



सागरमाला डेवलपमेंट कंपनी लिमिटेड

(भारत सरकार का उपक्रम)

Sagarmala Development Company Ltd.

(A Government of India Enterprise)

Website: www.sdclindia.com

CIN No: U74999DL2016GOI305194

GSTIN No. 07AAYCS0357B1Z8



No.: SDCL/NIT/21-22/12

Date: 19.08.21

Tender Document for Website and e-mail Maintenance

SDCL, a CPSE under Ministry of Ports, Shipping & Waterways established under the Companies Act, 2013 to promote port led development in the country under Sagarmala Programme, invites tenders to take services from firms/agencies having experience of developing and maintaining the website, regulation and overall management as per NIC (Govt. of India) guidelines and other applicable regulations from time to time.

The website of Sagarmala Development Company Limited can be accessed at <http://www.sdclindia.com>. The websites provide information through various sections/web pages.

Scope of Works

The scope of work includes one time as well as ongoing tasks of regular maintenance and updation of the website and e-mail addresses. Details of various elements of the scope of work are as follows:

One-time Activities:

1. Conversion of present website in bilingual (English and Hindi) format inclusive of all translation and proof reading within 90 calendar days of allotment of work order.

Ongoing Activities:

2. Website Maintenance including updation of content of all existing pages and designing new pages as per the requirement of the Sagarmala Development Company Limited (SDCL). It would also include the upload of images/documents/text/videos etc. and all type of work as instructed by the Competent Authority of SDCL from time to time.
3. Add more feature in the Content Management System (CMS) of the website (as and when required).
4. Publishing of the advertisement (Banner, Links etc.) on the website as per instruction of SDCL.
5. Making Change in the source code of the website (as and when required).
6. Checking the website for dead links.
7. Archival of information (as per instruction).
8. Updating of data elements on existing pages.
9. Designing and/or updating and publishing of new or revised pages.
10. Undertaking Content management.
11. Find all the error regarding the websites and their removal.
12. Find all non-operative functions of website and make them operative.
13. Various types of content should be delivered through the Websites. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia files, Audio/ Video files etc.
14. Technical support for the Auditing of websites.
15. OV SSL Certification, or above, as per as per NIC (Govt. of India) guidelines.
16. Maintenance of e-mail ids hosted on google suit.
17. Creation of e-mail address as and when required.

Tendering Process

Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid. Both parts of the bid is to be submitted online through tender site <https://sdcl.euniwizarde.com>. The detailed instructions are provided in Annexure 1.

Submission of Tender

| Sl. No. | Particulars | Date & Time |
|----------------|--|--|
| 1 | Date of Issue of Tender Document | 19-08-2021 |
| 2 | Last Date and time for submission of Tender Document | 09-09-2021 15:00 HRS IST |
| 3 | Date and time for opening of Technical Bids | 09-09-2021 15:30 HRS IST |
| 4 | Date and time for opening of Financial Bids | To be communicated post evaluation of Technical Bids |
| 5 | Likely date for commencement of Work | 15-09-2021 |
| 6 | Tenure of Contract | 2 Years (Extendable for 1 Year) |

TECHNICAL INFORMATION AND UNDERTAKING:

Eligibility Criterion:

1. Firm should be in existence for minimum 5 years.
2. The firm should be ISO certified for Website maintenance.
3. The firm should have experience of at least three similar assignments in last two years.
4. The firm should have the experience of working with Central or State Government / Public Sector Undertaking and Autonomous bodies for 2 years (out of last five years) in website development and /or maintenance.
5. The firm should have a minimum average annual turnover of Rs.25 lakhs each year continuously (2017-18, 2018-19 and 2019-2020).

