

REQUEST FOR PROPOSAL (RFP)
FOR
IFCI WEBSITE MAINTENANCE

Ref No: IT/318/2017 -18/4873

**To be submitted on or before,
11:00 AM on 07/06/2017**

IFCI Ltd.
IFCI Tower, 61, Nehru Place
New Delhi -110019

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Introduction

IFCI was established on July 1, 1948, as the first Development Financial Institution in the country to cater to the long-term finance needs of the industrial sector. The constitution of IFCI was changed in 1993 from a statutory corporation to a company under the Indian Companies Act, 1956. Subsequently, the name of the company was also changed to "IFCI Limited" with effect from October 1999. IFCI is registered as a Non-Banking Finance Company (NBFC) under section 45 IA of the RBI Act, 1934. IFCI is listed on the National Stock of India Limited (NSE) and Bombay Stock Exchange Limited (BSE). The President of India, acting through Ministry of Finance holds 55.53% of the Paid up Share Capital of the Company. IFCI has its Head office at New Delhi, and has 10 Regional Offices (ROs) and may open further offices where needed.

IFCI offers a wide range of products to the target customer segments to satisfy their specific financial needs. The product mix offering varies from one business/industry segment to another.

About the RFP

The purpose of this RFP is to identify and select a vendor with a proven track record in providing comprehensive technical services for website maintenance & security. The selected bidder will be providing enhancement and on-going maintenance support for our official Website. The selected vendor must be capable of providing a high degree of security measures and protocols to maintain the current record of unwanted intrusions and malicious malware.

Sealed tenders are invited from reputed organizations for selecting a vendor for a period of 3 (three) years.

Key Events and Dates

Tender Notice No.	IT/318/2017 -18/ 4873
Date Of Issue	24/05/2017
Date of Pre-Bid Meeting with the bidder (If Required)	29/05/2017 15:30 hrs
Last date for seeking clarifications, if any	01/06/2017 15:30 hrs
Last date and time of submission of Bid (Technical & Commercial)	07/06/2017 11:00 hrs
Date and time of opening of Technical Bids	07/06/2017 15:30 hrs
Date and time of opening of Commercial Bids	09/06/2017 15:00 hrs
Validity of Proposal	Proposals must remain valid 90 days after the submission date.
Address for submission of Bids	The General Manager (IT) IFCI Tower, 61, Nehru Place New Delhi – 110019
Contact Details	Mr. Ankur Porwal (AM) ankur.porwal@ifcilttd.com 011-41732190 Ms. Nupur Kaushik (AGM) nupur.kaushik@ifcilttd.com 011-41732159
For any queries - E-mail	rfpquery@ifcilttd.com

(*)Tender fee (in the form of Demand Draft/Banker's Cheque addressed to IFCI Ltd, Payable at New Delhi), to be submitted along with a hard copy of technical Bids by the bidders. IFCI reserves the right to change the dates mentioned in this document, which will be communicated to the bidders.

Note 1: Cost of bidding is exempted for applicants who are registered with MSME and NSIC on production of documentary evidence. The documentary evidence should stand valid as on the date of submission of bid and continue to hold at least till bid validity period (i.e. 180 days).

Note 2: The bids are to be submitted online in electronic format on website <http://ifci.etenders.in> . Bidder may download Tender Document along with terms and conditions from IFCI website www.ifcilttd.com. However, for participating in the tender, it is mandatory to download & submit the tender from the <http://ifci.etenders.in> website only. The bidders are requested to submit their bids prior to last date of submission to avoid non-submission of their bids due to non-availability of/hanging of website in last moments or any reason whatsoever. Neither IFCI nor the E-Tendering

service provider shall be responsible for any issues such as internet connectivity or internet browser etc. The last date of submission of bids will not be extended if system is hung up at the last hours or congestion due to internet at the end of the bidders at the time of filling of tender. **IFCI reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.**

The vendor submitting the proposal in response to RFP, shall hereinafter be referred to as “ Vendor, Bidder / Vendor” interchangeably. IFCI will not be liable for any costs incurred by the bidder in the preparation of the response to this RFP.

The preparation of bidder’s proposal will be made without obligation by IFCI to acquire any of the items included in the vendor’s product, or to select any vendor’s proposal, or to discuss the reasons why the bidder’s proposal is accepted or rejected. All information included by the bidders in their proposal will be treated in strict confidence.

Scope of Work

IFCI Website (Bilingual) is developed using PHP-Drupal & My SQL under LINUX & Apache Environment. The vendor is expected to manage and maintain IFCI Website (English & Hindi) .The vendor should deploy resources having extensive knowledge and background in utilizing Content management system (CMS) to manage Web sites using PHP-Drupal and Linux environment.

The selected vendor shall monitor & optimize IFCI websites for performance (e.g. ensuring sites have enough storage space, are loading quickly etc.) and ensure adherence to the uptime guarantee, backup frequency and success, etc. Maintenance of all pages, including new pages (English & Hindi) should necessarily be developed and maintained in the CMS and static HTML pages are to be avoided.

All the new development(s) should be in compliance to existing standards and should be free from all known vulnerabilities and Bugs. The service provider to ensure that modules being developed for the website should go through a mandatory Quality Control and QA testing

All website updates are time bound. Generally the website updates are carried out between Monday-Friday (9.30 AM – 6.30 PM) however in order to meet certain statutory & regulatory compliances updates may be required post support hrs. /Public holidays as well. Prior intimation would be sent to the vendor.

The vendor is also required to perform the following activities but not limited to:-

- **Preventive Maintenance:** Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, and satisfactory execution of all diagnostics. The selected bidder is required to provide a preventive maintenance checklist along with a schedule.
- **Patch Management:** Evaluation of suitability/requirement of Microsoft Windows Servers patches and application of the same on all servers if required.
- **Help Desk Management:** All Call Log details (website updates / issues etc.) are to be managed and maintained by the selected vendor. Online access of all Issues/Tickets with as on date status (centralized helpdesk) to be maintained. The knowledge base of issue logs is to be maintained.

