TENDER DOCUMENT

For
DEVELOPMENT, RE-DESIGNING And MAINTENANCE Of Website

Assam University
Silchar-788011

INDEX

NOTICE INVITING TENDER

The Assam University, Silchar, hereinafter, called "AUS", invites Tender on Two-Bid system for DEVELOPMENT, RE-DESIGNING and MAINTENANCE of official website of AUS.

General information about the Tender:

i.	Tender No. and Date	: AUS/CC/2016/03-01; 16/01/2017
ii.	Last date and time for receipt of Tender	: 16.02.2017; 2PM
iii.	Time and date of opening of Tender	: 16.02.2017; 3PM
iv.	Estimated Cost	: Open Tender
v.	Place of opening of Tenders	: Conference Hall, Computer Centre, AUS, Silchar, Assam
vi.	Address of Communication	: Director, Computer Centre, Assam University Silchar, Assam -788011

Sd/-
Director, Computer Centre
Assam University
Silchar-788011

SECTION – 1

INTRODUCTION AND GENERAL INSTRUCTION

1. Introduction

Assam University came into existence through Assam (Central) University Act, 1989. It was established in 1994, since then the University is steadily becoming an excellent centre of learning. The University has two campuses; the main campus is in Silchar and the second campus is in Diphu. It has sixteen Schools on major disciplines. There are 41 Departments under these Sixteen Schools.

AUS intends to develop a website which is Bi-lingual (English and Hindi), easy to use, easy to search, easy to navigate and visually appealing. The website must have an easy to use web content management system (WCMS) and must support dynamic content from a database. The website must support interactive features. Website must be compatible and interoperable with different browsers such as IE8+, Firefox 3.6+, Chrome10+, Opera11+, Safari, etc.

The present website at http://www.aus.ac.in is now out-dated, and does not permit the dynamic changes required to update the system. It has been decided to replace this site with a website based on Web Content Management System (WCMS) containing a modular structure and work-flows. Open Source WCMS are preferred.

2. BID Details

The format for submission of technical details is as given in Section-3.

Bidders must submit the Technical (non-financial) bid in a sealed cover strictly as per the terms specified in **"Section-3"** provided for the purpose. Bids submitted otherwise will not be accepted.

Authorized signatory of the vendor should duly sign in each page of the offer.

2.1 The Tender document can be downloaded from the website of Assam University at URL: www.aus.ac.in. Bids should be submitted along with the bid processing fees in the form of Demand Draft/ Banker's Cheque of Rs. 1000/- in favour of "Finance Officer, Assam University", payable at Silchar.

3) SUBMISSION OF BIDS/TENDER DOCUMENTS:

The sealed tenders should be submitted with superscription "**AUS TENDER No.   DATED.   FOR DEVELOPMENT, RE-DESIGNING and MAINTENANCE OF AUS WEB SITE".**

  The tender will contain two bids: (i) Technical bid in a sealed cover strictly as per the terms specified in **"Section-3"** with superscription "**AUS TENDER No.   DATED.   FOR DEVELOPMENT, RE-DESIGNING and MAINTENANCE OF AUS WEB SITE"- Technical;**

and (ii) Financial bid in a sealed cover strictly as per the terms specified in **"Section-4"**

with superscription "**AUS TENDER No.   DATED.   FOR DEVELOPMENT, RE-DESIGNING and MAINTENANCE OF AUS WEB SITE"- Financial.**

Tender should be addressed to:-

The Director, Computer Centre,
Assam University, Silchar
Assam-788011

4) **Last date for Submission:**
The last date and time up to which tenders will be accepted at the above address is as follows:

DATE: 16/02/2017   TIME: 2PM

The Tender may be submitted by hand in the Computer Centre, Assam University, Silchar Assam-788011 or can also be sent by Courier/Post so as to reach the above address on or before the last date and time specified above.

Bids received after the above date will not be considered.

4)**CANCELLATION OF TENDER:**

The AUS reserves the right to accept or reject any NIT bid and to annul the process and reject all NIT bids at any time without assigning any reason or incurring any liability of the firms.

