TENDER DOCUMENT UPGRADATION, REDESIGN OF NESAC OFFICIAL WEBSITE WITH ONE YEAR OPERATIONAL SERVICES

अक्टूबर/October 2023

भारत सरकार/Government of India अंतरिक्ष विभाग/Department of Space उत्तर-पूर्वी अंतरिक्ष उपयोग केंद्र/North Eastern Space Applications Centre उमियम/Umiam-793103, मेघालय/Meghalaya

भारत सरकार/Government of India अंतरिक्ष विभाग/Department of Space उत्तर-पूर्वी अंतरिक्ष उपयोग केंद्र/North Eastern Space Applications Centre उमियम/Umiam-793103, मेघालय/Meghalaya

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ईमेल/Email: purchase.nesac@nesac.gov.in

निविदा आमंत्रण सूचना / NOTICE INVITING TENDER

निदेशक एनई ठेकेदारो आदि,फर्मी, प्रतिष्ठित सेवा प्रदाताओ, सैक उमियम मेघालय-से निम्नलिखित के लिए दो बोली में मोहरबंद प्रस्तावों को आमंत्रित करते हैं/Director, NESAC, Umiam, Meghalaya invites sealed offers in two bids from reputed Service Providers, Firms, Contractors etc for the following

एनआईटी सं./ NIT No.	कार्य का नाम / NAME OF THE WORK	इएमडी(₹) डीडी के रुप में / EMD (₹) IN THE FORM OF DD	निविदा शुल्क / TENDER FEE (₹)
NESAC/1632/2023	1 साल की परिचालन सेवाओं के साथ एनईसैक आधिकारिक वेबसाइट का उन्नयन, नया स्वरूप /Upgradation, redesign of NESAC Official Website with 1 year operational services	₹17000/-	₹500/-

निविदा दस्तावेजो के विक्रय का दिनांक / Dates for selling of tender documents : .28.10.2023 to 23.11.2023 निविदा दस्तावेजो को जमा करने की अन्तिम तिथि व समय /Last date & Time for submission of tender documents : 23.11.2023 upto 1300 Hrs.

निविदा खोलने की तिथि , समय व स्थान / Date, Time & Venue of Bid Opening : 23.11.2023 at 1500 Hrs at एनईसैक, उमियम / NESAC, Umiam

Instructions to Tenderers:

- 14. For full details and terms and conditions etc., please see the enclosed Annexures
- 15. Tender documents can be obtained from the Purchase Officer, NESAC, Umiam.
- **16.** Tender Fee shall be paid in form of CROSSED Demand Draft only. The Demand Draft should be in favor of Director, NESAC drawn on State Bank of India, Umiam (branch Code 2010). The Tender Fee is NON-REFUNDABLE. Your request letter along with Tender Fee may be addressed to the Purchase Officer as indicated above.
- **17.** Interested tenderers may, at their option, download the tender documents from the NESAC website www.nesac.gov.in and submit the Tender Document along with the prescribed tender fee as per details given in the tender notification.
- **18.** While requesting for Tender Documents, please superscribe on the cover as "Request for Tender document against Tender Notice No. NESAC/1632/2023
- **19.** Tender Document received after the due date/time will not be considered.
- **20.** While sending sealed quotation/offer superscribed respective Tender Number and Due Date on the envelope.
- **21.** NESAC, UMIAM is not responsible for any postal delays/loss of documents in transit.
- **22.** If the date specified for submission/opening of tenders is declared as a holiday abruptly, the due date for submission/opening of the tenders in such cases shall be postponed automatically to the next working day.
- **23.** Director, NESAC reserves the right to accept or reject any/or all the quotations/Expression of Interest in part or full.
- **24.** Tenderers or their Authorized Representative may attend to witness the Tender opening, only on production of **Covid Vaccination Certificate & Authorization Letter**. Due to Security reason, only one Representative from each Tenderer will be allowed for the above purpose.
- 25. All pages forming part of the tender documents should be duly signed, stamped and submitted to NESAC. Pages not signed and stamped will be considered invalid and rejected.

Sd/-निदेशक, एनईसैक / Director NESAC

दिनांक: 27.10.2023

INTRODUCTION

The North Eastern Space Applications Centre (NESAC), a joint initiative of Department of Space (DOS) and the North Eastern Council (NEC) is a society registered under the Meghalaya Societies Registration Act, 1983. The Centre has provided more than 22 years of dedicated service to the eight states of North Eastern Region (NER) of India using space science and technology.

NESAC website is designed and developed in compliance with the guidelines for Indian Government Websites. It is based on LAMP Technologies with Wordpress (latest version) being used as CMS. Other software/packages being used are: Operating System: latest Centos, PHP, DBMS (MySQL)/Maria DB and Apache web server. The site is hosted on NIC Cloud Server and accessed via secured VPN.

Quotations are invited for the upgradation, redesigning of NESAC official website including one year operational services for maintenance and updation. The service will be extended for another 2 years under same terms and conditions upon satisfactory completion of service. The URL of NESAC website - (https://nesac.gov.in)

- 1. Work duration: The Work Order shall be valid for a period of one year w.e.f. from the date of agreement unless it is curtailed or terminated by NESAC owing to deficiency of service sub-standard quality of service. The Work Order may be renewed for a period of another two years with the same contractor with the same rate and terms and conditions if service is found satisfactory. The contract shall be automatically expired unless extended further by the mutual consent of contracting agency and NESAC.
- **2. Requirement of major services:** The following major services are included in the tender:
 - Website Redesign
 - Content Updates
 - Script/Program Updates
 - 24/7 Website Monitoring
 - Website Auditing including SSL
 - GIGW Certification
 - Secure Backups

Apart from above services the scope covers all aspects of uploading of fresh data, re-arranging old data, designing of banners/header/icon/layout, programming in Wordpress, Drupal, Joomla, PHP and JavaScript with database connectivity and continuous maintenance of these websites on day-to-day basis. It also includes annual auditing of the web site from CERT-In authorized agencies and renewal of SSL and all related work for GIGW compliance.