The bidder will have to establish a Help Desk which shall remain open from 9.30 AM to 6 PM (Monday to Saturday) .The services may also be required before or after the above mentioned hours depending on specific demands from our business users .The support staff should have knowledge of Third Party tools installation, configuration and troubleshooting.

Vendor must adopt industrial standard methodology for **Change Management and Content Change tracking** for IFCI website.

The Vendor will have to arrange for mobile / telephone facility to the engineer to facilitate immediate contact from IFCIs personnel

- **Audit Gap Closure:** The vendor is expected to undertake remedial action for all alerts /audit findings / observations /guidelines raised by the /security system or Government agencies etc.

Vendor is expected to provide compliance for all IFCIs IS AUDIT observations as and when required and addressing of Audit gaps. The vendor is also expected to extend its support during third party audit, if any, for IFCI's website.
- **Website Security Audit:** The successful bidder must perform the website security Audit and perform Gap closure within 2 months on acceptance of Purchase Order. The Audit must be carried out by a certified agency.
- **Content Management System (CMS) & Layout Updates :**Changes to Web Pages , Up-loading / removing / creating /moving of web pages , banners, layout updates, modification/development of graphics-animation, flash content, advertisements etc. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by IFCI into the website. Providing links to other sites & Urls as and when required. Further development of Special Themes (for National Holidays, Foundation Day etc.) may be required to be developed, limited to 15 in a year.
- **Search Engine Optimization:** The vendor shall create SEO Program that results in an increase in overall visitors. Monthly, SEO report must be submitted by vendor.

- **Deploying on Staging Environment:** Staging environment is setup at IFCI (HO). The vendor is required to deploy latest running copy of the website on Staging server. Versioning of source code is to be maintained and reporting the same (Monthly). Further Vendor shall provide complete backup of source code changes carried out / new code developed at the end of each enhancement as and when required.
- **Website Security & Performance Monitoring:** The selected vendor must maintain the integrity of the site against spam, ransomware, hackers, viruses and electronic attacks via firewalls, security software and passwords and social media postings regarding inappropriate Comments. This would include checking the content given by IFCI itself for in-built vulnerabilities or if they would cause vulnerabilities. An indicative list is provided as below, however the vendor may propose the industry wise best approach ahead :
 - Review various Custom DLL's for potential security breaches.
 - Stop DDoS Attacks
 - Block Phishing Lure Pages
 - Identify DNS & WHOIS Changes
 - Real Time and Zero Day Patching
 - Monitor Changes to SSL Certificates
 - Actively Detect & remove Malware and Prevent Intrusions
 - Web performance analysis, Tuning of Database and Operating System
 - Review configurations for OS/IIS and .net, provide recommendations
 - Health check and space utilization
 - Patch updates
- **Incidence & Response Management:** The Vendor shall co-operate with the appointed representatives of IFCI in case of security incidents. The incident response process will seek to limit damage and may include the investigation of the incident and notification of the appropriate authorities.

A summary of all security incidents shall be made available to IFCI on a fortnightly basis. Significant security incidents will be reported on a more immediate basis.

- **Major Enhancements / Module Development:** Enhancements catering to approx. 60 man days of effort in a year may be required to be undertaken by the vendor, catering to various business needs. Such requirements may be treated as a Change requests depending upon the complexity/effort required. Development of any new modules and enhancements to the existing modules will be the responsibility of the vendor. In the event of any major change /module to be developed, the vendor may be required to deploy additional resource onsite for understanding the

requirements/ trouble shooting / new module development etc. Further, on the bottom of every page information regarding copyright should be displayed.

- **Webmaster Services (Onsite/ Offsite)** : The vendor will assign a webmaster onsite/offsite. The indicative list of activities to be performed is as below:
 - Content Updates (Addition, Deletion and Updating) , Fixing broken Links and Images
 - Check Compatibility of Website Code with various browsers.
 - Test site functionality, ease of use and load time.
 - Backup Management
 - Site Backup (Weekly).
 - Maintaining the Staging Environment at IFCI's(HO) (Weekly)
 - Scanning website and provide security against hackers and spammers.
 - In case the Resource is deployed Onsite, he/she would be governed by IFCI's leave calendar.
 - Required Skill Set- Webmaster: He/she must have good knowledge of HTML/ HTML5, CSS, XML, Java, JavaScript, .NET, PHP, Drupal, and Web Services, APACHE/TOMCAT & LINUX. Knowledge of MY SQL Server would be a plus.
- **Project Monitoring** : Following reports are required to be furnished to GM(IT) as per the frequency stated
 - SEO Report (Monthly)
 - Website Performance Report – Google Analytics Report (Monthly)
 - Security Vulnerability Assessment Report (Fortnightly)
 - Ticket Analysis – SLA Response (Weekly , and quarterly compiled report to be shared along with payment demand raised)
 - Confirmation of Staging environment Update (with latest Code Backup)

Any payments would be released basis the availability of above reports along with the demand raised.

Assumptions & Dependencies

- Content (Hindi and English) shall be provided by IFCI. As far as possible the same will be in electronic form, however if required the agency will have to convert physical formats to electronic formats.
- Conversion of content (English to Hindi) shall be IFCI responsibility.
- For user responses/queries simple text based facilities to be provided for input Webmaster / Manager shall monitor and will have provision to forward the same to appropriate units through internal mail.
- Archive: The system shall need Date and Time stamping of all Data entered through Admin in different sections of the Web Portal.

