

Request for Quotation

BHARAT BROADBAND NETWORK LIMITED
(A Government of India Enterprise)
Corporate Office
3rd Floor, Office Block, East Kidwai Nagar, New Delhi 110023
[IT Unit]

No: BBNL/CO/IT/Website AMC/2019/01

Dated: 22-03-2019

To

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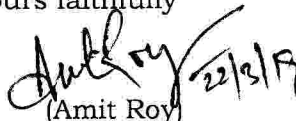
Subject: Request for Quotation (RFQ) for Annual Maintenance Contract (AMC) of BBNL website www.bbnl.nic.in with onsite support whenever required.

Sealed Tenders are invited by Bharat Broadband Network Limited, New Delhi for Annual Maintenance Contract (AMC) of BBNL website www.bbnl.nic.in with onsite support whenever required for period of one year on rate contract basis.

Interested firms willing to provide AMC of maintenance of BBNL website www.bbnl.nic.in with onsite support whenever required basis for period of one year may send their rates in a sealed cover super scribing the envelope "**Bid for AMC of BBNL website with onsite support whenever required-** RFQ No. BBNL/CO/IT/Website AMC/001" addressed to the **Sr. GM (IT), BBNL CO, Ground Floor, 3rd Block DMRC IT Park, Shastri Park, New Delhi-110053** latest by 1500 hrs. **11th, April 2019** which will be opened on the same day at 1530 hrs in Conference Room of BBNL Office at Ground Floor, 3rd Block DMRC IT park, Shastri Park, New Delhi in the presence of interested bidders or their representatives. Duly completed tender document may be dropped in the tender box available at reception counter of BBNL CO, Ground Floor, 3rd Block DMRC IT Park Shastri Park New Delhi.

The terms & conditions, Scope of Work, Bid Forms and draft agreement are given at Annexure I, II, III, and IV.

Yours faithfully


(Amit Roy)
Sr. Manager (IT)
Tel: 011-22901217

TERMS AND CONDITIONS FOR MAINTENANCE OF WEBSITE OF BBNL.

1. Sealed Limited Tenders are invited by the Bharat Broadband Network Limited, New Delhi for Annual Maintenance Contract (AMC) of BBNL website www.bbnl.nic.in with onsite support whenever required for period of one year as per the scope of work mentioned in **Annexure-II**. The Rates quoted shall include the works mentioned in the scope of work (**Annexure-II**) for which no extra charges shall be payable other than the AMC charges.
2. Bids in sealed cover super scribing the envelope "**Bid for AMC of BBNL website with onsite support whenever required** RFQ No. BBNL/CO/IT/Website AMC/001" addressed to the **Sr. GM (IT), BBNL CO, Ground Floor, 3rd Block DMRC IT Park, Shastri Park, New Delhi-110053** latest by **1500 hrs. 11th, April 2019** which will be opened on the same day at **1530 hrs.** in Conference Room of BBNL Office at Ground Floor, 3rd Block DMRC IT Park, Shastri Park, New Delhi in the presence of interested bidders or their representatives. All bids shall remain valid for acceptance for a period for 120 days from the date of opening of bids. Incomplete bids shall be liable to be rejected.
3. **ELIGIBILITY CRITERIA:**
 - (i) The bidders should be a Firm or a Company registered in India to provide services like design, development, updation and maintenance of Website, IT application, software application or mobile application etc. and must be having a valid GST Number and PAN Number. **(Copy of Registration of Firm/Incorporation of Company, GST No. and Pan No. to be enclosed)**
 - (ii) The total business turnover of the agency should not be less than Rs. 25 lakh every year for last three years (CA Certificate/Balance Sheet for the past 3 years may be enclosed with the quotation.
 - (iii) The bidder should have minimum experience of three years with Govt. organization / Govt. institutions / Central or State PSUs. **Copy of work orders needs to be attached.**
 - (iv) The bidder should not be in the list of blacklisted / debarred / de-pannelled entities by any Government organization during last five years. **Self-certificate to be enclosed.**
 - (v) The bids will be submitted only by the vendors/firms having their office in the National Capital Region Delhi.
4. **Earnest Money Deposit (EMD):**