3. TECHNICAL SCOPE OF WORK AND COMPLIANCE

3.1 Scope

Sl. No.	Scope
1	Upgradation, Re-Design and Maintenance of the websites as per government of India guidelines (http://guidelines.gov.in). The given guidelines must be strictly followed.
2	Ensure that the website regularly updates with latest security patches and Plugins
3	Regular maintenance of the website with active software patches and modules updates and monitored with monthly reports
4	24x7 technical support and resolve issues remotely within 2-24 Hrs
5	Site optimization & recommendations for performance and best practices compliance
6	Wordpress plug-in updates & security management
7	Server optimisation, updates and security patches
8	Maintain backup of the website on a daily basis or on updates. Recovery from backup, in case of any emergency need to be provided by the vendor within 12 hours.

Sl. No.	Scope
9	Monitoring pages and comments, checking for spam
10	Image Optimization, Database Optimization, CSS, PHP Code Optimization, Virus & Malware Scanning
11	Website Security Check & Enhance, Website Speed Check & Optimize, Malware, Security & Blacklist Scanning, Delete unused plugins and themes
12	Updating PHP, Apache, MySQL, SSL Implementation, Installing core OS updates
13	Monitoring of web server for any malicious program/activities like malware, bots, spyware etc. and take necessary preventive measures to mitigate any possible threat/attacks on the web server
14	Regular updation of English and Hindi contents of the websites.
15	Contents updation such as uploading of photos, tender document, office circulars, student thesis etc., as per the requirements and defined procedures.
16	Ensuring uptime of 99.99%.
17	Find, diagnose, and fix Web site problems and errors, including broken links (both internal and external) and formatting inconsistencies.
18.	Diagnosis and Fixing website vulnerabilities on urgent basis (2 hours response and 4 hours resolution) as and when need arises and updation of the software patches as and when required.
19.	Ensuring that the site is free from OWASP Top 10 vulnerabilities at all times.
20.	Checking for code compatibility and modifying code, if required, due to vulnerabilities reported in any of the software/packages (Apache, PHP, MySql, PostgreSQL and Wordpress) being used in the website. This activity is to be performed as and when new patches/security fixes are released. First testing of new patch/security fix should be done at the vendor end on their local setup having same configurations as the live servers. Implementing the same on main website servers should only be performed after successful testing and verification by the vendor on their local servers.
21.	Automatic syncing of backup server- simultaneously updating the staging/backup server, and also ensuring that it is in synchronization with the main server at all times.
22.	Periodically analyzing website logs for suspicious activities and reporting the same as hardcopy on monthly basis. Also provide a web based log monitoring system for NESAC administrator.
23.	Weekly submission of reports on Website traffic/visitor statistics through Google Analytics like page views, visits, unique visitors, pages visited, popular pages, geographical location wise report, highlighting website traffic peak hours etc.
24.	Providing daily report on websites up/down time.
25.	The website should be optimized for load time, response time. Navigation and search. The optimization should cover all the areas like HTML, CSS, GRAPHICS, and PDF etc., to involve smaller page size and faster downloads.
26.	Search Engine Optimization: The vendor must ensure that the websites are registered in Public Search Engines on appropriate keywords and is displaying the correct information in search description. Websites must rank in the top 10 listing on major search engines when searched with relevant keywords.
27.	Ensure that, all the pages are updated and available both in English and Hindi
28.	The quoted rate shall be inclusive of one onsite manpower supports during warranty/AMC service period. The onsite manpower must be 3 years Polytechnic diploma/BSc in Computer Science or IT or any equivalent stream from a recognized university with atleast 5 years working experiences in website design & development or BE/BTech/MSc in Computer Science or IT or any equivalent stream from a recognized university. Onsite manpower services shall be required during the normal working hours of NESAC from Monday to Friday. Depending upon requirement of the concerned Division/Section Heads due to exigencies of work, the work force shall work on Saturday, Sunday & Public Holidays.
	Candidates with Microsoft as well as Linux certifications/diploma are preferable. Onsite manpower services shall be required during the normal working hours of NESAC from

Sl. No.	Scope
	Monday to Friday. Depending upon requirement of the centre, the work force shall work on Saturday, Sunday & Public Holidays. Major duty of the above manpower staff during the warranty period are given below:-
	 Maintenance of application, web and database servers on daily mode and troubleshooting of issues related to malfunctioning of OS/other associated software including hardware.
	 Daily analysis of server logs in order to detect any issues related to cyber threats/attacks. Monitoring logs of all systems/appliances connected to the proposed set-up.
	 Restoration of OS and other configuration in case of replacement of any major hardware like SSD/HDD etc.
	Data back-up of entire set-up in every alternate day.
	 Creation and configuration of VMs in order to address the current/future demands of NESAC.
	 Migration of entire set-up during augmentation/expansion of systems (in near-future).
	 Providing supports and assistances during the deployment of live/online applications of NESAC.
	 In addition, other works related to IT as per the directive of System Administrator of NESAC.