5) **EARNEST MONEY DEPOSIT (EMD)**: The bidder shall deposit a sum of Rs. 10,000/- (Rupees Ten Thousand only) as EMD in the form of DD/Banker's Cheque from any Public Sector or Private Sector Bank payable at Silchar in favour of Finance Officer, Assam University, Silchar and forward the same along with Technical Bid.
Refund of the EMD will be made only on completion of the tender exercise. EMD will be forfeited in the event of vendor not accepting the purchase order.

6) **VALIDITY of OFFER:**

The offer of contract should be valid up to 3 months from the date of finalization of successful bidder by the Committee for issue of work order. The validity time may be extended by another one month with the approval of the Evaluation Committee in case the project cannot be commenced immediately.

7) **Delivery Terms and Period:**

The entire project should be completed within two months **(60 days)** of award of the Work Order. The bid should specify the schedule and delivery period for code, text, graphics, photographs, and other functionalities for complete implementation. The successful bidder will undertake study to finalize the requirements in consultation

with AUS during the implementation period. The successful bidder shall be required to present several designs of output templates out of which some templates will be selected by a Committee with/ without suggestions for changes which the bidder will have to incorporate.

The interested persons can go through the existing AUS Website (http://www.aus.ac.in) and estimate the variety and quantum of information that needs to be available on the website. They can also make suggestions for inclusion of more information on the website which is not yet on the website. **The successful bidder must ensure timely completion of work as per schedule.**

8) Period of Contract:

AUS will issue Work Order for the DEVELOPMENT, RE-DESIGNING of the website and **ON-SITE MAINTENANCE** and management of the website for a minimum period of one year from the date of successful implementation/Go-Live of the website. The AUS reserves the option to extend the maintenance period of the website.

9) Award of Work:

AUS will award the work order to the **Best Value Bidder** on receipt of the performance security in the form of BG. Detailed procedure for calculation of the **Best Value Bidder** may be referred at Section 5. The work will be deemed to be completed on successful Go-Live, completion of training of the AUS Technical Team and handing over of the source code along with design and technical details including documentation which should be provided to the AUS after Training.

10) Cancellation/Termination of Agreement:

AUS at its sole discretion with 30 days prior notice can cancel/terminate the agreement without assigning any reasons thereof. The bidder will deliver to AUS all the work product deliverable completed and confirm in writing that all rights and permissions and licenses are also vested now with the AUS and that it is free of royalty and is fully paid up. All payments due to bidder and payable till that time will only be paid by AUS.

11) Warranties and Liability:

- The bidder will warrant that the website will be free of programming errors and defects in workmanship and materials, and that it will be in full conformity with the specifications in the work plan. Any shortcomings noticed or identified by the AUS in this regard will make the bidder liable to penalties and the bidder will be required to rectify the defects promptly at their own expense.

- The bidder further warrants that it owns and has complete rights to license, convey and without any encumbrance the website and deliverables covered in the contract.

- The bidder further warrants that it has obtained all required registrations, permissions and consents from all third parties necessary to deliver the website,

background technology and deliverables.

- The bidder expressly warrants that the website does not contain any protective feature designed to restrict or prevent its use by the AUS or its agents and customers.

- The bidder further warrants that the website or any associated portion of it does not contain any virus, worm, Trojan horse routines, trap door, time bomb, or any other codes or instructions that may be used to access modify damage or disable the website or computer system including that of the customers and other users of the website.

- The bidder warrants that the website will be compatible with the AUS's hardware and software technology platform as specified in the work plan.

- The bidder warrants that the website does not infringe upon the trademark, copyright patent trade secrets or any other rights of any third party and where there is a use or infringement the vendor shall obtain a license for use from the rights holder permitting such use. The Vendor shall indemnify against liability for infringement.

- The bidder warrants that all content forming part of the website is provided from or obtained only from AUS. The intellectual property rights of website will be the propriety of AUS and cannot be used by anyone else without the permission of AUS.