Refundable Earnest Money Deposit for Rs. 10,000/- (Rupees Ten Thousand only) is to be submitted in the form of Demand draft (DD) drawn in favour of CGM Accounts, BBNL, payable at Delhi. Name of bidder & tender number should be clearly written on back of the EMD DD to avoid mixing / loss of Instrument. Bidders are requested to submit EMD for the requisite value in the form of Demand Draft/ Bankers Cheque only. Tender is liable for rejection if the bidder does not submit the requisite EMD / inadequate EMD. EMD for the unsuccessful bidders shall be returned within 45 days from the date of placement of order.
5. **PERFORMANCE SECURITY-** The successful bidder will have to deposit Rs. 20,000/- (Rupees Twenty Thousand only) by way of FDR with the office of CGM Accounts, BBNL, towards performance security. Performance Security is to be furnished by a specified date (generally 21 days after notification of the award) and it should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the agency.



In case the agency is not able to execute the job in time or to the entire satisfaction of BBNL, the performance security submitted by the firm/agency shall be liable to be forfeited in whole or part as per decision of the BBNL which shall be binding on the agency.

6. The subject work is indivisible and shall be awarded to single successful bidder.
7. The firm/Company must be ISO:9001 certified and must be CMMI Level 3 compliant (please enclose self-certified copy)

8. **PENALTY:**

- i. In case of unsatisfactory performance, BBNL may levy a penalty at the following rate:-

Description	Rate of Penalty
1 st lapse/default	10% of monthly bill
2 nd lapse/default	15% of monthly bill
3 rd lapse/default	20% of monthly bill
More than 3 rd lapse/default	25% of monthly bill

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

Time Schedule	Penalty
From 24 hours to 36 hours	5% of monthly bill
From 36 hours to 48 hours	10% of monthly bill
From 48 hours to 60 hours	20% of monthly bill
More than 60 hours	25% of monthly bill

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

9. The bidder shall quote for 100% for the services mentioned in the Scope of Work as per **Annexure-II** and if quote is for less than 100% of tendered quantity, the bid shall be considered rejected.
10. The bids will be evaluated as one part consisting all the items and will be evaluated as package. Accordingly, the successful bidder with the lowest evaluated price of the package will be considered for placing the order.
11. The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted have to be signed by authorized signatory.
12. Payment will be released quarterly on the completion of satisfactory performance duly certified by IT unit of BBNL CO New Delhi.
13. The technical details are to be submitted in **Annexure-III** and rates in **Annexure-IV**. Tenderers are required to fill-up and submit the **'Technical'** and **'Financial'** bids in two separate sealed envelopes. **'Financial bid' envelope** should contain only the quoted rates. The **'Technical bid' envelope** should contain all the other required / essential documents mentioned in this tender. Both these envelopes must be sealed separately and should be super-scribed by words **'Technical Bid' / 'Financial Bid'**, as the case may be. These two sealed envelopes should then be placed inside a third big envelop, which should also be sealed properly and

super-scribed with words **Bid for AMC of BBNL website with onsite support whenever required – RFQ No. BBNL/CO/IT/Website AMC/001”**