Essential Documents to be attached:

1. Xerox copy of PAN, GST and Incorporation Certificate.
2. Duly signed copy of Tender Document by the authorised person of the bidder.
3. Duly signed list of Developers and Designers etc.
4. The firm should have the experience of working with Central or State Government / Public Sector Undertaking and Autonomous bodies for 2 years in website development/maintenance. Copies of the experience certificates should be self-attested and enclosed with the Tender Document.
5. ISO certificate for Website maintenance.
6. A certificate to be submitted from the firm that the firm has not been debarred for award of contract during past 5 years.
7. Certified copy of Income tax returns for last 3 years (2017-18, 2018-19 and 2019-2020).
8. Audited copy of last three years' Financial Statement (balance sheet, Profit and Loss etc) showing minimum average annual turnover of Rs.25 lakhs each year continuously (2017-18, 2018-19 and 2019-2020).

9. Specimen Signature, Name, Address, Contact No., designation/capacity of the authorised person who has been assigned on behalf of the firm for signing the tender document on plain paper.
10. All the documents including tender document must be self-attested by authorized person.
11. MSME Certificate, if applicable, must be attached to avail the benefits available to MSMEs as per Government Norms.

Note: All the essential documents Sr.No.1 to 10 for technical bid must be qualified for the opening of financial bid.

Late Applications:

Any application received after the last date and time for submission for the same, shall not be accepted. Applications received after the last date shall be summarily rejected.

Evaluation Criteria:

The evaluation of all responsive tender will be made first on the basis of technical bid. The Financial bid of such firms found valid based on all technical parameters only will be opened.

The tender would be awarded based on the lowest quote received by technically qualified bidders.

The award of work will be further subject to any specific terms and conditions of the contract. The Competent Authority of SDCL will have sole discretion, without assigning any reason, in selection or rejection of a bid received in this regard.

Deliverable, Timelines and Payment Terms:

Summary of the deliverables is tabulated below:

| S. No. | Deliverables | Timelines in terms of calendar days | Payment percent of quoted amount |
|--------|--|---|--|
| 1 | <ul style="list-style-type: none"> • Conversion of website into bilingual (English and Hindi) format inclusive of all translation and proof reading • SSL Certification (OV) or above in line with guidelines of NIC/GoI | 90 days from date of work order | 40% |
| 2 | Website and e-Mail Maintenance Services: <ul style="list-style-type: none"> • Server hosting company's website (www.sdclindia.com) – Cloud • AMC of company's website (www.sdclindia.com) • Business E-mail ids (@sdclindia.com) Annual Renewal with G suit • Creation of new e-mail ID (as and when required) • Other augmented services related to upkeep of the website. • Additional page design | Quarterly summary of all activities conducted as per required due date. | 60% split into an invoice of 7.5% at then of each quarter (3-month period) from the beginning of the contract |

Others points to be noted are:

12. Fee is to be quoted excluding GST. TDS will be deducted as applicable. GST will be paid extra as applicable.
13. No out-of-pocket expenses, travelling, conveyance and lodging and boarding expenses would be reimbursed for the visits to the various offices of SDCL and its Subsidiary Company.
14. The original invoice, complete in all respects, shall be submitted to the HO.
15. Bills will be settled quarterly only when all services provided in the quarter are listed in the bill. This list of services has to be dully verified by the signing authority from SDCL.
16. In the event of failure to execute any order in full, the Company reserves the right to withhold payment for part services till the order is fully executed.
17. Payments of bills will be made within 60 days from date of submission of bills, complete in all respects.

18. Any dispute regarding payment must be raised within 90 (ninety) days from the date of settlement of the final bills, failing which same will not be entertained.

Other Terms and Conditions

1. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of SDCL. Failing which tender awarded may be cancelled and legal action as deemed fit may be taken.
2. The Bidder's rate should remain same & valid for a period of contract from the date of acceptance of contract on successful award of the same.
3. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.
4. The Bidder/contractor shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. SDCL shall not be liable for any financial burden/ liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules as per notifications issued from Govt. of India from time to time.
5. SDCL reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
6. All disputes relating to this tender shall be referred to sole arbitrator to be appointed by MD, SDCL whose decision will be binding on both the parties.
7. The tenure of the contract is for 2 years from date of commencement of work.
8. The successful bidder will depute at least one authorized developer to resolve the issues at any time as per requirement of SDCL.
9. All disputes arising out of this tender shall be subjected to jurisdiction of Courts at New Delhi.
10. Payment would be made on quarterly basis. The invoice for all services offered may be raised quarterly after the delivery of services, for all ongoing services and AMC.
11. In case of failure to complete the job in time, SDCL shall impose a penalty up to Rs.1,000 per day apart from legal action, which SDCL may deem fit. The contractor may also be blacklisted for future work. In such situation, SDCL shall have the right to make alternative arrangement for completion of the work through some other contractor of its choice. The entire cost so incurred by SDCL will have to be borne by the original contractor and may be deducted from their bill or Security amount.
12. SDCL has a right to terminate the contract, at any time, by giving one month's written notice.
13. If, at any time during performance of the contract, the contractor should encounter conditions impeding timely execution of the work, they shall promptly notify SDCL in writing of the fact of delay, its likely duration and its cause(s). As soon as practicable, after receipt of the contractor's notice, SDCL may evaluate the situation and may at its discretion extend the contractor's time for performance.
14. At any time prior to the deadline for submission of bids, SDCL may, for any reason, whether at its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective Bidder, modify the Tender Document by making necessary amendment. The amendment will be notified in the website and will be binding on them. The deadline for submission of bids may also be extended at the discretion of SDCL.
15. SDCL has the right to revoke this tender at any stage without assigning any reason.
16. Successful bidder (If not a certified MSMEs) would need to submit a performance security equivalent to 3% of the contract value (excluding GST) within two weeks of receiving the Letter of Award.
17. SDCL will open the Tenders online in the presence of the Tenderers or their authorized representatives
18. The entire Tender document will be a part of the work order issued to the successful bidder. This will also comprise of the financial bid quoted by the successful bidder.
19. In case of a tie in the financial quote by two or more bidders, SDCL may call the tie bidders to re-submit the financial quote which shall not be more than the original quote. Alternately, SDCL may adopt any other methodology at its sole discretion.

SIGN AND SEAL:

The Bidder must sign and affix their seal on every page of the Tender Document by the authorised person and the complete Signed Tender Document must be submitted along with the technical bid.

I/We accept the above terms and conditions of tender.

Bidder's Name:

Bidder's Signature with Seal

UNDERTAKING

1. I/We undertake that I/we have carefully studied all the terms and conditions and understand the parameters of the proposed work of the SDCL and shall abide by them.
2. I/we further undertake that the information given in this tender are true and correct in all respect and I/we hold the responsibility for the same.

Date:

Bidder's Signature with Seal

Place:

TECHNICAL BID

Bidders shall submit their technical bid in the following format in separate envelope with super-scribed “**Technical Bid for Website and e-mail Maintenance**”:

| | | |
|-----|---|---------------------------------|
| 01. | Name of the Quotationer | |
| 02. | Type of Entity | (Company/ Firm/ Proprietorship) |
| 03. | Office Address Tel No. Mobile No. Fax No. E-mail Address | |
| 04. | Name of authorized signatory | |
| 05. | Copy of PAN attached | (YES/NO) |
| 06. | Copies of GST Registration Attached | (YES/NO) |
| 07. | Copy of incorporation Certificate Attached | (YES/NO) |
| 08. | Signed Tender Document Attached | (YES/NO) |
| 09. | Signed list of Designers and Developers Attached | (YES/NO) |
| 10. | Minimum 3 assignments of website development/maintenance with at least one assignment with Central or State Government / Public Sector Undertaking and Autonomous bodies in last 2 years. To be substantiated with Completion certificate from client and/or work order along with the CA certificate of revenue received from the assignment to be attached. Copies of the experience certificates should be self-attested | (YES/NO) |
| 11. | ISO certified for Website maintenance. | (YES/NO) |
| 12. | A certificate to be submitted from the firm that the firm has not been debarred for award of contract during past 5 years. | (YES/NO) |
| 13. | Certified copy of Income tax returns for last 3 years (2017-18, 2018-19 and 2019-2020). | (YES/NO) |
| 14. | Audited copy of last three years' Financial Statement (balance sheet, Profit and Loss etc) showing minimum annual turnover of Rs.25 lakhs each year continuously (2017-18, 2018-19 and 2019-2020). | (YES/NO) |
| 15. | MSME Certificate, as applicable | (YES/NO) |

FINANCIAL BID

| Particulars | Quoted Price (Lumpsum) in INR |
|---------------------------------------|---|
| Cost of Financial Bid (in Numbers) | <i>Quote to be filled in Quotation only</i> |
| Cost of Financial Bid (in Words) | <i>Quote to be filled in Quotation only</i> |

Note:

1. No other cost/ amount would be paid over and above the aforesaid proposal amount other than applicable taxes.

Annexure 1

INSTRUCTIONS FOR ONLINE BID/PROPOSAL SUBMISSION

through Tender site <https://sdcl.euniwizarde.com>:

The Applicants/bidders are required to submit soft copies of their bids/proposals electronically on the e-wizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Applicants/bidders in registering on the e-Procurement Portal <https://sdcl.euniwizarde.com>, prepare their bids/proposals in accordance with the requirements and submitting their bids online on the e- Procurement Portal.

More information useful for submitting online bids on the e-Procurement Portal may be obtained at: <https://sdcl.euniwizarde.com>

(a) Registration

- (1) Bidders/Applicants are required to enroll on the e-Procurement Portal <https://sdcl.euniwizarde.com> by clicking on the link "Bidder Enrollment" on the e-wizard Portal by paying the Registration fee of Rs. 2360/- (per year charge).
- (2) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- (3) Bidders/Applicants are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder/applicant.
- (4) Upon enrolment, the Bidders/Applicants will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Capricorn / Sify / TCS / nCode / eMudhra etc.), with their profile.
- (5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- (6) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- (7) The scanned copies of all original documents should be uploaded on portal.

(b) Searching for Bidding Documents

- (1) There are various search options built in the e-bid Portal, to facilitate bidders to search active bids by several parameters. These parameters could include Bid ID, Item/work ID, Title, Date, etc.
- (2) Once the bidders have selected the bids they are interested in, the bidder can pay the processing fee (for processing fee for e-procurement portal) by net-banking / Debit / Credit card and then download the required documents / bid schedules, Bid documents etc as mentioned on website. Once processing fee is paid, it will be moved to the respective "requested" Tab. This would enable the e-bid Portal to intimate the bidders through e-mail in case there is any addendum and corrigendum issued to the bidding document.

(c) Preparation of Bids

- (1) Bidder should take into account any addendum and corrigendum published on the bid document before submitting their bids only on e-procurement portal (<https://sdcl.euniwizarde.com>).
- (2) Bidders are advised to go through the bid advertisement and the bid document carefully to understand the documents required to be submitted as part of the bid. Any deviations from the bid instructions may lead to rejection of the bid.

- (3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the bid document / schedule and generally, they can be in PDF /JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
- (4) To reduce the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- (5) These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

(d) Submission of Bids

- (1) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- (2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the bidding document.
- (3) Bidder has to select the payment option as “Online mode or Bank Guarantee” as to pay the EMD/ Bid Security as applicable and enter details of the instrument as per the terms of Tender/RFP.
- (4) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the bid document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- (5) The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- (6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded bid documents become readable only after the bid opening by the authorized bid openers.
- (7) The uploaded bid documents become readable only after the bid opening by the authorized bid openers.
- (8) Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Bid submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- (9) The bid summary has to be printed and kept as an acknowledgement of bid submission.

(e) Assistance to Bidders

- (1) For any query you may contact the helpdesk at telephone number 011-49606060, or write to the email helpdeskeuniwizarde@gmail.com. Alternately, the following persons may be contacted on the listed mobile numbers - Mr. Anshuman Thakur/ Mr. Akshay/ Mr. Amrendra/ Mr.Birendra – 9355030616 /09355030623/ 9355030628/9205898228