Operating system and Drupal version as per requirement.

- Conducting and coordinating security audit/STQC certification as and when needed as per GOI guidelines. The contractor will be responsible to get the website audited by any CERT-in empanelled security auditors. The security audit is to be done once in two years of the contract period..by CERT-IN Empanelled auditors. That is, the security audit is under the scope of work and the contractor is responsible for getting the audit certification as per GOI norms.
- Adding Notices, Tenders, documents in respective sections.
- Updating Sitemap
- Bug Fixing
- Maintenance of Static pages information
- Checking of dead link
- Uploading Content as per requirement (Content will be provided by NCCR)
- Content Modification on the existing website
- Content modification/links on the existing website
- Support for cross browser compatibility of website
- Support for any functional problem of any module of website
- Database management
- Websites should be regularly checked for Security vulnerabilities and should be updated regularly.
- Websites'/Server's backups/logs should be monitored daily
- Periodic check of system logs with closure of issues raised.
- The contractor shall be required to undertake full responsibility of the safe custody, security of data supplied by NCCR.
- Updation would include regular upgradation of news, data, reports, tender announcements, recruitment and other relevant information etc., on daily, weekly, fortnightly or monthly basis as may be required.
- Regular web promotion shall be a part of this activity and shall include activities such as search engine registration and linking to related web sites and home page improvements etc. This shall also include the work of refurbishment of site at appropriate interval not less than one time per quarter during the maintenance period.
- Resolving all types of vulnerabilities (related to Security of the website) reported by various Government agencies including Cyber Security Division of NIC.

- The Contractor will fix the Penetration and Vulnerability test which includes updating bootstrap, jQuery, and framework as per the current requirement and also all the vulnerability raised by Government agencies related to Security Clearance will be fixed during the contract.
- Protection against defacement and hacking of the web application and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc. In case of virus or hacking attack, the contractor shall have to re-create/restore the website within 4 hours when the hardware is ready.
- Onsite visit of the contractor with minimum 2 visits in a month which will not be carried over to next month and in every month, the contractor shall submit the reports and feedback to NCCR. Onsite support visit of every month by the contractor is compulsory to undertake the pro-active maintenance activities at the site.
- Maintenance and regular updation of the all associated activities Linked with the work related to the existing website.
- Static/Dynamic information updation (as and when required).
- Maintenance & Checking for dead links of static pages.
- Archival & updation of data & sitemap of information.
- Re-design of Home Page (as and when required) and all inputs shall be provided by NCCR.
- Content research and management (Uploading of the English & Hindi Contents on website).
- Accepting bugs and minor changes and providing the solution.
- Link updates, uploads, replace and addition of content and links and other related work.

**Maintenance of the following features, functionalities and links already available in the website:**

- i) Image Gallery
- ii) Latest News
- iii) Important Announcements
- iv) Important Links
- v) Any other recruitment process as may be prescribed by NCCR
- vi) Organization Chart
- vii) Staff details

- viii) Vacancy
- ix) Download
- x) Events date wise
- xi) Tender
- xii) Notice Board
- xiii) Contact Address
- xiv) Site map
- xv) Right To Information (RTI) and other existing links.

- a. Monthly Web analysis reports & progress
- b. Popular pages of website
- c. Hit rate and source domains
- d. Average time spent on website
- e. List of referrers
- f. Visits from search engines
- g. Page wise hit rate
- h. Any other report required by NCCR

**Service Requirement:**

**Website Monitoring:** Website to be monitored 24\*7\*365 days in a year

**New / additional work :** Recruitment page and data archival system

**Website Uptime:** 100% uptime availability of the NCCR Website, when network is available and without any hardware problem.

**Troubleshooting:** The successful bidder will provide its immediate support and assistance in the event of any disruption in the Services being provided by bidder. The manner and time frame for troubleshooting and the timelines for the resolution of the problems will be as follows:

Troubleshooting & resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)	Updates
High	Out of Service – Network down, power or infrastructure down at bidder	15 Minutes	4 Hours	<b>30 Minutes</b>

	data centre Premises.			
Medium	Partial/Intermittent service interruptions- e.g. System, N/W performance degraded but still functioning. (For Services being provided by bidder and inside its premises)	30 Minutes	8 Hours	<b>1 Hour Interval</b>
Low	All change requests, access request etc.	1 Hour	24 Hours	<b>4 Hours</b>

**Penalty for downtime of website and server:** The agency will provide system generated reports in support of 100% uptime on monthly basis on last working day of every month. There will be a penalty of Rs.2000.00 per hour for downtime upto a maximum of 10% of annual maintenance, if it is other than hardware and network problem.

The tender documents can be downloaded from the website of <https://gem.gov.in>. The Bidders are required to study complete Bid/tender document carefully before submitting the same.

The interested Bidders may submit their tenders online through the GeM portal at <https://gem.gov.in>. All the documents in support of eligibility criteria etc. may be scanned and uploaded online. **Tender sent by any other mode will not be accepted and bids without any supportive documents will be disqualified. Bidders are requested to send the index page about the submitted supportive documents. Bidders may submit a single PDF file containing all the supportive documents along with index page with page no details.**

**Award of Contract:**

NCCR shall award the contract to the lowest priced bidder subject to being found technically, commercially and financially acceptable by NCCR based on the qualification criteria, experience, past performance and technical capability (based on one page write-up). **Bidders are requested to quote their bid**

**price for a period of 06 (SIX) MONTHS Only (inclusive of GST) in the GeM Portal.**

### **Payment**

Maintenance support charges shall be made through pro-rata on half yearly basis (at the end of each half year) to the contractor upon satisfactory services provided to NCCR on support activities for website maintenance during the period.