14. A duly constituted committee of BBNL would examine the technical bids. It may also decide to physically inspect the premises of the company and verify the claimed machinery, computers, manpower etc.
15. The financial bids of only those agencies shall be opened who are found eligible by the duly constituted committee after due examination of the technical bids.
16. The BBNL reserves the right of accepting the whole or any part of the quotation(s) or portion of the quantity offered and successful tenderer shall supply the same at the rate quoted.
17. The BBNL reserves the right to accept or reject summarily any or all quotations in whole or in part without assigning any reason whatsoever.
18. The contract could be extended for a maximum of two more years (in six monthly installments) upon satisfactory performance on the same rates and same terms and conditions.
19. The BBNL takes no responsibility for delay, loss or non-receipt of bids after dispatch.
20. The bidder shall at all times indemnify and keep indemnified the owner and its officers, servants and agents from and against all third party claims whatsoever including but not limited to property loss and damage, personal accident, injury or death of person of any sub-contractor and or the servants or agents of the contractor, any sub-contractor(s) and or the owner and the contractor shall at his cost and initiative at all times, maintain all liabilities under workman's Compensation Act/Fatal accident Act, Personal Injuries, Insurance Act and/or their Industrial legislation in force from time to time.
21. In case of any dispute or differences, the same shall be settled by reference to the sole arbitration of the CMD, BBNL or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the CMD, BBNL or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the CMD or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the CMD or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996. There will be no objection to any such appointment on the ground that the arbitrator is a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a Government Servant/ PSU employee he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the CMD, BBNL or the said officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

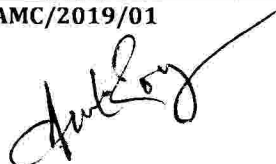
The arbitrator may from time to time with the consent of both the parties enlarge the timeframe for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The venue of the arbitration proceeding shall be the office of the CMD, BBNL,



New Delhi or such other places as the arbitrator may decide.

22. In case of any dispute arising out of the business or interpretation of any clause of the document, the Court at Delhi alone shall have the jurisdiction to try and decide.
23. If the tender opening date is declared Holiday the tender will open on next working day at the same time and venue.
24. The quoted rates shall be valid for 120 days from the date of opening of the quotation. No escalation in price would be permitted on any ground.
25. Tenders send through Fax or e-mail will not be considered.
26. Each page of the tender documents is required to be signed by the person or persons submitting the tender in token of his their having acquainted himself/themselves with the General Conditions of the tender enquiry. Any tender received with any of the documents not so signed will be rejected.
27. The quotation submitted on behalf of a firm shall be signed by all the partners/Directors (as applicable) of the firm or by a partner who has the necessary authority on behalf of the firm. POA is required to be submitted along with the bid.
28. All erasures and alterations made while filling the quotation must be attested by initials of the tenderer overwriting of figures is not permitted, failure to comply with either of these conditions will liable the quotation void. No advice of any change in rule or conditions after the opening of the tender will be entertained.
29. The tenderer meeting the eligibility criteria with the lowest bid price shall be deemed as the successful bidder L-1.
30. This notice can also be seen at BBNL web-site www.bbnl.nic.in
31. The bidder is required to submit a copy of VAT, TIN, PAN/GST Registration (dully self-attested) along with the sealed quotation.



SCOPE OF WORK

Bharat Broadband Network Limited (BBNL) a Special Purpose Vehicle (SPV), set up by the Government of India under Ministry of Communication, Department of Telecommunications for the establishment, management and operation of BharatNet {National Optical Fibre Network (NOFN)}, and maintains an Internet web-site (www.bbnl.nic.in). The bilingual internet web-site is hosted at National Informatics Centre Cloud service and maintained by one of the empanelled agency of M/s NICS I at present where the data is uploaded and updated on the Web Server on daily basis.

Hosting Environment

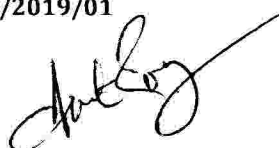
The present BBNL website is built on Microsoft platform with .NET in frontend and MS SQL database in the backend. It has a CMS to update most of the dynamic sections of the site. The same site www.bbnl.nic.in is hosted on NIC Cloud service.

Currently the following four additional domain names for BBNL are linked to BBNL website www.bbnl.nic.in.