12) **Eligibility of Bidders**

1. The Bidder must have at least five (5) years of experience in website design and development and maintenance.
2. The Bidder must have experience in at least three similar projects of which at least one should be that of an educational institution of higher learning like Universities, NITs, IITs, IIITs, etc.
3. No consortiums are allowed. The bidder shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity.
4. The Bidder shall have company registration / partnership registration certificate, valid sales tax registration certificate, valid Service tax registration certificate and Permanent Account Number (PAN) issued by Income Tax Department.
5. The company/firm must have annual turnover of not less than 50 lakhs rupees in each of the past three financial years (2013-14, 2014-15, 2015-16) from website creation/ maintenance work only and should produce balance sheets of the relevant periods certified by a Chartered Accountant. If necessary the bidder may produce certificates from a Chartered Accountant clearly mentioning annual turnover from the website creation/ maintenance work alone for each of past 3 financial years.
6. The Bidder should have the capability of handling Bilingual projects and should showcase at least 2 referenceable clients for whom websites were done.
7. The Bidder should have the capability of handling Archival Solutions and search engines.

13) **Penalties**

Performance of Services shall be made by the selected bidder in accordance with the time schedule specified by AUS in its work order assignment. An un-excused delay by the selected bidder in the performance of its obligations under the contract shall render the selected bidder liable for a **deduction at the rate of 1.0% of the total amount of contract per week of delay subject to a maximum of 20% of the value of the contract which will be recovered from the pending bills.** AUS may also proceed to take such reasonable remedial action as may be necessary, at the bidder's risk and expense and without prejudice to any other rights, which AUS may have against the bidder under the contract and such action may include invoking of the Performance Bank Guarantee (PBG). Authorised Committee of the AUS shall assess the quality of the website created. AUS may order the bidder to conduct re-designing of the database or the webpage at the Bidder's cost, if the feedback obtained from Committee is not satisfactory.

14) **Replacement of Staff**

In the event of the staff proposed along with this bid are not available at a later date due to reasons beyond the control of the agency, the bidder shall ensure that the staff chosen for replacement shall be of similar experience proposed in this bid. In the event of the agency utilizing the services of unskilled staff, AUS reserves the right to suspend payments for such Developing, Re-designing and Maintenance of Website work. AUS also reserves the right to terminate the contract and invoke the bidder's PBG.

15) **Indemnity**

The selected bidder shall indemnify the AUS against all claims of loss of data, loss of documents or damages to the files arising from the handling / updation by the bidder.

16) **Force Majeure**

The bidder shall not be liable for forfeiture of its PBG, penalties or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other statutory bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency If a Force Majeure situation arises, the bidder shall promptly notify AUS in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the AUS in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

The bidder shall advise AUS in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure conditions. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, AUS reserve the right to cancel the order without any obligation to compensate the bidder in any manner for what so ever reason.

17) **Arbitration**

AUS and the bidder shall make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or arising from or in connection with the contract. Disputes not so resolved amicably within 30 days of receipt of notice of such a dispute shall be resolved by a sole arbitrator nominated by the Vice-Chancellor, AUS. The arbitration proceedings shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Silchar, India.

18) **Payment Terms**

No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work. Payment for Development and Re-Designing of Website work done under the Work Order shall be made as per following terms:

a) 80% Payment of the software (Development and Re-Designing of Website) on final commissioning of the website after acceptance by the Website Revamp Committee of AUS. Acceptance will be done on "**Successful Go-Live, completion of training of the AUS Technical Team and handing over of the source code along with design and technical details including documentation to the AUS.**"

b) 20% Payment of the software (Development and Re-Designing of Website) on completion of one year from the date of final commissioning.

c) The payment of the manpower for maintenance will be released to the bidder bi-annually after completion of every six months of maintenance period against submission of the original bills/invoices in triplicate.

d) TDS, Service tax and any other applicable taxes as per prevailing rates will be deducted as per GOI rules before making the payment

Payment will be made by AUS to the bidder in accordance with the rate quoted by the bidder in the financial bid on submission of bills in triplicate in the name of Assam University, Silchar. Payments shall be subject to deductions of any amount as per Terms and Conditions of this Tender. All payments shall be made by Account Transfer only.

19) **Conflict of Interest**

Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with AUS. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery,

resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the Tender Notice.