SLA (Service Level Agreement)

The SLA table below specifies support /maintenance /metric along with Mean Time to Respond – “MMTR 1” and Mean Time to Resolve “MMTR 2”

SNo.	Service	MMTR 1 (HH:MM)	MMTR2 (HH:MM)
1.	For application related problems bug fixing /enhancements / new modules development	4 business hrs.	within agreed timelines Penalty of 0.1% from the Qtrly payment shall be deducted for non-adherence to the schedule
2.	For content related problems/ uploading, minor changes to webpages etc.	30 minutes	3 business hrs. Penalty of 0.1% from the Qtrly payment per incident shall be deducted for non-adherence.
3.	Review and response to pending open requests	5 business hrs. with for effort estimation details	Within agreed timelines

- Note:** The Website content update services may also be required before or after the (9.30 AM – 6.30 PM) on Business working days/ exceptionally on holidays, depending on specific demands. The vendor is expected to provide support for the same, on best effort basis. Prior intimation will be sent across to the vendor as and when necessary.
 Also for Application Functionality that require online submission of application, remote/e-mail technical support to be provided to Applicants, as and when necessary.

Eligibility criteria (Mandatory Requirement)

Sl. No	Criteria	Documents To be submitted
1.	The Bidder should have a registered office in India from last 5 years.	Certificate of incorporation.
2	Company must be registered with appropriate authorities for all applicable statutory duties/taxes	Valid documentary proof of: - Central Sales Tax/VAT number - Service Tax registration number - Income Tax registration/PAN number
3.	The Vendor Should have a minimum 5 years (ending year 31/03/2017) of experience in maintaining Websites, Web Applications, and Web Design and provide web related services using PHP-Drupal & My SQL database preferably with Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies. A minimum of 20 (twenty)dynamic websites with above technology must have been developed & successfully maintained by the vendor.	Vendor should have successfully carried out minimum five AMC and maintenance support work of similar nature. (Certificates of satisfactory service from above five organizations must be enclosed and Website URLs being maintained to be furnished).
4.	Annual turnover of 8 crore or more in last 3 financial years and should be in profit during the same period.	Self-certified copies of the balance sheet and profit & loss statement for the last 3 completed financial years.
5.	Manpower Strength - The bidder should have minimum of 30 qualified support engineers having thorough knowledge of Linux, Apache, CMS (PHP-Drupal) and MySQL Server (administration and application development). Expertise in developing flash content will be necessary. The bidders must have a team on its own payroll with experience of designing and developing websites using the above technology.	Undertaking from the Authorized signatory of The Responder.
6.	The bidder or its group shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies	Declaration in this regard by the authorized signatory of The Responder.

Sl. No	Criteria	Documents To be submitted
7.	Acceptability of all conditions contained in the Tender Document by the Bidder. No further deviations to any mentioned clause shall be sought for.	Declaration by an authorized signatory of The Responder.
8.	The bidder will not Sub-Contract the work/contract awarded.	An undertaking to this effect has to be submitted by the successful Bidder.
9.	The bidder should have ISO 9001:2008 certification OR ISO 27001 Certification	A copy of the certification to be enclosed.
10.	The Vendors who have been associated with IFCI in the past must enclose satisfactory performance certificate from IFCI.	Certificate from IFCI to be enclosed.

Note: Tenders satisfying the following essential conditions will only be considered for further processing. In absence of the proof of following supportive document the tender will not be considered, (which are mandatory requirements).

Submission of RFP

The Bidders are advised to study the tender document carefully. ***The Bidder has to ensure that while submission of the Bids, all the pages of the Bids are signed by the competent authority / authorized signatory.***

RFP document submission is required to be done as under:-

The Tender documents (Receipt, Technical Bid & Commercial Bid) should be submitted online on e-Tendering portal on line <https://ifci.etenders.in> .

However, hard copy of technical bid, tender fee and Earnest Money Deposit (EMD) as prescribed, in original should be submitted physically at IFCI Ltd., IFCI Tower, 61 Nehru Place, New Delhi 110019 on all working days during working hours before the last date & time. The tender submitted should be super scribed as under:

Tender Fee and Bid Security:

Tender Fee & Bid Security for: IFCI Website Maintenance

Note: Tender Fee and Bid Security must be put in a separate envelope.

Bid Submission

1. Bidders who wish to participate in this tender will have to register on line <https://ifci.etenders.in>. To participate in the e-tendering process, bidders will have to procure Digital Signature Certificate (Type-II or Type-III from the list of supporting E Tokens given on the same website) as per information Technology Act-2000 by the use of which they can sign their electronic bids. Bidders can also procure the same from any CCA approved certifying agency etc.

Bidders who already have a valid Digital Certificate (from the list of supporting E Tokens given on the same website) do not need to procure a new Digital Certificate. **The bidders are requested to read carefully the user manual available on website <https://ifci.etenders.in> before initiating the process of E-Tendering.**

Bidder shall submit their offers online in an electronic format both for “Technical” and “Financial bid”.

2. Before electronically submitting the tenders, it should be ensured that all the tender papers are signed by the bidders.

3. On-line submission of bids: The online bidders will have to be digitally signed and submitted within the time specified on website <https://ifci.etenders.in> the following manner:-

Note:

- If the online submission does not include all the information required or is incomplete, the proposal is liable to be rejected
- Bids submitted by Fax or E-mail or any form other than mentioned above will not be acceptable and liable for rejection by IFCI
- The evaluation of the bid will only be based on the documents uploaded online on e-Tendering portal <https://ifci.etenders.in>
- The Tender evaluation committee for the evaluation of the RFP response reserved the right to relax the evaluation criteria.

a) Technical Bid

Technical bid response must comply with the annexures provided and all the compliances stated in the pre-qualification criteria.

IFCI reserves the right to waive any of the Technical Specification during technical evaluation, if in the IFCI's Opinion it is found to be minor/deviation or acceptable deviation.

b) Commercial Bid

The rates as given in the schedule shall quote in figures and the rates must be exclusive of all taxes in financial bid. The bidder is required to check the prices/amount carefully before uploading financial bid.

1. Proof for submitting cost of tender document and EMD are essential with technical bid otherwise bid in electronic form will not be considered.
2. Only one bid would be considered from one firm/Company for online e-Tendering.
3. The Bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates. IFCI also reserves the right to amend the dates mentioned in **Key Events & Dates** of this Bid document.

All prospective bidders will be notified of the amendment which will be final and binding on all the bidders via notification of the e-tendering portal and IFCI Website only.