- (1) bbnlindia.in
- (2) bharatbroadband.net.in
- (3) bbnlindia.net.in
- (4) bharatbroadband.co.in

Technical Support

1. The vendor will work in consultation with IT unit of BBNL CO New Delhi for maintenance of the website and carrying out all activities mentioned in the scope.
2. The website is hosted on NIC cloud service. The vendor should ensure that the website so maintained should comply with the web/ internet/network policy of NIC, Guidelines for Government of India Websites (GIGW) and clear the website audit as and when required for NIC as well as STQC audit for GIGW compliance as and when required. The expenditure for such audits will be borne by BBNL. Further, the website so developed/maintained should also comply with the relevant security policy of CERT-IN, Deptt. of IT, Government of India.
3. Managing and updating DNS records for the above mentioned domains which include the MX settings for various third party verification of the ownership. This support are to be provided as and when required by IT unit of BBNL in consultation with NIC.
4. The prospective vendor (website agency) shall maintain the BBNL website, which is hosted on the NIC Cloud along with all its current functionalities, and incorporate other changes as provided in this document, and as will be communicated to them from time to time. The vendor to have expertise in developing and managing content (including text, graphics, videos, web applications, software).
5. The site is a descriptive website with rich information about BBNL, its services, BharatNet project status/dashboard, recruitment announcements, etc. The site is to be updated daily on real -time basis with news, announcements, tenders, RTI and other sections.



6. The site is bi-lingual, user-friendly, frequently visited, projects a dynamic, attractive image of the company and the BharatNet network by showing status on interactive map of India, utilizing feedback mechanisms, hyperlinks, slider image gallery, etc. The vendor will maintain all the existing features as it is.
7. The site will be given aesthetic uplift and a new home page/plan/new look with graphic and home page related changes as and when required. The cost of such job will be borne by BBNL which will be first approved by it. However, no payment will be made for minor changes. The payment, if any, shall be made after satisfactory execution of the job.
8. The website should support convenient and proper upload of Hindi data. Fresh matter will be provided to agency in Kruti dev/ other Hindi fonts, and vendor will be responsible to convert it into proper format before uploading.
9. Bidder will have to make any changes in content/appearance only after approval from BBNL.
10. All page banners/ flash designs created by the vendor for English website, containing English text, will have to be recreated for the Hindi website also with /without Hindi text, after consultation with BBNL. The cost of the translation will be borne by the bidder and it will be the part of website updation.
11. Data for uploading will be provided to the vendor by BBNL. It will be the responsibility of the vendor to map information in templates, pages under different sections. Such text might also need to be augmented with graphic design in order to present the material and maintain/update it in the most effective manner.
12. Before publishing the matter. A test link will be shared with the concerned BBNL official and the necessary approval needs to be taken before the upload on live site. For this job no extra payment will be given and it will be the part of website updation.
13. The vendor may be required to undertake certain urgent updates on holidays & post office hours as well. Hence the website support will be 24/7/365.
14. It will be the responsibility of the vendor to ensure that the website should be free from all vulnerabilities and bugs.
15. Rectification of bugs like content formatting issues, image placement, link mismatch etc. Immediately after user request.
16. **Onsite webmaster / support executive /engineer on requirement basis.**

In case BBNL require any additional support onsite such as – change request, data updation, GIGW Compliance matrix, application support, API, support to any other branch office etc. The prospective bidder will provide experienced technical support executive on requirement basis. The personnel deputed shall be qualified Computer /IT Engineer with minimum qualification of B. Tech/BE/MCA. For the purposes of faster upload the technical support executive will be deputed by the firm at the BBNL (Corporate Office) whenever required. The Executive will report to the concerned BBNL IT Unit officials regarding the requisite website updates and changes. The Onsite Website support executive will follow the BBNL office timings & will be allocated a seating space with necessary computer infrastructure and connectivity to the NIC Servers.