3.2 Other Design Criteria to be fulfilled as per GIGW compliance

- The Emblem/Logo in proper ratio and colour, must be prominently displayed on the homepage/homescreen of the website/app
- Website provides a prominent link to the 'National Portal' from the homepage and subsequent pages belonging to the National Portal load in the new browser window.
- Homepage/homescreen of website displays the last updated/reviewed date.
- Complete information including title, size, format and usage instructions is provided for all downloadable material.
- All outdated Announcements, Tenders, Recruitment notices, News and Press Releases are removed from the website and/or placed into the archives as per the archival policy.
- The website must be tested on multiple browsers. Hindi/Regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).
- The website must have a readily available Help section linked from all pages of the website.
- Website uses Cascading Style Sheets (CSS) to control layouts/styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes.
- Website is readable even when style sheets are switched off or not loaded.
- Proper page title and language attribute along with metadata for page like keywords and description are appropriately included.
- Minimum content as prescribed in the guidelines is present on the homepage/homescreen and all subsequent pages/screens.
- Content of the web page prints correctly on an A4 size paper.
- API integration with key government platforms (India Portal, DigiLocker, Aadhaar, Single-Sign-On, MyGov, Data Platform, MyScheme) and similar websites of the government organisation must be enabled for seamless exchange of Information and data
- The website must ensure a consistent user experience and visual identities across all its websites/apps
- Websites/apps must provide integration with popular social media.

- The site will have all the policies defined by the organization such as Copyright Policy, Content Contribution, Moderation and Approval (CMAP) policy, Content Archival (CAP) policy, Content Review (CRP) policy, Hyper linking Policy, Privacy Policy, Terms & Conditions, Website Monitoring Plan, Contingency Management Plan, Security Policy
- The mechanism is in place to check the accuracy of Hyperlinked Content and clear indications are given when a link leads out to a non-government website.
- Documents/Pages in multiple languages (Eng/Hi) are updated simultaneously.
- Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.
- There are no links to 'under construction' pages.
- Documents are provided either in HTML or other accessible formats.
- The site meets Accessibility guidelines as per GIGW 3.0

4. THE BIDDING DOCUMENTS

The Products required, Bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Documents include:

- Instruction for Bidders(IFB)
- Terms &Conditions
- Technical Specification(TS)
- Bid Forms, Price Schedules and other Formats
- Other Terms & Conditions, Compliances etc.

The bidder is expected to examine all instructions, forms, terms and conditions, specifications given in the Bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding document in every respect will be at bidder's risk and may result in rejection of the Bid.

- 3.1 Bids are invited in two Bid Systems, (1) "**Technical Bid**" and (2) "**Financial Bid**", which shall be sealed separately and enclosed in a single sealed envelope.
- 3.2 The Technical Bids of all the bidders will be opened on pre-scheduled date, time & venue. If the Bid opening could not held on pre scheduled date, time, then all bidders/applicants will be informed individually about the rescheduled date & time.
- 3.3 The Commercial Bids of only successful Technical Bidders will be opened later and technically successful bidders will be informed accordingly.
- 3.4 Sealed Bids shall be received within the last date and time mentioned. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- 3.5 All relevant rules and regulations of NESAC will be final and applicable & binding on all bidders

5. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of Bids, NESAC, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding document, by amendment and will be binding to all bidders. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, NESAC at its discretion may extend the deadline for a reasonable period as decided by NESAC for submission of the Bids.

6. PREPARATION OF BID

- **6.1 Languages and Measures:** All documents pertaining to the contract including specifications schedule notices, correspondence operating and maintenance instructions drawing or any other writing shall be written in English language. The metric system of measurement shall be used exclusively in this contract.
- **6.2** All Bidders are requested to follow carefully the following instructions before preparing their offer.

7.1. ELIGIBILITY /QUALIFICATION CRITERIA

Sl. No.	Eligibility Criteria	Compliance	Remark
1.	The bidder shall be a registered company/firm in India.		Documentary Proof required
2.	The bidder shall not have been black-listed by any state or Central Government or its agencies in India.		Self-certification
3.	Annual turnover of the bidder should be an average turnover of Rs. 3 lakh in past three financial years		Documentary Proof required
4.	The bidder should have 3 years' experience, preferably in website creation / development, maintenance & other related matters.		Documentary Proof required
5.	Development of at least 3 websites of similar nature for Government Customers or any reputed organization/company, i.e. development based on WAMP and LAMP technologies using Drupal, Joomla or WordPress as CMS		URL of developed websites required
7.	Support team should be proficient in HTML, PHP, Mysql RDBMS, FLASH, XML and content management tools especially Drupal, Joomla or WordPress.		
8.	The bidders who are currently serving any similar Government Department/organization will be given preference.		Documentary Proof required
9.	Support team should be proficient in html, PHP, Mysql RDBMS, FLASH, XML and content management tools especially Wordpress.		-

7.2 Required Documents as a part of Technical Bid & Place of Service (Mention Reference Page Number in the Remark Column)

The bidder shall enclose copies of the following documents as a part of Technical Bid:

Sl. No.	Document Required	Whether Provided (Y/N)	Remark
1.	Registration/Incorporation Certificate/Trade License		
2.	Service tax /GST registration certificate if available		
3.	Income Tax PAN Number		
4.	Purchase/Work orders from at least two Government or websites of similar nature i.e. development based on WAMP and LAMP technologies using Drupal/Joomla/ Wordpress as CMS		
5.	Detailed project profiles for at least two Government/reputed firms portals/websites created and maintained by the bidder		
6.	Letter from at least two Government/reputed customers regarding satisfactory performance of the bidder for providing services for website creation and maintenance.		