20) **Fraudulent practices, bribery and corruption of Government servants**

The Bidder represents and undertakes that it has not given, offered or promised to give, directly or indirectly any amount, gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Client or otherwise in procuring the Contract or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the Contract or any other contract with the Government for obtaining a contract or showing or forbearing to show favour or disfavour to any person in relation to the Contract or any other Contract with the Government. Any breach of the aforesaid undertaking by the Bidder or any one employed by it or acting on its behalf or for its benefit (whether with or without the knowledge of the Bidder) or the commission of any offence by Bidder or anyone employed by it or acting on its behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1947 or any other Act enacted for the prevention of corruption shall, without prejudice to any other legal action, entitle the Client to cancel the Contract either wholly or in part, and all or any other contracts with the Bidder and recover from the Bidder such amount or the monetary value thereof and the amount of any loss arising from such cancellation without any entitlement or compensation to the Bidder. AUS will also have the right to recover any such amount from any contracts concluded earlier between the Bidder and AUS. The Bidder will also be liable to be debarred from entering into any contract with AUS for a minimum period of five years. A decision of the Client to the effect that a breach of undertaking had been committed shall be final and binding on the Bidder.

SECTION – 2

SCOPE OF WORK

(a) Pre Bid Activities:

The prospective bidders are advised to go through the existing AUS website in order to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website. The existing content and feature of the AUS website will be migrated to the new re-designed website that will be hosted on a University server on an appropriate Linux platform. The bidders need to verify the availability of infrastructure at Computer Centre. They need to suggest hardware/software requirements. They may visit at Computer Centre, Assam University before submitting the Tender. The bidder is also advised to propose the functionalities that he would be able to provide in the website, apart from those which are specifically mentioned below. Any proposed functionality which the University finds useful will help them score in the Technical bid.

(b) Requirement Study:

The successful bidder on award of Work Order will do a requirement study for the website, which when agreed upon by the authorised committee of the University, will form part of the Agreement to be signed with AUS. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the University will also be open to design and development suggestions from the successful Bidder.

(c) Information Collection:

The successful bidder will have to depute persons for collection of information and pictures from the different Departments and Units of the University initially, apart from those that are already available on the existing website. Once the website is commissioned, update of the information will be the responsibility of the Departments/units. However, the successful bidder will be supposed to inform the Computer Centre about the updates that are required to be made during the maintenance period.

(d) Image Enhancement Activities:

Several images including those of documents will be required to be scanned and placed on the website. Successful bidder should ensure that quality of scanned images are enhanced upto the optimum level and required image enhancement activities like Deskew, Despeckle, contrast ratio, setting, etc. has been done on the scanned documents. In case the documents are not legible it will be the bidder's responsibility to scan the scanned documents on high resolution i.e. 600 dpi or higher. In case if scanned documents are not legible then document scanning shall be done in Gray Scale. No extra payment shall be made for the same.

(e) Compatibility

The site design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for three platforms: Desktop/Tablet or Notebook and Mobile form factors will be required.

(f) Functionalities Required:

The website will be based on a Web Content Management System (WCMS). Facility to update content by multiple users from anywhere through browser based administrative module using WYSIWIG editing tools allowing non-technical users to create and edit content.

i.   Separation of Design and Content – content to be stored in the database and

designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.

ii. The WCMS shall have the ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server's settings.

iii. The WCMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.

iv. WCMS system should support user Groups, allowing the administrator to control how registered users interact with the site. A page on the site can be restricted to one or more groups.

v. The WCMS site shall be able to create micro sites/web portals within a main site as well.

vi. WCMS software shall act as a collaboration platform allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions. It shall allow multiple users to modify (or comment) a page at the same time in a collaboration session.

vii. Automated templates (e.g. faculty homepage, etc.) of shall be provided which are customizable.

viii. WCMS should allow administrator to set up rules for workflow management, guiding content managers through a series of steps required for each of their tasks.

ix. . Admin section must be protected by username and password. At database level password should be stored in encrypted format. After three consecutive wrong attempts the password should be sent to administrator through email.

x. The Website shall facilitate online payments/payment gateways (through Direct Debit or Debit and Credit Cards of multiple Banks) through the Portal. Provide interface and access to the external payment gateway for enabling the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through AUS. In case of unsuccessful transactions the Payment gateway should be able to refund the amount to the calling account.

xi. The Bidder will provide an operational guarantee on the WCMS designed and also provide support for at least 1 year after the launch of our website so that modification can be made by vendor, if University finds that WCMS is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder.