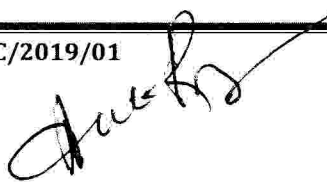


17. Vendor will be required to update both live & test server. Maintain the latest backup and in case of any downtime coordinate with necessary NIC / hosting provider executive to get website issues resolved in minimum timeframe.
18. Flexibility to modify the design when a major event has to be published.
19. Ensure compatibility with all internet browsers like internet explorer, chrome, Mozilla Firefox and smart mobile phones etc. It should be ensured that the website works flawlessly across different web browsers.
20. It must be ensured that the website adjusts itself automatically as per the screen resolution of the website visitors for example 1024*768, 1200*800 etc. Resolution independent website will automatically expand/compress itself as per the screen resolution.
21. Archives Management for Administrators
 - a) It should be ensured that the expired contents are to be removed from the main website.
 - b) There should be an Auto Archival System available on the Website, which shall transfer the expired content in archives section as soon as it reaches expiry date.
22. SITE SEARCH
 - a) Site search shall allow users to do keyword search in site.
 - b) It shall lead to links of all the pages in which keyword is found on the search result page.
 - c) FULL TEXT SEARCH: Provision of Full text search in the website for all the content. On entering any keyword, the system must be able to search in entire file structure and should provide links where that word is present. On clicking the link the content should be displayed.
23. **MAJOR RESPONSIBILITY OF THE BIDDER**
 - I. Comprehensive Maintenance and updation of the BBNL website for a period of one year with on-site support whenever required.
 - II. Regular monitoring of website for Performance, Security and Availability.
 - III. The agency shall have to provide security from Virus attacks and Hacking of the Websites. In case of Virus or Hacking attack, the agency shall have to re-create/restore the websites as per the requirements of BBNL
 - IV. Compliance with policies (organizational, regulatory, legislative, etc.) that may require changes in website content, architecture, security, process etc. be ensured.
 - V. The agency will maintain the website and incorporate mandatory elements as required by the guidelines for Indian Government Websites. If necessary, the agency will also be required to redesign the website in accordance with the mandatory requirements of the guidelines or the needs of the BBNL.
 - VI. Analysis of traffic on website and changes to website as per feedback to development / management team shall be provided.
 - VII. Any internal coding deployment related issue, after informing and getting permission from BBNL's concerned person
 - VIII. The successful bidder shall be responsible for all co-ordination and logistics with NIC for any further requirements that occur time to time.



- IX. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by BBNL into the website both in Hindi and English pages.
- X. Optimize the website for search engine positioning using keywords relevant to BBNL's present and prospective customers/ users.
- XI. Addressing Website Performance related issues to fix issues like no response, slow response, website crashing etc.
- XII. Site should be maintained in both English & Hindi language on real time basis.
- XIII. Managing, maintaining and updating the website 24x7x365 during the period of the contract.
- XIV. Taking of necessary Weekly / Monthly Backup (Full Backup, Differential backup & Incremental Backup) as per standard industrial practice to eliminate permanent data loss under any circumstances except disaster. The agency shall prepare detailed Backup policy for the same in coordination with BBNL.
- XV. The Bidder will provide the soft copy the backup data on regular basis as decided by BBNL.
- XVI. Updated blueprint (source code) of the application & database will be shared by Service Provider after every change in the website application and database level to BBNL. After the security & functional audit service provider will have to share the same.
- XVII. The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by BBNL. It shall ensure there is no transmission of content in any form outside its office.
- XVIII. Any other tasks/ assignment which are not covered in the tender documents, but necessary for AMC of maintenance of BBNL website.

Note: The bidder should use his own equipment/ products/server etc. for maintenance, updating activity and providing test link. BBNL will not provide/extend any software/ hardware support on this account. No additional cost shall be paid by BBNL in this regard.



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Request for Quotation for Annual Maintenance Contract (AMC) of BBNL website www.bbnl.nic.in with onsite support whenever required.