7.	Number of websites developed complying with "Guidelines for Indian Government Websites" and having similar features, as desired by NESAC	
8.	Income tax return statement and turn over statement for	
	the last three years	

The place of service shall be at NESAC, Umiam.

8 Period of validity

The bid shall remain valid for 90 days after the date of bid opening.

9 Submission of bid

- The first envelope shall be super-scribed with "UPGRADATION, REDESIGN OF NESAC OFFICIAL WEBSITE WITH ONE YEAR OPERATIONAL SERVICES" and "TECHNICAL BID" in capital letters.
- The bidder should specifically provide full technical details of the service offered as per Annexure A and also should provide full details of deviation they intend to make from the Scope of Work and contract terms detailed in the Bid.
- No price details shall be given in this envelope. Violation to this would result invalidation of tender.
- The second envelope shall be super scribed with the "UPGRADATION, REDESIGN OF NESAC OFFICIAL WEBSITE WITH ONE YEAR OPERATIONAL SERVICES" and "FINANCIAL BID" in capital letters.
- It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
- All offers shall be made available in hard copies as per the Document and should be signed by the authorized signatory of the firm on all the pages of the hard copy.
- The Financial Bid shall be submitted as per **Annexure B**.
- No bid maybe modified subsequent to the deadline for submission.

10 Opening of bids

- NESAC shall open the Technical bids on prescheduled time, date and venue in the presence of the bidders' representatives who choose to attend.
- The bidders' representatives who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening date being declared a holiday for NESAC, the bid shall be opened at the same time and location on the next working day.
- The Technical Bids shall be scrutinized later.
- Only those firms whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "Financial Bid" through email / mail.

11 Evaluation of bids

- Incomplete offers will be rejected.
- NESAC shall examine the bids to determine whether:

They are complete

Required supporting documents, etc. have been furnished, and

The documents have been properly signed.

• Evaluation of bids shall be done based on the information furnished by the bidders. The conformity of the bids to the Scope of Work and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the order.

- NESAC will examine the bids to determine the correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
- NESAC may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
- NESAC reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract.
- NESAC may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.
- NESAC may seek clarification in writing from bidder by fax/email. Bidder shall promptly reply by fax/email within the time limit specified in the clarification letter from NESAC.
- The comparison shall be made of total price of the service offered inclusive of all taxes.

12 NESAC's right to accept or reject any or all bids

- NESAC reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for NESAC's action.
- The acceptance of tender will rest with NESAC which does not bind itself to accept the lowest bid and reserves itself the right to reject any or all the tenders received without the assignment of any reason.
- Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

13 Prices

Price charged by the Bidder for any services shall not vary from the prices quoted by the Bidder in its bid.

14. Termination by default

- 14.1 NESAC may, without prejudice to any other remedy for Breach of Contract, by written notice of default sent to Bidder, terminate the order in whole or part:-
 - 14.1.1. If the bidder fails to provide services/rectify the fault within the time period specified in the Work Order or any extension thereof granted by NESAC,
 - 14.1.2. If the Bidder fails to perform any other obligation(s) under the Work Order.
- 14.2. In the event NESAC terminates the Work Order in whole or in part, pursuant to Para above, the Bidder shall continue the performance of the Work Order to the extent not terminated.

15. BID FORMS

A) TECHNICAL BID

(To be Included in technical Bid)

Date:

To:

The Purchase Officer
North Eastern Space Applications Centre Government of India, Department of Space Umiam –
793103, Meghalaya

Ref.: BID No..

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to complete the Supply and Deliver the service in conformity with the Bidding Document

We undertake, if our Bid is accepted, to deliver, install and commission the solution in accordance with the delivery schedule specified in the Schedule of requirements.

If our Bid is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 10 percent of the Contract price for the due performance of the Contract, in the form prescribed by the bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the NESAC up to the period prescribed in the Bid, which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive. Dated this \dots Day of \dots 2023

Signature Name: (In the Capacity of)

Duly authorized to sign the Bid for and on behalf of

B) PRICE BID

(To be Included in Price Bid)

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To:

The Purchase Officer North Eastern Space Applications Centre Government of India, Department of Space Umiam – 793103, Meghalaya

Ref.: BID No.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the captioned solution, in conformity with the said Bidding documents as may be ascertained in accordance with the schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver, install and commission the solution in accordance with the delivery schedule specified in the Schedule of requirements.

If our Bid is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 10 percent of the Contract price for the due performance of the Contract, in the form prescribed by the bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the NESAC up to the period prescribed in the Bid, which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive. Dated this Day of2023

Signature Name: (In the Capacity of)

Duly authorized to sign the Bid for and on behalf of

C) Format for Submitting the Technical Bid

On the Letter Head of the Bidder

Tenders are invited from only those firms which follow the following conditions:-

- 1. Firm must have an Office in Guwahati/Shillong/Kolkata.
- 2. The firm should submit the following Information apart from the duly signed compliance sheets mentioned in the document above.