### **Maintenance**

The agency is expected to maintain the complete website both technical and application for overall 5 years (24X7X365) subject to satisfactory performance of the agency which will be evaluated every half year. The application management will include any content update, upload or any other minor change in website. The agency shall have to provide security from virus attacks and hacking of the Website. In case of virus or hacking attack, the agency shall have to re-create/restore the websites immediately.

**Important Note:** Since the available provisions not allowing the contract for a period more than 6 months at GeM portal, **Bidders are requested to quote their bid price for a period of 06 (SIX) MONTHS Only (inclusive of GST) in the GeM Portal.** A separate contract order will be placed with the successful contractor based on the six months price along with other terms and conditions of tender for the complete period of FIVE Years.

### **TERMINATION OF CONTRACT**

NCCR shall have the right to terminate this Contract without any notice

## **Special Terms and Conditions**

The maintenance contract shall initially be for a period of **SIX Months** and extendable to FIVE Years on the basis of performance of past year with the quoted contract price basis.

### **Payment**

- i) Payment shall be made pro-rata on half yearly basis at the end of each six months upon satisfactory contract service by the contractor.
- ii) Penalty shall be deducted from the running payments

### **Termination of Contract**

It may also be noted that in case of contractor backing out in midstream without any explicit consent of NCCR, they will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by NCCR on maintenance of website from the remaining period of contract through alternative means.

The above act of backing out would automatically debar the firm from any future dealing with NCCR.

### **ARBITRATION:**

- a) In the event of the Arbitrator dying, neglecting or refusing to act or resigning or being unable to act for any reason, on his award being set aside by the court for any reason, shall be lawful for the Director NCCR, Chennai to appoint another arbitrator in place of the outgoing arbitrator in the manner aforesaid.
- b) It is further a term of this contract that no person other than the person appointed by the Director, NCCR as aforesaid should act as arbitrator and that, if for any reason that is not possible, the matter is not to be referred to Arbitration at all.
- c) The arbitrator may from time to time with the consent of all the parties to the contract enlarge the time for making the award.
- d) Upon every any such reference, the assessment of the costs incidental to

the reference and award respectively shall be in the discretion of the arbitrator.

e) Arbitration shall be held in Chennai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

### **FORCE MAJEURE CLAUSE**

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or extra ordinary events or circumstances beyond human control leading to delays or non-fulfillment of contractual obligations. And to restrictions imposed under any Act or extensive order of the Government/s on account of COVID-19 global pandemic or act of God (hereinafter referred to "events") provided, notice of the happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract. The contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the contractor at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the purchaser may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.

## Technical Compliance Sheet

**(Bidders are requested to submit the duly filled compliance sheet, provided in their letterhead and the supportive documents should be relevant to the requirement)**

Sl.No	Description	Is supportive document submitted Yes/No?	Page no of Bid doc
1	Type of Bidder: Government Department / organization / Society (registered under established relevant central Acts) / or a reputed private company / firm or those who have been approved by / served to, any Govt. Department/ organization		
2	Experience: Five years of experience in design, development and maintenance of website		
3	Performance: successfully completed at least 6 maintenance contracts in any Central or State Govts./ PSUs / Subordinate offices/ Autonomous Bodies/ etc. in the previous five years		
4	Performance: successfully completed at least 10 website design & development for any Central or State Govts / PSUs / Subordinate offices/ Autonomous Bodies, etc. in the previous five years		
5	Performance: original (ink signed) performance certificate from any one of the client categories.		
6	Undertaking : self-certificate that the		

	bidder has not been blacklisted by any Central/State Government institutions		
7	Location: Details of organizational profile, contact address, manpower details along with copy of registration certificate of the firm (incorporation certificate or registration certificate) should be submitted. A copy of PF & ESI Rental agreement or Telephone bill or any other relevant proof certificate need to be submitted in case of branch office, located at Chennai		
8	Certificates: Copies of MSME , ISO 9001 & 27001 certifications		
9	Certificates: Copies of SEI and CMMI certificates		
10	Technical Capability: one page write-up about their maintenance plan, protocol, elaborating their understanding on the functionality of the NCCR website along with other terms and conditions.		
11	Copies of GST registration, PAN/TIN details of bidder		
12	Team members proficiency: team should be proficient in html. Asp.net, PDF, RDBMS FLASH, serve lets, XML, PHL, HTML, JavaScript, Joomla CMS and other content management Tools and latest tools		
13	Registration: Registered with NICSI or NSIC.		
14	Standard :ISO 9001:2008 and		

	ISO27001:2005 certification.		
15	Self Certificate : Not blacklisted by any Govt./State Dept./PSU		
16	Annual turnover: Minimum 50 lakhs (only from website maintenance and hosting activity) in any one of preceding year during last three years		
17	Balance sheet and Profit & Loss account details		
18	Any other relevant document		

Signature of the Bidder

Name:

Designation:

(with bidders official seal)

NCCCR