xii. Email Features: Domain user@aus.ac.in to be installed at Computer Centre, AUS. Unlimited POP3 Email Accounts with SMTP, Web Mail Access, Fail safe email service, facility to receive email to phone via IMAP Support, preventing spam with Spam Assassin, unlimited Auto responders, Mail Forwards, Email Aliases, Mailing Lists etc.

xiii. Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.

xiv. **Dynamic News/Events/Notification Management System:** Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to

the pictures, facility to search news via a strong search engine, facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWIG editor.

xv. **Dynamic Photo gallery/Video Management System:** Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.

xvi. Approval process – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.

xvii. User Management – Ability to create users, centres, students, Faculty/Department and define permissions for approval within a section.

xviii. Database Management – Ability to create new database and user interface to display dynamic content from the database.

xix. Menu Management – Ability to add, move, delete, modify menus on the site.

xx. Multi-lingual content – Ability to create content in multiple languages. It is expected that the basic site will be in English and Hindi. If content is not translated, the link should show English content by default. Ability to add more languages in future.

xxi. **Programming & Database Features**

a) Unlimited MySQL Database with PHP My Admin Access

b) Programming Language CGI, Fast CGI, PHP , Ruby on Rails, Perl, Python SSI

c) Programming Modules: Curl, CPAN, G D Library lmage Magick

d) System Management: SSH Access and Cron job Scheduling

xxii. **Control Panel Features**

a) Latest cPanel Control Panel

b) Website statistics AWStats, Webalizer Raw Log Manager Referrer and Error Logs

c) Portals Forums Counters Form mail

d) Password Protected Directories and Custom Error Pages

e) Web Based File Manager Hotlink Protection,

f) IP Deny Manager, Redirect URL

(g) Security:

The website should allow Secured Socket Layer (SSL). The website shall be security audited according to OWASP (Open Web Application Security Project) application security verification standard.

(h) Maintenance of the Website and De-bugging.

Vendor has to do the maintenance of the Website for a period of one year placing an on-site support Engineer from the date of Commissioning of the website, which will include de-bugging of the website on his own as well as when reported. On successful completion of the one year period, the Vendor may be awarded the Annual Maintenance Contract (AMC) for the website on payment basis, for which, the Vendor is expected to quote the rates separately in the Financial Bid.

(i) Scalability:

The website shall support scalability.

(j) Access to Visually Impair:

The contents of the website should be readable using any Screen Access Reader Software to the Visually Impaired users.

(k) Training:

Extensive training should be undertaken for users at AUS to handle web content related to their Department/Faculty etc. Additionally a separate training should be done for web administrators.

(l) Documentation:

Complete documentation on the WCMS web site- User Manual and Technical Manual has to be provided.

SECTION – 3

TECHNICAL BID

Proforma for submission of Technical Bids
(In accordance to the Annexure mentioned)

1) Bid Letter (*Annexure A*)

2) Name and Address of the Company (*Annexure B*)

3) Bidder's Project Methodology pertaining to this Development, Re-Designing and Maintenance of Website of AUS. Technologies to be used for WCMS, programming, database, control panel etc. (*Annexure C*)

4) Bidder's expertise in developing multilingual WCMS based website (*Annexure D*)

5) Details of Hardware, Software and technical personnel in the Company with the experience (*Annexure E*)

6) Earnest Money Rs.10,000/- as Bid Security in the form of Demand Draft/ Bankers" Cheque, from Scheduled Commercial Bank, drawn in favour of the Finance Officer, **Assam University, Silchar,** payable at Silchar (*Annexure F*)

7) The Successful bidder will be required to make a presentation before a Committee appointed by the University. The presentation shall contain details of the conception of the bidder about the work, the project methodology, the technologies proposed to be used in the work, some websites designed by the bidder containing features similar to that required by AUS and some design templates which the bidder proposes to use at AUS.

8) All the pages in the Technical and Financial bid must bear the signature of the bidder.

(Bid Letter to be given in Company Letterhead)

To,

The Director, Computer Centre
Assam University,
Silchar – 788011
Tele: 03842-270826
Fax: 03842-270806
E-mail: dir_cc@aus.ac.in

Ref. Tender No.   Dated :

Bidders Reference No. ………………   Dated : …………….