1.	Name of Bidder		
2.	Address of the Bidder	Registered Office:	
		Head Office:	
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3.	Key Contact(s) Details (including contact person, Designation,	Name:	
	address, telephone number and email and	Designation:	
	website)	Address:	
		Telephone:	
		Fax:	
		Email:	
		Website:	
4.	Bidder Type (Government	Website.	
	Department/organization/ Society etc.)		*
5.	Enclosure of Supporting Documents	Vendor	Deviation if any
		Comments	
	,	(Yes/No)	
I.	Registration or Incorporation Certificate		
II.	Whether black-listed by any state or		
	central government or its agencies in		
	India (self-certification has to be		
III.	provided for the same by the bidder)		
IV.	Service tax registration certificate Income Tax PAN Number		
V.	Proof of bidder's turnover of an average		
' .	of Rs. 5 lakh for past three financial years.		
VI.	3 years' experience, preferably in website		
	creation/ development and maintenance		
VII.	Purchase/Work orders from at least two		
	government customers/reputed		
	organisation /companies regarding		
	creation and maintenance of websites of		
	similar nature i.e. development based on		
	WAMP and LAMP technologies using		
VIII.	Drupal and Joomla as CMS. An undertaking that the bidder has staff		
V 111.	with proficiency in html, PHP, Mysql		
	RDBMS, FLASH, XML and content		
	management tools especially Drupal and		
	joomla.		
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IX.	Detailed project profiles for at least two Government portals/ websites created and maintained by the bidder	
X.	Letter from at least two Government customers/ reputed organisation/companies regarding Satisfactory Performance of the bidder for providing services for website creation and maintenance.	
XI.	Currently serving any similar Government department/organization	
XII.	Number of websites developed complying with "Guidelines for Indian Government Websites (http://guidelines.gov.in/)" and having similar features, as desired by NESAC.	
6.	Your Technical Proposal for effective fulfillment of Scope of Work and Technical Specifications mentioned in Scope 2&3	

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Name of the Authorized signatory:

Designation:

Office Seal:

EVALUATION CRITERIA OF THE BIDS

The selection/rejection of the technical bid shall be based on the followings: -

- i. The quoted product of the Bidder must comply to the **TECHNICAL SPECIFICATIONS** as per S1 No 3 (3.1 & 3.2) of the tender document
- ii. Bidder must fulfill and comply to all the **ELIGIBILITY CRITERIA** as per Sl No. 7.1 & 7.2 of the Tender Document

(NO DOCUMENTS RELATED TO TECHNICAL BID SHALL BE ALLOWED TO SUBMIT AFTER ONCE BIDDING IS CLOSED)

INSTRUCTIONS TO TENDERERS

- 1. This invitation for bid is open to all firms with valid GSTIN no. and other relevant documents. The bidder should participate as a single party and no consortium is allowed.
- 2. The Bidder should not have been blacklisted in any Government/ Government undertaking/Public sector companies. A self –declaration letter by the Bidder, on the company's letter head should be submitted along with bid.
- 3. EMD at the rate of ₹ 17000/- shall be submitted in form of Demand Draft from any of the Nationalized/Scheduled banks in favour of Director, NESAC payable at SBI Umiam (Branch Code 2010), failing which the Tender will not be considered.
- 4. Late tenders and delayed tenders will not be considered.
- 5. a) All taxes/duties/levies whether by Central/State/Local government where legally leviable and intended to be claimed should be distinctly shown separately (in percentage and words) in the tender, otherwise price quoted will be treated as inclusive of all taxes.

While quoting the tender, the tenderer should take into account all the extant statutory deductions under Central/State/Local statutes where legally leviable and show it separately (in percentage and words) and if not separately shown it will be treated as inclusive of all statutory deductions applicable as per the extant statutes.

- b) Our's being a Department of Space, Government of India, we are eligible for concession/exemption from payment of Customs Duty.
- 6. As a Government of India Department, this office is exempted from payment of Octroi and similar local levies. Tenderers shall ensure that necessary Exemption Certificates are obtained by them from the Accounts Officer, I/C Purchase & Stores to avoid any payment of such levies.
 - a) Your quotation should be valid for 90 days from the date of opening of the tender.
 - b) Prices are required to be quoted according to the units indicated in the annexed tender form. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.
- 7. Preference will be given to those tenders offering supplies from ready stocks and on the basis of FOR destination/delivery at site.
 - a) All available technical literature, catalogues and other data in support of the specifications and details of the items should be furnished along with the offer.
 - b) Samples, if called for, should be submitted free of all charges by the tenderer and the Purchaser shall not be responsible for any loss or damage thereof due to any reason whatsoever. In the event of non- acceptance of tender, the tenderer will have to remove the samples at his own expense.
 - c) Approximate net and gross weight of the items offered shall be indicated in your offer. If dimensional details are available the same should also be indicated in your offer.
 - d) **Specifications**: Stores offered should strictly confirm to our specifications. Deviations, if any, should be clearly indicated by the tenderer in his quotation. The tenderer should also indicate the Make/Type number of the stores offered and provide catalogues, technical literature and samples, wherever necessary, along with the quotations. Test Certificates, wherever necessary, should be forwarded along with supplies. Wherever options have been called for in our specifications, the tenderer should address all such options. Wherever specifically mentioned by us, the tenderer could suggest changes to specifications with appropriate response for the same.

- 8. The purchaser shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portions of the quantity offered and the tenderers shall supply the same at the rates quoted.
- Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures.
 Where there is difference between amount quoted in words and figures, amount quoted in words shall
 prevail.
- 10. The tenderer should supply along with his tender, the name of his bankers as well as the latest Income-Tax clearance certificate duly countersigned by the Income-Tax Officer of the Circle concerned under the seal of his office, if required by the Purchaser.
- 11. The authority of the person signing the tender, if called for, should be produced.