In order to allow prospective bidders reasonable time in which to take the amendment into account in Preparing their Bids, IFCI, at its discretion, may extend the deadline for the submission of Bids. Further, IFCI reserves the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

Bid Evaluation Methodology

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

The purpose of it is only to provide the Bidder an idea of the evaluation process that IFCI may adopt. IFCI reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation IFCI may seek specific clarifications from any or all the Bidder.

Bidders who fulfil the eligibility criteria shall qualify for further evaluations. A maximum of 100 marks will be allocated. **70% weightage** for Technical Bid and **30% for Commercial Bid shall be followed**. The bids will be eventually evaluated on the basis of the vendor ratings arrived by a combined scoring of the Technical Bid (weighted) and Commercial bid.

Bidder's who's bids qualify for Technical Evaluation, shall be opened for commercial evaluation. Bids/Proposals will be opened in the presence of short-listed vendor's representatives, who choose to attend the commercial Bid opening.

The Tender evaluation committee constituted for the said purpose, shall conduct bid evaluation. **The evaluation of the bid will be based on the documents uploaded online on e-Tendering portal <http://ifci.etenders.in> only.**

Decision of the Tender Evaluation Committee would be final and binding upon the Bidders. IFCI may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the bids. However, the Bidders will be notified separately, if such normalization exercise is to be carried out.

IFCI's decision in respect of evaluation methodology and short listing of bidders will be final and no claims, whatsoever in this respect, shall be entertained.

Bid Opening and Evaluation Criteria

1.1 Evaluation Methodology

Techno-Commercial complied bidder with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder.

The evaluation will be a two-stage process:-

Phase 1 – Technical Evaluation

Phase 2 - Commercial Evaluation

Commercial Evaluation

Online commercial bids submitted by only those bidders, who have qualified the Phase-1 of evaluation will be eligible for further participation.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

If a Bidder does not accept the error-correction, its bid will be rejected, and its bid security i.e. Earnest Money Deposit (EMD) may be forfeited.

In order to assist in the examination, evaluation and comparison of Bids, IFCI may at its discretion ask Bidder's for a clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.

The Tender evaluation committee constituted for the purpose, may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

IFCI may add/remove any relevant criteria for evaluating the proposals received in response to this RFP at the sole discretion and determination of IFCI.

Notification of Award

Notification to Bidder

Before the expiry of the period of validity of the proposal, IFCI shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement within seven (7) days of receiving the notification.

The Successful Vendor upon receipt of the PO shall deploy manpower resources within 15 Days at IFCI to initiate the project and ensure smooth support. Failure to abide by this, may lead to termination of the contract.

Successful bidder i.e. Vendor will be responsible for compliance of all the statutory labour laws w.r.t. deployment of manpower by him under the contract and any/all liabilities accruing on account of labour laws will be the responsibility of the Vendor.

Award of Contract

The notification of the award of contract by IFCI and acceptance of the award by selected Bidder shall constitute signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement.

At the same time as IFCI notifies the successful Bidder that its bid has been accepted, IFCI will send Bidder the Performa for Contract provided in the Tender Document, incorporating all agreements between the parties.

If L1 Vendor fails to execute the order, IFCI will be free to award the contract to L2 Vendor provided L2 matches L1's price and if L2 does not agree, it will be awarded to L3 subject to L3 matching L1's price and in that order.

Payment Terms

- All payments shall be released directly by IFCI to the Bidder except as otherwise provided in the tender. All payments by the IFCI will be effected in Indian Rupees. Subject to any deductions from the Contract price as per Contract, the Bidder shall be entitled to receive the contract price as subscription charges **quarterly as arrears against Original Physical invoice.**
- All the payments mentioned above shall be made by IFCI based on the certification by the IFCI of the satisfactory services provided by the bidder.
- All Bank Guarantees shall be by scheduled commercial Banks in India other than IFCI and shall be irrevocable and enforceable in India.
- IFCI will have the absolute right to encash Bank Guarantees if sufficiently convinced of negligence and lack of dedication to work on the part of the Bidder.

Instruction To Bidders

- Bidders who wish to participate in this tender will have to register on line <http://ifci.etenders.in>. To participate in the e-tendering process, bidders will have to procure Digital Signature Certificate (Type-II or Type-III) as per information Technology Act-2000 by the use of which they can sign their electronic bids. Bidders can also procure the same from any CCA approved certifying agency etc.
 - Bidders who already have a valid Digital Certificate do not need to procure a new Digital Certificate. **The bidders are requested to read carefully the user manual available on website <http://ifci.etenders.in> before initiating the process of E-Tendering.**
- Bidder shall submit their offers online in an electronic format both for “Technical” and “Financial bid”. However, a hard copy of technical ,Tender fee and Earnest Money Deposit (EMD) as prescribed, in original should be submitted physically in the office of General Manager (IT), IFCI Ltd., IFCI Tower, 10th Floor, 61 Nehru Place, New Delhi -110019 on all working days during working hours before the last date and time of online submission of bid as mentioned above.
- Before electronically submitting the tenders, it should be ensured that all the tender papers are digitally signed by the bidders.
- **On Line submission of bids:** The online bidders will have to be digitally signed and submitted within the time specified on website <http://ifci.etenders.in> the following manner:-

a) Envelope -I: Technical Bid: Scanned Copies to be uploaded (.pdf):-

- The bidder will have to deposit cost of tender document Rs.5,000/-(Five Thousand Only) (nonrefundable) and EMD Rs.3,00,000/-(Rupees Three Lakhs Only) in the form of Demand Draft/Pay Order (PO) drawn on any Nationalized/Schedule bank in favour of “IFCI Ltd.” payable at New Delhi before opening of “Technical Bid” in the office of General Manager (IT),IFCI Ltd., IFCI Tower,10th Floor, 61 Nehru Place, New Delhi -110019 and obtain a receipt thereof and bidders shall upload the receipt as proof of depositing tender document cost and EMD (scanned copies) along with technical bid. Otherwise the bid in electronic form will not be considered.
- The technical information has to be prepared very carefully as indicated in the tender document since it will be the basis for the pre- qualification of bidders. Only relevant and to the point information/document should be uploaded. Failure to provide any required information, may lead to the rejection of the offer. Bidders must read the tender document very carefully before signing on it. Technical formats i.e. all Annexures, except Financial Bid Annexures/Schedule, any other relevant supporting documents including all the pages of tender document must be signed by hand

of the authorized representative along with date as token of acceptance of the terms & conditions of tender.

b) Envelope-II: Financial Bid:

This envelope shall consist of financial format/schedules, they must be signed by hand of the authorized representative along with date. The rates as given in the schedule shall quote in figures and the rates must be exclusive of all taxes in financial bid. The bidder is required to check the prices/amount carefully before uploading financial bid.