Sub.: Proposal for providing services relating to Development, Re-designing and Maintenance of Website of AUS.

Sir,

Having examined the conditions of contract as in the eligibility and general instructions, scope of work and special terms and conditions, I/we, the undersigned, offer to undertake Development, Re-designing and Maintenance of Website of Assam University at Silchar in conformity with conditions of contract and specifications for sum as may be ascertained in accordance with the qualifying the Technical and Financial bids attached herewith and made part of this Bid.

Until a formal Work Order is prepared and executed, this Bid together with your notification of award shall constitute a binding contract between us. We undertake to commence a requirement study for the website on notification of award within 1 week. The requirement study report which when agreed upon by the authorised committee of the University will form part of the Agreement. We undertake to complete delivery of all the services as specified in the Work Order within stipulated time in Work Order.

If our Bid is accepted, we will obtain the Performance Guarantee of a Scheduled Bank for an amount of 5% of the Work Order value for the due performance of contract and in accordance with the agreement.

We agree to abide by this Bid for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement. We also declare that the printed terms and conditions, if any at the back of our tender quotation or any other paper enclosed are not applicable. We understand that the authorised committee of the University is not bound to accept the lowest or any bid, you may receive.

We enclose herewith the complete Technical Bid as required by you. This includes:

- Bid Particulars (*Annexure B*)
- Bidder's Project Methodology pertaining to Development, Re-designing   and Maintenance of Website of AUS. Technologies to be used for WCMS, programming, database, control panel etc. (*Annexure C*)

- Performa for the Bidder's experience (*Annexure D*), attached photocopies of letters of Awards to establish validity.

- Number of Technical Persons (*Annexure E*)

- Details of Earnest Money Deposit furnished in the form of Demand Draft (*Annexure F*).

Certified that we are:

A sole proprietor firm and the person signing the Tender is the sole proprietor / constituted attorney of the sole proprietor,
OR
A partnership firm and the person signing the Tender is the signing authority and he/she has the authority to refer to arbitration disputes concerning the business of the partnership by the virtue of the partnership agreement/by virtue of general power of attorney.
OR
A company and the person signing the Tender is the constituted attorney.
OR
The person signing the Tender is the constituted attorney or authorized signatory of the primary party in case of consortium bidding.

We do undertake that, until a formal Work Order is prepared and executed, this bid, together with your acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this……………….. day of 2016 day of ……….

Signature : ………………………
[NAME IN BLOCK LETTERS of the SIGNATORY]

In capacity of Duly authorized to sign the bid for and on behalf of……..

Witness....................

Address……………………….

Signature.............
Date: ……………………

Signature of the Bidder OR
Officer authorized to sign the Bid Documents on the behalf of the bidder
Note:
In case of authorized signatory the authorization letter on letter head of the firm must accompany. Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the tender document.

Bid Particulars

Tender No……………….

1) Name of the Bidder:

2) Address of the Bidder:

3) Telephone No.

4) Fax:

E- mail:

5) The bidder should be registered for Service Tax (Attested copy of the Registration Certificate to be enclosed)

6) Name and Address of the officer to whom all references shall be made regarding this Tender:

Phone:

Fax:

E-mail:

Signature…………………………………….

Name…………………………………………..

Designation……………………………………..

Date……………………………………………

Company Seal…………………………………

PAN No.

TAN No.

Project Methodology

Describe how the agency conceptualizes the project and proposes to implement it includes the equipment, technology, methodology, flow of work, activity, time schedule and management.

(Please attach additional sheets, if required)

Technology to be used:

Provide a comprehensive list of technologies to be used by the bidder for each component of the project like WCMS, programming, database, control panel etc. (Please attach additional sheets, if required)

Bidder's Experience

a) Clients Details where development of WCMS based : Websites have been undertaken during last three years Name & Address of Client

b) Type of Client :

c) Place(s) of Service :

d) Whether the Websites developed were multilingual :

e) Duration :

f) Total Number of manpower Deployed :

g) Quantity of work (in no. of webpage) :

h) Cost of the project :

i) Approximate value of Service (in Indian Rupees) :

j) Details of Hardware/ Software/Technology used :

k) Any special features of the project which the Bidder : may like to specify

l) Name, title and Contact details of the contact : at Client location

Bidder's Signature,
Name,
Designation
& Company with Seal

Note:

1. Separate sheets for each client to be enclosed

<u>DETAILS OF THE HARDWARE, SOFTWARE AND MANPOWER</u>

1.   Name of Company and Address   :

2.   Details of Hardware Equipment (Computers /   :
       Servers specification and make)

3.   Details of Software   :

4.   Details of Manpower   :

Bidder's Signature,
Name,
Designation
& Company with Seal

Date:

Place:

Note: Separate sheets may be attached as required. Please enclose one page CV of all Technical Manpower of the Company.

<u>Earnest Money Deposit Details</u>

(Please give the details of the Earnest Money Deposit of Rs. 10,000/-.

Amount :

Demand Draft No. :

Drawee Bank / Branch :

Date :

<div align="right">

Bidder's Signature,
Name,
Designation
& Company with Seal

</div>

Date:

Place:

SECTION – 4

FINANCIAL BID

FINANCIAL BID FORMAT

*(Note: In the financial bid format, the rate shall be quoted in Indian Rupees in **figures and words**. In case of discrepancy between the rate quoted in **figures and words**, the **rate quoted in words will be taken as final** and shall be binding on the Bidder)*

Form 1: Development, Re-designing and Maintenance of Website of AUS

S.NO.	ITEM		AMOUNT IN RS.
1.	Creation of WCMS based website of AUS as detailed in "Scope of Work", along with content collection, and required training and documentation.(inclusive of all Taxes)	:	
Total: (in words) Rupees:			
2.	Annual Maintenance work of the website including updates, minor modifications / expansions and installing patches in the application for maintenance of one year with one on-site support Engineer. (Service Tax as applicable time to time shall be added during the billing)	:	
Total: (in words) Rupees:			
Total (1+2): (in figures) **Total (1+2): (in words) Rupees:**			

<div align="right">
Bidder's Signature,
Name,
Designation
& Company with Seal
</div>

Date:

Place:

Note(if any):

SECTION – 5

BID OPENING
&
EVALUATION

(a)   Evaluation Criteria Technical Bid

The University authorised Committee shall evaluate the bids based on the eligibility criteria, and strict compliance to the information sought in **Section 3**. The Committee may, at its discretion, call for additional information, live demonstration of technical capability of creating websites or seek clarifications from the bidder(s). Such information has to be supplied within the time frame set out by the Committee; otherwise AUS shall make its own reasonable assumptions and do the evaluation accordingly. Seeking additional information / clarifications cannot be treated as acceptance of the bid. The bidders shall provide all the necessary documents, and reference information as desired by the Committee. After due evaluation of Technical bids, the University authorised Committee would submit its recommendation. **Only those bidders who score 50 marks or more evaluated in accordance with the following Technical Evaluation criteria shall be technically qualified.**

Technical evaluation criteria

Parameter	Proof to be submitted by vendor apart from the presentation			Weight
Does the vendor have expertise in developing multi-lingual WCMS based Websites?	No. of similar projects successfully completed for central universities /IIT/ IIM/ NIT/IIIT/value more than 10 lakhs (max. 5, each carrying 4 marks)			Max-20
	Projects	Work Order Nos.	Completion document of each project	
	1			
	2			
	3			
	4			
	5			
Does the vendor have expertise in developing multi-lingual WCMS based Websites?	No. of similar projects successfully completed for state /private universities /Colleges/Other organisations (max. 5, each carrying 2 marks)			Max-10
	Projects	Work Order Nos.	Completion document of each project	
	1			
	2			
	3			
	4			
	5			
Does the Vendor have capability of Developing multilingual websites?	List of websites currently running (max. 5, each carrying 4 marks)			Max - 20
	1. www.			
	2. www.			
	3. www.			
	4. www.			
	5. www.			
Is the vendor capable of delivering websites on time with high quality?	No. of similar Projects successfully completed for central universities/IIT/IIM/NIT/IIIT/other organisation/ value more than 10 lakhs (max. 5, each carrying 4 marks)			Max - 20
	Projects	work order & the schedule date of completion	Completion date & certification of the authority	
	1			
	2			
	3			
	4			
	5			

Is the vendor capable of delivering websites on time with high quality?	No. of similar Projects successfully completed for state/private universities, /Colleges/Other organisations (max. 5, each carrying 2 marks)			Max - 10
	Projects	work order & the schedule date of completion	Completion date & certification of the authority	
	1			
	2			
	3			
	4			
	5			
Does the vendor have a well defined methodology to develop the website – Project Plan (design, testing, deployment, bug fixes, change requests, etc.)?	Project Plan (completion dates, 2 marks for each stage)			Max - 10
	1. Requirement Study Document			
	2. Analysis & Design Document			
	3. Coding & Testing completion date			
	4. Go Live			
	5. Acceptance Testing			
Does the vendor have the right people to deliver on this project?	Resume / Profile sheet of the Company			Max - 10
	1. CMMI level 4 or higher - 2			
	2. "ISO 9001:2008 certified" or "ISO 9001:2008 certification" -2			
	3. Name and details of max 3 employees having global certification – 6(each carry 2 marks)			

Total 100

Any quotations received after the closing time for submission shall be returned unopened.

(b)   **Financial Evaluation**

The financial evaluation shall be based in accordance with the following criteria.

The bidder quoting the lowest cost (L1) in financial bid in **Section 4** will be awarded a 100% score. Scores of other bidders will be evaluated using the following formula. Score of a Bidder = {lowest cost of L1/ lowest cost of the bidder) X 100} (adjusted to 2 decimals)

(c)   **Joint Evaluation of Technical and Financial Bids**

The following is the procedure for evaluation as applicable to technically qualified bids:

The technical and financial scores secured by each bidder will be added with weightages of 65:35 respectively and a Composite Bid Score arrived at. The bidder securing the highest Composite Bid Score will be adjudicated as the **Best Value Bidder** for award of the

Development, Re-designing and Maintenance of Website of AUS contract. In the event the composite bid scores are „tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Contract.

(d)   Notification of Award

Prior to the expiration of the validity period, AUS will notify the successful bidder in writing or by fax or email, that it's bid has been accepted.

(e)   Requirement Study:

The successful Bidder will be required to do a requirement study for the website, which when agreed upon by the University, will form part of the Agreement to be signed with AUS. The desired navigation structure, general functionalities and reference points for the design will be part of the Requirement Study Document (RSD). The signed copy of the RSD will form the basis of implementation and Go-Live. Failure of the successful bidder to sign the RSD within the time stipulated by AUS, shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event AUS may make the award to another bidder or call for fresh bids.

(f)   **Termination for Insolvency and Default Termination for Insolvency**

AUS may at any time terminate the contract by giving written notice of four weeks to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to AUS.

(g)   **Termination for default**

Default is said to have occurred:

If the bidder fails to complete the Development, Re-designing and Maintenance of Website of AUS in accordance with the Tender Notice within the time period(s) specified in the contract or any extension thereof granted by AUS.

If the bidder fails to perform any other obligation(s) under the contract / work order.

If the bidder fails to comply with instructions of AUS with respect to improving the quality of Website Designing, Content, Format, WCMS software, Navigation Structure, Pictures, Ease of Use etc.

(h)   Performance Bank Guarantee (PBG)

The successful bidder, on intimation of notification through email, will have to submit an amount of 5% of the Work Order value towards Performance Security in the form of Bank Guarantee (BG), in favour of Finance Officer, Assam University, Silchar payable at Silchar within ten (10) working days prior to release of Work Order.

All incidental charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid till completion of one year from the date of commissioning of the newly created website and extended period if any. Subject to the terms and conditions in the PBG, after completion of one year of the commissioning of the project the PBG will lapse automatically. The PBG may be discharged/ returned by AUS upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable by AUS on the PBG. In the event of the bidder being unable to service the contract for reasons not found to be reasonable and satisfactory by the competent authority, AUS would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of AUS under the contract in the matter, the proceeds of the PBG shall be payable to AUS as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. AUS shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default. AUS shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

Sd/-

Director, Computer Centre
Assam University,
Silchar – 788011.