TERMS & CONDITIONS OF TENDER

1. **DEFINITIONS**:

- a) The term 'Purchaser' shall mean Director, NESAC.
- b) The term 'Contractor' shall mean, the person, firm or company with whom or with which the order for the supply of stores is placed and shall be deemed to include the Contractor's successors, representative, heirs, executors and administrators unless excluded by the Contract.
- c) The term 'Stores' shall mean what the Contractor agrees to supply under the Contract as specified in the Purchase Order including erection of plants & machinery and subsequent testing, should such a condition is included in the Purchase Order.
- d) The term 'Purchase Order' shall mean the communication signed on behalf of the Purchaser by an Officer duly authorized intimating the acceptance on behalf of the Purchaser on the terms and conditions mentioned or referred to in the said communication accepting the tender or offer of the Contractor for supply of stores or plant, machinery or equipment or part thereof.

2. PRICES:

Tender offering firm prices will be preferred. Where a price variation clause is insisted upon by a tenderer, quotation with a reasonable ceiling should be submitted. Such offers should invariably be supported by the base price taken into account at the time of tendering and also the formula for any such variation/s.

3. SECURITY DEPOSIT:

On acceptance of the tender, the Contractor shall, at the option of the Purchaser and within the period specified by him, deposit with him, in cash or in any other form as the Purchaser may determine, security deposit not exceeding ten percent of the value of the Contract as the Purchaser shall specify. If the Contractor is called upon by the Purchaser to deposit, 'Security' and the Contractor fails to provide the security within the period specified, such failure shall constitute a breach of the Contract, and the Purchaser shall be entitled to make other arrangements for the re-purchase of the stores Contracted at the risk of the Contractor in terms of Sub-Clause (ii) and (iii) of clause 10(b) hereof and/or to recover from the Contractor, damages arising from such cancellation.

4. GUARANTEE/WARRANTY & REPLACEMENT:

- (a) The Contractor shall guarantee/warranty that the stores supplied shall comply fully with the specifications laid down, for material, workmanship and performance.
- (b) For a period of 12 months after the acceptance of the stores, if any defects are discovered therein or any defects therein found to have developed under proper use, arising from faulty stores design or workmanship, the Contractor shall remedy such defects at his own cost provided he is called upon to do so within a period of 14 months from the date of acceptance thereof by the purchaser who shall state in writing in what respect the stores or any part thereof are faulty.

- (c) If, in the opinion of the purchaser, it becomes necessary to replace or renew any defective stores such replacement or renewal shall be made by the Contractor free of all costs to the purchaser, provided the notice informing the Contractor of the defect is given by the purchaser in this regard within the said period of 14 months from the date of acceptance thereof.
- (d) Should the Contractor fail to rectify the defects, the purchaser shall have the right to reject or repair or replace at the cost of the Contractor the whole or any portion of the defective stores.
- (e) The decision of the purchaser notwithstanding any prior approval or acceptance or inspection thereof on behalf of the purchaser, as to whether or not the stores supplied by the Contractor are defective or any defect has developed within the said period of 14 months or as to whether the nature of the defects requires renewal or replacement, shall be final, conclusive and binding on the Contractor.
- (f) To fulfill guarantee/warranty conditions outlined in clause 4 (a) to (e) above, the Contractor shall, at the option of the purchaser, furnish a Bank Guarantee (as prescribed by the purchaser) from a Bank approved by the purchaser for an amount equivalent to 10% of the value of the Contract along with first shipment documents. On the performance and completion of the Contract in all respects, the Bank Guarantee will be returned to the Contractor without any interest.
- (g) All the replacement stores shall also be guaranteed/warranted for a period of 12 months from the date of arrival of the stores at purchaser's site.
- (h) Even while the 12 months guarantee/warranty applies to all stores, in case where a greater period is called for by our specifications then such a specification shall apply in such cases the period of 14 months referred to in para 4 (b) & (c) shall be the 'asked for' guarantee/warranty period plus two months.

5. PACKING FORWARDING & INSURANCE:

The Contractor will be held responsible for the stores being sufficiently and properly packed for transport by rail, road, sea or air to withstand transit hazards and ensure safe arrival at the destination. The packing and marking of packages shall be done by and at the expense of the Contractor. The purchaser will not pay separately for transit insurance, all risks in transit being exclusively of the Contractor and the Purchaser shall pay only for such stores as are actually received in good condition in accordance with the Contract.

6. DESPATCH:

The Contractor is responsible for obtaining a clear receipt from the Transport Authorities specifying the goods despatched. The consignment should be despatched with clear Railway Receipt/Lorry Receipt. If sent in any other mode, it shall be at the risk of the Contractor. Purchaser will take no responsibility for short deliveries or wrong supply of goods when the same are booked on 'said to contain' basis. Purchaser shall pay for only such stores as are actually received by them in accordance with the Contract.

7. TEST CERTIFICATE:

Wherever required, test certificates should be sent along with the despatch documents.