'TECHNICAL BID' PROFORMA'

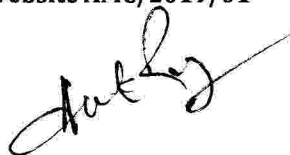
Tender No & Date	
Last Date and Time of "Receipt of Tenders"	
Date and Time of 'Opening of the Technical Bid'	

1. DETAILS OF AGENCY:

Name of the Agency	Address and Other details of Agency
Web site address (if any)	
Phone Number	
Fax Number	
E-Mail	
Contact Person's Name	
Contact Person's Mobile Number	
Contact Person's Fax Number	
Contact Person's e-mail ID	

2. **ANNUAL TURNOVER:** Please enclose a copy of Income Tax Return OR audited accounts in support of your claim:

Sl. No.	Financial Year	Turnover (in Rupees)
1.	2015-2016	
2.	2016-2017	
3.	2017-2018	



3. **REGISTRATION PARTICULARS** : Please give details of registration wherever available/ applicable, if any, with self-attested copy of original registration.

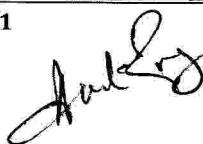
S. N.	Particulars	Copy attached? Yes/No	Remarks
1.	IT Permanent Account No. (PAN)		
2.	GST Registration		
3.	Registration with Central/State Government Agencies		
4.	The ISO 9001-2000 Certificate		
5.	The ISO Certified CMMI Level-3 Company Certificate		

4. **REFERENCE LIST**: Tenderer may enclose a list of public / private sector firms to whom AMC service was provided recently. Copies of order may be enclosed.

Sl. No.	Name of Client(s)	Details of Order(s) with value
1.		
2.		
3.		
4.		

5. **ANY OTHER INFORMATION:**

(Signature of CEO / Proprietor / Authorized Signatory)



DECLARATION:

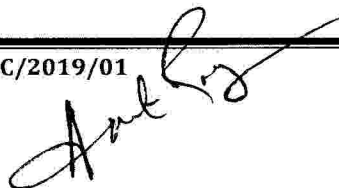
This is to certify that the above facts are true complete and correct to the best of my knowledge and belief. It is also certified that the Agency is not black listed by an Government/ Department not any criminal case is registered/pending against the Agency/Firm or its owner/ partners anywhere in India. Further, it is certified that I/we have read and understood the terms and condition of the Tender Notice.

I/we give an undertaking and give our unconditional and unequivocal acceptance of all terms and conditions of the tender and agree to abide by these terms and conditions.

(Signature of CEO / Proprietor / Authorized Signatory)

OTHER INSTRUCTIONS:

- i) Fill all items. Please mention "NA" for items / clause not applicable.
- ii) Attach latest documents for all items.
- iii) The documents asked within this tender may only be submitted
- iv) Tenders should be sealed in accordance with terms and conditions specified in clause no 10.



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Request for Quotation for Annual Maintenance Contract (AMC) of BBNL website www.bbnl.nic.in with onsite support whenever required.

'FINANCIAL BID' PROFORMA'

We hereby quote our rates on "All Inclusive" basis for the maintenance & updating of Hindi and English websites of BBNL namely www.bbnl.nic.in with onsite support whenever required basis for a period of one year on rate contract basis.

The agency /firm may submit rate in the following table-

Website	Rate per month including all taxes, GST etc.
Annual Maintenance Contract (AMC) of BBNL website <u>www.bbnl.nic.in</u> with onsite support whenever required	

(Signature of CEO / Proprietor / Authorized Signatory)

We have fully understood and accept all terms & conditions of the above tender and quote our rates. We have signed on each page of Technical Bid / Financial Bid as token of acceptance of terms and conditions detailed on each page.

(Signature of CEO / Proprietor / Authorized Signatory)

Name:

Date:

Place:

Seal:

