



**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING
ORGANISATION**

(An Autonomous body of Govt. of India, M/o HUA)
6th Floor, 'A' Wing, Janpath Bhawan, Janpath, New Delhi – 110 001
Phone: 23739722/ 23717249/ Fax No.23717250
Email: cgewho@nic.in Website: <https://cgewho.in/>

File No. A-304/1

Date: 10/08/2020

TENDER NOTICE

TENDER FOR MAINTENANCE AND HOSTING OF WEBSITES OF CGEWHO

GEWHO, an Autonomous body of Govt. of India functioning under aegis of Ministry of Housing and Urban Affairs intends to take services from firms/agencies having experience of maintaining and hosting websites.

Offline tenders are invited for CGEWHO, in two bids system – Technical and Financial from reputed agencies with proven competency for maintenance and hosting of Official Website of CGEWHO namely <https://cgewho.in/> for a period of ONE (01) year, extendable upto TWO (02) more years on same rates and terms & conditions subject to satisfactory performance. Tender may be studied and downloaded from the website www.cgewho.in. Last date for receipt of quotations is 31/08/2020 upto 1600 hrs at the address mentioned above.

Schedule of Bidding:

Tender No.	File No. A-304/1
Tender form available at the CGEWHO Website and Central Public procurement portal	https://cgewho.in/ http://eprocure.gov.in/
Performance Security from Successful bidder	5% of the value of contract . DD in favour of CGEWHO, New Delhi
Last date for submission of bids	<u>31/08/2020</u>
Opening of technical bids	<u>01/09/2020</u>
Cover of the sealed tender should be clearly marked “TENDER FOR MAINTENANCE AND HOSTING OF WEBSITES OF CGEWHO”	

TENDER FOR MAINTENANCE AND HOSTING OF WEBSITES OF CGEWHO

Tender Documents

I. Terms and conditions: - The website of CGEWHO is already operational and at present hosted on third party server. URL of the website is <https://cgewho.in/>. The website of CGEWHO is **pure static**. The rate(s) quoted shall include the following works for which no extra charges shall be payable other than the AMC charge.

SCOPE OF WORK

The services covered under the AMC are as follows:

- a) Supply, Installation and maintenance of all necessary hardware and software for smooth functioning of the CGEWHO website for 24x7x365 operation.
- b) Hosting, Maintenance and Updation(s) of CGEWHO website, 'www.cgewho.in' on daily basis.
- c) Link updates, uploads, replace and addition of content and links and other related work. All updates should be made on same day
- d) 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.
- e) Website should be maintained and hosted in a manner that it is eye catching, with pleasant and appealing color code, portraying activities of the Organisation.
- f) 24x7x365 monitoring of the website availability.
- g) Re-design/ Art work/ modification of website (as and when required).
- h) Creation of new web pages (as and when required).
- i) Find all non-operative functions of website/ dead links of static pages make them operative.
- j) 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 immediately.
- k) Troubleshooting, Crash Recovery, Bandwidth Management and Backup-Restoration Services on urgent priority/ immediate basis.
- l) Maintenance and Renewal of security certificate.
- m) Prior renewal and maintenance of domain and webspace.
- n) Minimum 1 TB Web space required. Its Maintenance and Management on 24x7x365 basis.
- o) Security audit of the website.
- p) Provide IP/IPs address as per requirement.

- q) Provisioning and maintenance of unlimited email accounts with name@cgewho.in web address (as per requirement).
- r) The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by the CGEWHO. It shall ensure there is no transmission of content in any form outside its office.

II. Eligibility/ Qualification Criteria (Technical Bid): Minimum pre-qualification criteria and enclose the following documents along with their quotation.

- a) The Agency should have existence of at least 5 years. The firm should have the experience of working with Central or State Government / Public Sector Undertaking and Autonomous bodies for 3 years in website development/ maintenance and hosting. Copies of the experience certificates should be self-attested and enclosed with the Tender Document.
 - b) Agency should have a team of skilled professionals who must be accustomed with the latest technologies and skills for the website development and maintenance (List enclosed).
 - c) 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 Bids).
 - d) A minimum 15 employees must be on the payroll of the agency as on date (List enclosed).
 - e) A copy of PF & ESI Certificate need to be enclose.
 - f) A copy of PAN & GST Certificate.
 - g) Duly signed copy of Tender Document by the authorised person of the bidder.
 - h) Duly signed list of Developers and Designers etc.
 - i) The agency should have a office in Delhi or NCR.
 - j) The agency should not black listed by any Govt./ State Govt./ PSU during last 03 years. Certificate in this regard should be submitted (Self declaration).
 - k) Submit Balance Sheet and Profit & Loss details with Bid, duly certified by the Chartered Accountant.
 - l) MSME certificate enclose encase they come under this category.
- Note :** Rule 173(i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirement for DPIIT(Department for promotion of industry and internal Trade) Recognized startup subject to meeting of quality & technical specifications and making suitable provisions in the bidding documents .

III. Bidding Procedure:

- a) Offline bids are invited in **two bid systems** (1) Technical (2) Financial. The Technical details to be submitted in Annexure-I & rates in Annexure II. 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 **'Tender for Maintenance and Hosting of websites of CGEWHO.**

- b) **Performance Security:** The successful bidder should submit the performance security of 5% of the value of the awarded contract.
- c) The Bids of all the bidders will be opened on pre scheduled date, time and venue. If the bid opening could not be held on pre schedule date and time then all bidders/ applicants will be informed individually about the re-scheduled date and time.
- d) The Financial Bids will be opened of those bidders who are found eligible in their Technical Bid.
- e) There should be no cutting/overwriting in the Financial Bids/ Quotations.
- f) All relevant rules and regulations of Government of India will be final, applicable and binding on all bidders.
- g) **Period of validity of bids:** The bid shall remain valid for 90 days after the date of opening.
- h) **Opening of Bids:** The Technical Bid shall be opened in Pre-scheduled time, date and venue in presence of bidders' representative if any authorized who choose to attend. The bidders' representative who will present shall sign in the designated register evidencing their attendance. Both bids (Technical and Financial) will be opened on same day.
- i) **Evaluation of Bids:** The CGEWHO will examine the bids to determine whether:
- i. They are complete
 - ii. The prescribed documents has been properly signed and submitted.
- Evaluation of bids shall be done based on the information/ documents furnished by the bidders. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract. In case any information is found to be incorrect/ false, the bid shall be considered as non-responsive.
- j) **CGEWHO's right to accept or reject any or all bids:** The CGEWHO reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the CEO, CGEWHO will be final and binding on both the parties.
- k) **Prices:** Price given in the bid by the bidders for the service under the contract shall not vary from the price quoted by the bidder in its bid. It shall remain fix for the entire period of contract.
- l) **Termination the Contract by default:** CGEWHO may, without prejudice to any other remedy for breach of contract, may terminate the Contract in whole or part by a written notice.
- i. If the Agency fails to provide services/ rectify the fault within the time period specified in the Contract or any extension thereof granted by CGEWHO.
 - ii. If the Agency fails to perform any other obligation(s) under the Contract.

IV. Resolution of Disputes:

- i. The CGEWHO and Contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, after thirty (30) days from the commencement of such informal negotiations, the CGEWHO and the Contractor have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to sole Arbitrator to the appointed by CEO, CGEWHO.
- p) **Applicable Law:** The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.
- q) **Notices:**
i. Any notices given be one party to the other pursuant to the Contract' shall be sent in writing.
ii. Notice shall be effective when delivered or on the notice's effective date, whichever is later.
- r) **Taxes and Duties:** The Agency shall be entirely responsible for all taxes, duties, license fees, etc., incurred on providing the agreed service under this tender. No tax or duty will be payable by the CGEWHO separately.
- s) **Payment:** The payment to the Agency under the Contract will be on quarterly basis upon certification of satisfaction service. The payment will release within 30 days of submission of bills. The Agency shall be submit monthly status report in details of website to Computer Cell. No advance payment shall be made.
- t) **Penalty:**
a) In case of unsatisfactory performance during any time, CGEWHO may levy a penalty at the following rate:-

Description	Rate of Penalty
1 st lapse/default	5% of monthly bill
2 nd lapse/default	10% of monthly bill
3 rd lapse/default	15% of monthly bill
More than 3 rd lapse/default	20% of monthly bill

- b) 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	15% of monthly bill
More than 60 hours	20% of monthly bill

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

v) **Extendable Clause:** The Contract is for one year initially, however, contract may be extendable up to TWO (02) more years on same rates and terms & conditions. Any extension is subject to satisfactory service of the work.

The Interested agencies/firms may drop their Bids/ Tenders in the tender box at Head Office by 04.00 PM on - 31.08.2020 addressed to:

The CEO, CGEWHO
6th Floor, 'A'-Wing, Janpath Bhawan
New Delhi -110001.

Note:- Quotations after the due date and time shall not be accepted.

Yours faithfully,

(Roshan Kishore)
Asstt. Director (Admn)
CEO, CGEWHO

ANNEXURE - I

'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 the Agency
Web site address	
Phone Numbers	
Fax Number	
Email	
Contact Person's Name	
Contact Person's Mobile Number	
Contact Person's email 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	2017 - 2018	
2	2018 - 2019	
3	2019 - 2020	

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

Sl. No.	Particulars	Copy attached? Yes / No	Remarks
1	IT Permanent Account No. (PAN)		
2	GST Number		
3	Registration with Central/ state Government agencies		
4	The ISO 9001-2000 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		

5. ANY OTHER INFORMATION:

DECLARATION:

The information furnished above is true and authentic. We have carefully read all the terms and conditions of the tender and agree with these conditions. We have signed on each page of this technical bid in token of acceptance of terms detailed in the tender.

SIGNATURE OF THE TENDERER _____

NAME IN BLOCK LETTERS _____

OTHER INSTRUCTIONS:

- a. Fill all items. Please mention “NA” for items / clause not applicable.
- b. Attach latest documents for all items.
- c. The documents asked within this tender may only be submitted
- d. Tenders should be sealed in accordance with terms and conditions specified in clause no ??.

SIGNATURE OF THE TENDERER _____

NAME IN BLOCK LETTERS _____

FULL ADDRESS WITH TELEPHONE NUMBERS _____

OFFICIAL STAMP _____

'FINANCIAL BID' PROFORMA

We hereby quote our rates on “All Inclusive” basis for the maintenance & updating for maintenance and updating of CGEWHO static website (URL: <https://cgewho.in/>) for a period of one year on rate contract basis.

The Agency shall quote for one year charges for website maintenance and web hosting with webspace.

Item	AMC Charges (Rs.)
One Year/AMC: Charges:	
Total:	
GST/Taxes:	
Grand Total:	

SIGNATURE OF THE TENDERER _____

NAME IN BLOCK LETTERS _____

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 THE TENDERER _____

NAME IN BLOCK LETTERS _____

FULL ADDRESS WITH TELEPHONE NUMBERS _____

OFFICIAL STAMP _____