8. ACCEPTANCE OF STORES:

- (a) The stores shall be tendered by the Contractor for inspection at such places as may be specified by the purchaser at the Contractor's own risk, expense and cost.
- (b) It is expressly agreed that the acceptance of the stores Contracted for, is subject to final approval by the purchaser, whose decision shall be final.
- (c) If, in the opinion of the purchaser, all or any of the stores do not meet the performance or quality requirements specified in the Purchase Order, they may be either rejected or accepted at a price to be fixed by the purchaser and his decision as to rejection and the prices to be fixed shall be final and binding on the Contractor.
- (d) If the whole or any part of the stores supplied are rejected in accordance with Clause No. 8 (c) above, the purchaser shall be at liberty, with or without notice to the Contractor, to purchase in the open

market at the expense of the Contractor stores meeting the necessary performance and quality Contracted for in place of those rejected, provided that either the purchase, or the agreement to purchase, from another supplier is made within six months from the date of rejection of the stores as aforesaid.

9. REJECTED STORES:

Rejected stores will remain at destination at the Contractor's risk and responsibility. If instructions for their disposal are not received from the Contractor within a period of 14 days from the date of receipt of the advice of rejection, the purchaser or his representative has, at his discretion, the right to scrap or sell or consign the rejected stores to Contractor's address at the Contractor's entire risk and expense, freight being payable by the Contractor at actuals.

10. DELIVERY:

- (a) The time for and the date of delivery of the stores stipulated in the Purchase Order shall be deemed to be the essence of the Contract and delivery must be completed on or before the specified dates.
- (b) Should the Contractor fail to deliver the stores or any consignment thereof within the period prescribed for such delivery, the purchaser shall be entitled at his option either.
 - (i) to recover from the Contractor as agreed liquidated damages and not by way of penalty, a sum of 0.5% per week of the price of any stores which the Contractor has failed to deliver as aforesaid or during which the delivery of such store may be in arrears subject to a minimum of 10%, or
 - (ii) to purchase from elsewhere, without notice to the Contractor on the account and at the risk of the Contractor, the stores not delivered or others of a similar description (where others exactly complying with the particulars, are not, in the opinion of the purchaser, readily procurable, such opinion being final) without cancelling the Contract in respect of the consignment (s) not yet due for delivery, or
 - (iii) to cancel the Contract or a portion thereof and if so desired to purchase or authorise the purchase of stores not so delivered or others of a similar description (where others exactly if complying with the particulars are not, in the opinion of the purchaser, readily procurable, such opinion final) at the risk and cost of the Contractor.

In the event of action being taken under sub-clause (ii) & (iii) of clause 10 (b) above, the Contractor shall be liable for any loss which the purchaser may sustain on that account, provided that the re-purchase or if there is an agreement to re-purchase then such agreement is made within six months from the date of such failure. But the Contractor shall not be entitled to any gain on such re-purchase made against default. The manner and method of such re-purchase shall be at the discretion of the purchaser, whose decision shall be final. It shall not be necessary for the purchaser to serve a notice of such re-purchase on the defaulting Contractor. This right shall be without prejudice to the right of the purchaser to recover damages for breach of Contract by the Contractor.

11. EXTENSION OF TIME:

As soon as it is apparent that the Contract dates cannot be adhered to, an application shall be sent by the Contractor to the purchaser. If failure, on the part of the Contractor, to deliver the stores in proper time shall have arisen from any cause which the purchaser may admit as reasonable ground for an extension of the time (and his decision shall be final) he may allow such additional time as he considers it to be justified by circumstances, of the case without prejudice to the purchaser's right to recover liquidated damages under clause 10 thereof.

12. ERECTION OF PLANT & MACHINERY:

Wherever erection of a plant or machinery is the responsibility of the Contractor as per the terms of

the Contract and in case the Contractor fails to carry out the erection as and when called upon to do so within the period specified by the purchaser, the purchaser shall have the right to get the erection done through any source of his choice. In such an event, the Contractor shall be liable to bear any additional expenditure that the purchaser is liable to incur towards erection. The Contractor shall, however, not be entitled to any gain due to such an action by the purchaser.

13. PAYMENT:

Contractor's bill will be passed for payment only after the stores have been received, inspected and accepted by the Purchaser.

14. MODE OF PAYMENT:

Normally payment will be made for the accepted stores within 30 days from the date of receipt of the materials.

15. RECOVERY OF SUM DUE:

Whenever any claim for the payment of, whether liquidated or not, money arising out of or under this Contract against the Contractor, the purchaser shall be entitled to recover such sum by appropriating in part or whole, the security deposited by the Contractor, if a security is taken against the Contract. In the event of the security being insufficient or if no security has been taken from the Contractor, then the balance or the total sum recoverable as the case may be, shall be deducted from any sum then due or which at any time thereafter may become due to the Contractor under this or any other Contract with the purchaser. Should this sum be not sufficient to cover the full amount recoverable, the Contractor shall pay to the purchaser on demand the remaining balance due. Similarly, if the purchaser has or makes any claim, whether liquidated or not, against the Contractor under any other Contract with the purchaser, the payment of all moneys payable under the Contract to the Contractor including the security deposit shall be withheld till such claims of the purchaser are finally adjudicated upon and paid by the Contractor.

16. INDEMNITY:

The Contractor shall warrant and be deemed to have warranted that all stores supplied against this Contract are free and clean of infringement of any Patent, Copyright or Trademark, and shall at all times indemnify the purchaser against all claims which may be made in respect of the stores for infringement of any right protected by Patent Registration of design or Trade mark and shall take all risk of accidents or damage which may cause a failure of the supply from whatever cause arising and the entire responsibility for sufficiency of all means used by him for the fulfilment of the contact.

17. ARBITRATION IN CASE OF DIFFERENCES OF OPINION

Any disputes that arise during the execution of contract will be mutually discussed and settled between NESAC Contract-In-Charge/Focal Person and Service Provider. Any dispute that remains unresolved thereafter will be referred to a one-man Arbitrator, appointed by Director, NESAC, Umiam, Meghalaya in accordance with Arbitration & Conciliation Act 1996 as amended from time to time, whose decision shall be final and binding on both the parties.

18. COUNTER TERMS AND CONDITION OF SUPPLIERS:

Where counter terms and conditions printed or cyclostyled conditions have been offered by the supplier, the same shall not be deemed to have been accepted by the Purchaser, unless specific written acceptance thereof is obtained.

19. SECURITY FOR PURCHASE OF MATERIALS:

Successful tenderer will have to furnish in the form of a bank guarantee or any other form as called for by the purchaser towards adequate security for the materials and properties provided by the Purchaser for the due execution of the Contract.

20. BENEFITS EXTENDED BY MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISE (MSME), GOVERNMENT OF INDIA

In order to avail of the benefits extended by Government of India to the Micro, Small and medium Enterprises, bidder should submit self attested copy of valid certificate of registration for specific services asked in the tender by any authority so authorized by Ministry of Micro, small and Medium Enterprise (MSME), Government of India to issue such certificate. Bidder will be required to produce original certificate when called for to do so by NESAC.

21. BID SECURITY DECLARATION

Micro Small and Medium Enterprise (MSME) as stated in Sl., No. 20 above and firms registered with NESAC are exempted from submission of Bid Security but in lieu of Bid Security bidders are required to submit along with the bid document signed "Bid Security Declaration" (Annexure-2) accepting that if they withdraw or modify their bids during period of validity etc, they will be suspended for the time specified in the tender documents"

22. BIDDER TURN OVER CRITERIA

The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant/Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution/incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criterion.

23. EXPERIENCE CRITERIA

In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

24. PURCHASE PREFERENCE TO MICRO AND SMALL ENTERPRISES (MSES):

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+15% (Selected by Buyer)of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY

Bid Security Declaration

Date: [Insert date (as day, month and year)] Tender No.: NESAC/1632/2023
Tenderer/Bidder's offer no Dtd:
To, The Director North Eastern Space Applications Centre Government of India Department of Space Umiam-793103, Meghalaya
Sub: Bid Security Declaration-Reg
We, understand that, according to your conditions, the Tender must be supported by a Declaration.
We accept that we will automatically be suspended from being eligible for bidding in any contract with NESAC for the period of time of 3 years starting from, if we are in breach of our obligation(s) under the bid conditions because we:
 a) have withdrawn our bid during the period of bid validity specified in the Letter of Bid/Tender; or b) having been notified of the acceptance of our bid by NESAC during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security.
We understand this Bid-Securing Declaration shall expire if we are not the successful Tenderer/bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Tenderer/bidder; or (ii) twenty-eight days after expiration of our Bid.
Signed: [insert complete name of person signing the Bid-Securing Declaration]
Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]
Dated on day of, (insert date of signing]
Corporate Seal [where appropriate]
[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all partners to the joint Venture that submits the bid]

उत्तर-पूर्वी अंतरिक्ष उपयोग केंद्र/North Eastern Space Applications Centre उमियम/Umiam-793103, मेघालय/Meghalaya

	Report		2023/FCM8WDPN4NF9 o.:NESAC/1632/2023
		संदर्भ सं./Ref No.	:
		दिनांक /Date	:
	PRICE BID		
प्रपत्र/From			
सेवा मे/To,			
क्रय आधिकारी /Purchase Officer			
I/C Purchase & Stores Division			
एनई-सैक/NESAC, उमियाम/Umiam			

श्रीमान/Dear Sir,

I/We hereby offer to supply the stores detailed herewith/below at the price hereunder quoted and agree to hold this offer open tillI/We shall be bound to supply the stores hereby offered on the issue of the Purchase Order communicating the acceptance thereof on or before the expiry of the last mentioned date. You have the liberty to accept any one or more of the items of stores tendered for any portion of any one or more of items of such stores. I/We not withstanding that the offer in this tender has not been accepted in whole, shall be bound to supply to you such items and such portion or portions of one or more of the items as may be specified in the said Purchase Order communicating the acceptance.

क्रं . सं Sl. No	Iddy UI/Description	मात्रा Qty.	यूनिट Unit	Cost Per Year (₹)	Total Cost (₹)
1	UPGRADATION, REDESIGN OF NESAC OFFICIAL WEBSITE WITH ONE YEAR OPERATIONAL SERVICES				
	छूट/Discount				
	কুল/Total after Discount (A)				
Taxes & other duties			In percentage %	राशि (₹) Amount (₹)	
1					
2					
3	Others				
	कुल/Total of taxes & other Duties (B)				
	NT TOTAL (A+B) vords) Rupees				

NOTE: 1. The comparison of the financial bid shall be strictly followed as per the total annual price (inclusive of taxes etc.) quoted by the bidder.

2. All the rates should be given both in figures and words

वितरण का स्थान/Place of delivery:	F.O.R. NESAC, Umiam
Date by which the ordered item/s will be supplied	

I/We have understood the terms and conditions of the contract and the instructions of tenderers annexed to the invitation to tender and have thoroughly examined the specification/drawing and/or pattern quoted or preferred to herein and/or fully aware of the nature of stores required and my/or offer is to supply the stores strictly in accordance with the requirements subject to the terms and conditions contained in the purchase orders communicating the acceptance of this tender either in whole or in part.

निविदाकार के मुहर व हस्ताक्षर Seal and Signature of the Tenderer