- Proof for submitting cost of tender document and EMD are essential with technical bid otherwise bid in electronic form will not be considered.
- Only one bid would be considered from one firm/Company for online e-Tendering.

The Bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates. IFCI also reserves the right to amend the dates mentioned in **Key Events & Dates** of this Bid document. IFCI reserves the right to scrap the RFP or drop the tendering process at any stage without assigning any reason. Bids will be opened in the presence of the bidder's representatives who chooses to attend. All information included by the bidders in their proposal will be treated in strict confidence.

Authentication of Bid

The original and all copies of the bid shall be typed and signed. Letter authorizing representing executive(s) must be signed by the competent authority of the vendor.

All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid.

Validation of interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

Performance Bank Guarantee

Within the period prescribed under Annexure from date of receipt of notification of contract award, the Bidder shall furnish to IFCI, the Performance Bank Guarantee for an amount of 10% of the contract value which would be valid for the entire project period.

1. The proceeds of the performance security shall be payable to IFCI as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.
2. The Performance Security shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a Scheduled / Nationalized bank in India, acceptable to IFCI in the Format proposed.
3. The performance security will be discharged by IFCI and returned to the Bidder after 30 days following the date of completion of the Bidder's performance obligations under the contract.
4. In the event of any contract amendment, the Bidder shall, within 30 days after receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the contract as amended.
5. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (Not less than Rs. 500/-).

Contacting IFCI

No bidder shall contact IFCI on any matter relating to its bid, from the time of bid opening to the time the Contract is awarded.

Bid Security (E.M.D)

- The Bidder shall furnish, as part of its Bid, a Bid security.
- The Bid security is required to protect IFCI against the risk of bidder's conduct, which would warrant the security's forfeiture.
- The Bid security shall be denominated in Indian Rupees
- Any Bid not secured, as above, will be rejected by IFCI, as non-responsive
- Unsuccessful bidder's Bid security will be discharged or returned as promptly as possible but not later than sixty (60) days after the expiration of the period of Bid validity.
- The successful bidder Bid security will be discharged upon bidder, signing the Contract and furnishing the performance security as per format.
- The Bid security may be forfeited
 - if a bidder withdraws its Bid during the period of Bid validity specified by the bidder on the Bid Form; or

- if a bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract; or
- in the case of a successful bidder, if bidder fails;
 - (i) to sign the Contract;
 - or**
 - (ii) to furnish Performance Security as mentioned

IFCI reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

Validation of interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

Adherence to Standards

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. IFCI reserves the right to conduct an audit/ongoing audit of the services provided by the bidder. IFCI reserves the right to ascertain information from the financial Organizations/other institutions to which the bidders have rendered their services for execution of similar projects.

General Terms and Conditions

Bidder's Responsibilities

All entries in the bid shall either be typed or be in ink. Erasures without proper attestation by the Authorized Attorney shall render such bids liable to summarily rejection.

All cancellations and insertions shall be duly attested by the Bidder. Bidder's offers, remarks and deviations shall be with reference to sections numbers given in the Tender schedules.

- The vendors are advised to study all technical and commercial aspects, instructions, forms, terms and specifications in the tender document carefully. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender document in every respect will be at the vendors risk and may result in the rejection of the bid.
- The quotations shall be submitted strictly in conformity with the specifications given in this tender document and as per mandatory response format. The tenders not submitted in the prescribed format or incomplete in any manner are likely to be rejected.
- No erasures or over-writing shall be allowed.

- The tax component must be indicated as a separate line item, however, at the time of raising the invoice, taxes applicable as on date of invoice shall prevail. Prices must be quoted in both words & figures. In case of any discrepancy in the price quoted in words & figures, the price quoted in words shall be treated as final.
- IFCI reserves the right to alter the requirements specified in the RFP for any reasons prior to the last date of submission of RFP. Bidders are advised to check IFCI website for changes to the requirement specifications of the RFP.

IFCI reserves the right to reject a particular bid or cancel the entire RFP process without assigning any reasons whatsoever with no liability arising out of such consequences. No correspondence shall be entertained by any bidder in this regard.

Bidder's Obligation to itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

Bidder's obligation to inform itself

The bidder must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

Rectification of Errors

Arithmetical errors in the Financial Bid will be rectified on the following basis.

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If Bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

Modify/Withdrawal of Proposals

Prior to the date specified for receipt of proposal, a submitted proposal may be modified/withdrawn by Submitting a signed written request for its modification/withdrawal to IFCI.

Written Notice

The Bidder may modify or withdraw its bid after the bid's submission, provided that IFCI receives written notice of the modification or withdrawal, prior to the last date prescribed for receipt of bids.

Signing and Marking of Notice

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions said earlier. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offer, IFCI may, at its discretion, ask the Vendor for Clarification of their offer. IFCI has the right to disqualify the Vendor whose clarification is found not suitable to the proposed project. IFCI reserves the right to make any changes in the terms and conditions of RFP. IFCI will not be obliged to meet and have discussions with any Vendor, and / or to listen to any representations.

Compliance

Each page of the Bid and cuttings/corrections shall be duly signed and stamped by the Bidder. Failure to comply with this requirement may result in the Bid being invalidated.

Publication of Any addendum/ Corrigendum/ Clarifications

- Any addendum/ Corrigendum to the RFP would be published only on the IFCI Website and also on the e-tendering portal <https://ifci.etenders.in>.
- Prospective bidders must keep track of any corrigendum and/ or addendum or any change in the schedule or any other relevant information issued in respect of the subject tender by IFCI, on our Website as well as E-tendering portal <https://ifci.etenders.in>.

Other Terms and Conditions

Bidder (s) Liability

The successful Vendor aggregate liability in connection with obligations undertaken within the scope of this RFP, regardless of the form or nature of the action giving rise to such liability (whether in contract or

Otherwise), shall be at actual and limited to the value of the contract. The exception to the above being that bidder's liabilities IFCI resulting from due to gross negligence bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be limited to the value of such claims against IFCI.

IFCI shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP.

In no event shall IFCI be liable for any incidental or consequential damages or liability, under or in connection with or arising out of this Tender and subsequent agreement hereunder.

Right to Accept or Reject the Tenders

The right to accept the bid in full or in part/parts will rest with IFCI. However, IFCI does not bind itself to accept the lowest bid and reserve itself the authority to reject (during any stage of the Tender Process) any or all the bids received without assigning any reason whatsoever.

Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non responsive and are liable to be rejected.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

A bid determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

The Tender evaluation Committee may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

IFCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. IFCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. IFCI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the Bidder and IFCI, shall be written in English language.

Waiver of Minor Irregularities

IFCI reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IFCI. Where IFCI may waive minor irregularities, such waiver shall in no way modify the "Request For Proposal"(RFP) ,requirements or excuse the Vendor from full compliance with the RFP specifications and other contract requirements if the Vendor is selected.

Rejection of Bid

Any effort by a Bidder to influence IFCI in its decisions on bid evaluation, bid comparison or contract award may result in rejection of Bidder's bid.

Employee non-solicitation Non-Disclosure Agreement

The Bidder will have to sign a mutually agreed Non-disclosure agreement

Arithmetic Errors Correction

Arithmetic errors, if any, in the price break-up format will be rectified on the following basis:

- a) If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier Vendor does not accept the correction of errors, its bid will be rejected.
- b) If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, the unit price quoted in words shall be taken as correct.
- c) If the Vendors has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- d) IFCI may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any Vendor

Negligence

In connection with the work or contravenes the provisions of General Terms, if the selected Vendor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by IFCI, in such eventuality, IFCI may after giving notice in writing to the selected Vendor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, IFCI shall have the right to cancel the Contract holding the selected Vendor liable for the damages that IFCI may sustain in this behalf. Thereafter, IFCI is to be compensated for good the failure at the risk and cost of the selected Vendor.

Proposal Ownership

The proposal and all supporting documentation submitted by the Bidder shall become the property of IFCI, however, IFCI will maintain strict confidentiality of the proposal and all supporting documentation and shall in no case share any information or part thereof with any third party including other Bidders.

Exit Option

IFCI reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- Failure of the successful bidder to accept the Purchase Order (PO) and furnish the Performance Bank Guarantee equivalent to 10% of the AMC cost within 30 days from receipt of purchase contract as stated in the RFP.
- Failure of the Bidder to perform Website security Audit and Gap closure there on within 2 months from acceptance of PO
- Serious discrepancy in functionality of the website under the AMC, support to be provided or any functional deformity which has an impact on the website security.
- In addition to the cancellation of contract, IFCI reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder.

Termination for Insolvency, Dissolution etc.

IFCI may at any time terminate the Contract by giving written notice to the Successful Bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to IFCI.

Termination for Convenience

IFCI, by written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for IFCI's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by successful bidder would be paid by IFCI.

Vendor's Cooperation in the Event Of Termination

The vendor agrees that in the event of any termination of this Contract, selected Bidder shall fully cooperate with IFCI in the transition to a new services vendor. Such cooperation shall include, but shall not be limited to, providing parallel services until IFCI's vendor transition is completed. The vendor shall provide exit management plan for smooth transition, at the time of termination.

Order Cancellation

IFCI also reserves the right to cancel the order in the event of one or more of the following circumstances:

- Breach by the tenders of any of the terms and conditions of the tender.
- If the Bidder goes into liquidation voluntarily or otherwise.
- Violation of Laws.
- Interruption of business as well as access delays or access interruptions or deficiency in services to the IFCI website.
- Data non-delivery, mis-delivery, corruption, destruction or other modification
- Loss or liability resulting from the unauthorized use or misuse of account identifier or password
- copyright infringement or breach of Scope of work /Agreement
- Upon 10 day's written notice to the vendor of a material breach if such breach remains uncured at the expiration of such period, contract may be terminated.
- if the Service provider/Vendor becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership or liquidation.

In addition to the cancellation of purchase order, IFCI reserves the right to forfeit the Security Deposit/ Performance guarantee submitted to IFCI by the Bidder and delisting the bidder.

Copyright and Trademarks

Successful bidder will hand over all the software and graphics to IFCI for the purpose of copyright and intellectual ownership. On the bottom of every page information regarding copyright should be displayed.

IFCI's Right to Accept Any Offer and to Reject Any or All Offers

IFCI shall be under no obligation to accept offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. IFCI reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for IFCI's .

Use of Contract Documents and Information.

The bidder shall not, without IFCI's prior written consent, make use of any document or information provided by purchaser in Bid document or otherwise except for purposes of performing contract, if any.

Liquidated Damages

If the Vendor fails to deliver or install any or all of the Goods or perform the Services within the time period(s) specified in the RFP, IFCI shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1% of the delivered price of the delayed Goods or unperformed Services until actual delivery or performance, at a per week basis or part thereof; and the maximum deduction is 10% of the delivered price unperformed Services Once the maximum is reached, IFCI may consider termination of the contract as well.

In addition to (a) above in the case of delay in compliance with the stipulated time period, IFCI will have the right to cancel the order & forfeit the EMD/ revoke the performance / any other bank guarantee etc.

Contract Termination

IFCI reserves the right to reject this invitation to offer in part or in full, or cancel the entire process at any stage without assigning any reason.

IFCI shall be entitled to reject any or all offers without assigning any reason whatsoever. IFCI has the right to re-issue tender/bid. IFCI reserves the right to make any changes in the terms and conditions of RFP that will be informed to all bidders. IFCI will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected.

The contract may be terminated by IFCI by giving 30 days' notice in case the vendor does not provide support as per the agreed SLA and such incidents are more than 5 in a quarter or the quality of work is not found satisfactory or it is observed the vendor does not possess adequate technical skill sets as claimed in their bid.

Any decision of IFCI in this regard shall be final, conclusive and binding upon the Bidder.

Publicity

Any publicity by the Vendor in which the name of IFCI is to be used should be done only with the explicit written permission of the Purchaser.

Intellectual Property Rights Information Ownership

All information processed, developed code / modules developed, or transmitted by IFCI's website belongs to IFCI. By having the responsibility to maintain the IFCI Website, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information/ proprietary code and security matrix followed.

Address for Correspondence

The Bidder shall designate the official mailing address and place to which all correspondence shall be sent by the Purchaser.

Rights of Access to Information

At any time during the exit management period, the successful bidder will be obliged to provide an access of information to IFCI, and/ Live data, policy documents or any other material related to mentioned Project. In no case the successful bidder will be required to share any of its confidential information.

Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of IFCI with such penalties as specified in the Bidding document and the Agreement.

Applicable laws

The Contract shall be interpreted in accordance with the laws prevalent in India.

Compliance with all applicable laws: The Vendor shall undertake to observe, adhere to, abide by, comply with and notify the IFCI about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and

protect the IFCI and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.

Indemnity

Vendor shall indemnify, protect and save IFCI against all claims, losses, costs damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respects of all the hardware and software supplied by him.

Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be that of the appropriate court in New Delhi. The jurisdiction of any other court in any place other than New Delhi is specifically excluded.

Violation of Terms

IFCI clarifies that IFCI shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Vendor and its Partners from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies IFCI may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

Force Majeure

Except to the extent otherwise provided herein, no liability shall result to other party from delay in performance of from non-performance caused by circumstances beyond the control of the Party affected, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, accident, labor trouble but each of the hereto shall be diligent in attempting to remove such cause or causes. If such an event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate this Assignment without liability, by notice in writing to the other party. However, BIDDER shall be entitled to receive payments for all services rendered by it under this Assignment.

Privacy & Security Safeguards

The Vendor shall not publish or disclose in any manner, without IFCI's prior written consent, the details of any security safeguards designed, developed, or implemented by Vendor if any under this contract or existing at any IFCI location.

Arbitration/ Dispute Resolution

In case any disputes arise out of the contract the party shall try to negotiate the same within 30 days of such dispute. In case the matters remain unresolved the same shall be referred to the Arbitration in accordance with Arbitration and Conciliation Act, 1996 after giving the notice of such reference to the other party. The Arbitral Tribunal shall consist of a sole arbitrator. The venue of the arbitration shall be New Delhi and the language preferred will be English. The award of the Arbitral Tribunal shall be final and binding on the parties. The expenses of arbitration shall be shared equally among both parties.

The Arbitral Tribunal shall consist of a Sole Arbitrator to be appointed with mutual consent of the parties. In case no agreement is reached the Arbitrator shall be appointed in accordance with the arbitration of the Act 1996.

Confidentiality

The vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party. In case of non-compliance of the confidentiality agreement, the contract is liable to be repudiated by IFCI. IFCI shall further have the right to regulate vendor staff.

The vendor shall not divulge to any person handling other divisions, subsidiaries or groups of vendor and its service support agency any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communication and confidential. Any violation of this clause shall be liable to cancellation of the contract and invoking the bank guarantee without notice to the vendor.

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of IFCI, is provided to the Vendor on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by IFCI to the interested parties for submission of bids. The purpose of this RFP is to provide the Vendor with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. IFCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IFCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Annexure – I
Bidder's General Information

S No.	Description	Response
1.	Name of Bidder	
2.	Year of starting operations	
3.	Constitution of Bidder, i.e., Limited Company, Private Limited Company etc.	
4	Bidders registered address	
5	Bidders corporate address	
6	Address(es) of partner(s), if applicable	
7	Name(s) of the authorized executive(s)	
8	E-mail/Phone/Fax nos. details of authorized representative(s)	
9	Net Profit (Rs. In crores) During FY 2014-15 (Audited) During FY 2015-16 (Audited) During FY 2016-17 (Audited/CA Certified)	
10	Total Turnover (Rs. In crores) (Documentary Evidence to be provided)	
11	No. of support centers with their addresses	
12	Experience in - Maintenance and Development of Website	
13	RTGS Details for Payment Processing	

Signature Seal of Bidder

Note: PO and relevant certificate details must be attached to support each of the above Responses.

Annexure – II
Technical Scoring Criteria

Sno	Evaluation Parameters	Max. Marks	Marks Awarded
1.	<p>The Bidder must have skilled manpower with Professional experience in Design, Development of Web Applications or Website maintenance in PHP-Drupal and My SQL on LAMP.</p> <p>a. > 40 and above (25 Marks)</p> <p>b. >=30 and <= 40 (15 marks)</p> <p>c. <30 (No Marks)</p>	25	
2.	<p>Web applications developed / under maintenance using PHP-Drupal and MySQL for Indian Clients</p> <p>a. >=50 websites (35 Marks)</p> <p>b. >=30 Websites and <50 Websites (25 Marks)</p> <p>a. >=20 Websites and <30 Websites (15 Marks)</p> <p>b. <20 Websites No Marks</p>	35	
3.	<p>Quality of Service (*Customer Feedback). (Govt. Organizations/PSU/ Financial Institutions)</p> <p>a. >=15 Clients and <25 Clients (30 Marks)</p> <p>b. >=9 Clients and <15 Clients (25 Marks)</p> <p>c. >=8 Clients (20 Marks)</p>	30	
5.	Approach Note for Website Maintenance	10	

Note: Minimum Technical score required is 55. Any bidder who scores less than 55 will not be considered for commercial evaluation.

ANNEXURE-III

Compliance with Terms & Conditions

Description	Compliance (Yes/No)	Deviation, if any
General Terms & Conditions as well as Other Terms & Conditions		

Note:

1. Non-Submission of Annexure-III shall be treated as acceptance of all Terms and Conditions mentioned in the Tender Document.
2. Deviation, if any shall be clearly mentioned

Date

Place

Signature of Authorized Signatory

Name of the Authorized Signatory

Designation

Name of the Organization

Annexure – IV

Commercial Bid
IFCI WEBSITE MAINTENANCE

(Price in Rs.)

S.No.	Particulars	Amount in Rs.			Total (Rs.)
		Year 1 (A)	Year 2 (B)	Year 3 (C)	(A+B+C)
1.	Website Maintenance				
2.	Website Security Audit (One Time)				
3.	Cost of Webmaster (Onsite)				
4.	Cost of Webmaster(Offsite)				
5	Total (1+2 +3)				
6	Total (1+2+4)				

Note :-

1. Invoice for maintenance will be submitted on Quarterly basis, along with all the necessary reports.
2. Commercial Bid to be submitted for all the three years.
3. Taxes as applicable are exclusive.
4. Cost of Webmaster (Onsite & Offsite) to be mentioned. IFCI will decide L1 on the basis of decision taken by Evaluation Committee
5. Onsite Webmaster, if selected, will be placed at IFCI(HO) New Delhi.

(Authorized Signatory with Seal)

Annexure – V

Declaration that the bidder has not been blacklisted
(To be submitted on the Letterhead of the vendor)

To
The GM (IT)
IFCI Tower, 61 Nehru Place
New Delhi - 110 019

Subject: IFCI WEBSITE MAINTENANCE

Dear Sir/Madam,

We confirm that our company is not blacklisted in any manner whatsoever by any central Government department, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

IFCI shall have the right to take appropriate action against us, in case any of the above information is found to be false or incorrect.

Date
Place

Signature of Authorized Signatory.....
Name of the Authorized Signatory.....
Designation.....
Name of the Organization
Organization seal

Annexure – VI

Forwarding Letter

(To be submitted on Vendor's letter head)

To
 General Manager (IT)
 IFCI Limited,
 IFCI Tower, 61 Nehru Place,
 New Delhi – 110019.

Dear Sir/Madam,

Subject: RFP No. -----Datedfor IFCI WEBSITE MAINTENANCE
 “ _____ ”

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer. We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We agree that the rates / quotes, terms and conditions furnished in this RFP are for IFCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that IFCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable.

We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of IFCI will be final and binding on us. We agree to abide by this offer till 180 days from opening of the commercial bid, and our offer shall remain binding upon us and may be accepted by IFCI any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct.

We also accept that in the event of any information / data / particulars are found to be incorrect, IFCI will have the right to disqualify /blacklist us and forfeit bid security. We undertake to comply with the terms and conditions of the bid document. We understand that IFCI may reject any or all of the offers without assigning any reason whatsoever.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that IFCI is not bound to accept the lowest of any bid IFCI may receive.

As Bid security for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. _____ dated _____ drawn in favor of "**IFCI Limited**" or Bank Guarantee valid for ____ days for an amount of (Rs. ____ Lakhs Only) payable at New Delhi.

Yours sincerely,

Annexure – VII
Escalation Matrix

(Starting from the person authorized to make commitments to IFCI till the person in rank of CEO / VP)

Delivery Related Issues

Name	Organization	Designation	Mobile	Phone	Email address

Service Related Issues

Name	Organization	Designation	Mobile	Phone	Email address

Any changes in the Designations / Contact Persons IFCI need to be informed immediately.

Thanking you,

Date

Place

Signature of Authorized Signatory.....

Name of the Authorized Signatory.....

Designation.....

Name of the Organization

Organization seal

Annexure – VIII

Letter authorizing representing executive(s)
(To be submitted on Vendor's letter head)

Ref: IFCI Tender No. _____

<Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid.

For the purpose of validation, his/ her verified signatures are as under and on our behalf. We undertake to abide by any acceptance given by him under his signature.

(Specimen Signatures of Authorized Representative)

Date

Place

Signature of Authorized Signatory.....

Name of the Authorized Signatory.....

Designation.....

Name of the Organization

Organization seal

Annexure – IX
Format for Project Citations

Ref: IFCI Tender No. _____

General Information	
Name of Project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Outcomes of the project (Completed/ in progress)	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project	No of Months :
	Start Date :
	Completion Date :
	Current Status :
Other Relevant Information	
Mandatory Supporting Documents	

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

Note:

Annexure – X

HR Undertaking

(Indicate the Available Skill Set in a Tabular Form & Attach along)

DATE:

Sir/Madam,

Reg.: Bid for Annual Maintenance for IFCI Website

We, M/s _____, a company incorporated under the companies act, 1956 with its headquarters at, _____ hereby certifies that we have a minimum of 30 qualified support engineers from past _____ year/s . These engineers are having thorough knowledge of Linux, Apache, CMS (PHP-Drupal) and MySQL Server (administration and application development). Further these engineers are also having expertise in developing flash content.

This undertaking has been submitted and limited to, in response to the tender reference mentioned in this document.

Thanking You,

Yours faithfully,

Date

Place

Signature of Authorized Signatory.....

Name of the Authorized Signatory.....

Designation.....

Name of the Organization

Organization seal

Declaration for Acceptance of Scope of Work
(To be submitted on Vendor's letter head)

To
General Manager (IT)
IFCI Limited,
IFCI Tower, 61 Nehru Place, New Delhi – 110019.

Dear Sir/Madam,

Ref: IFCI Tender No. _____

REG: Acceptance of Scope of work

The details submitted in the format above are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, IFCI has the right to summarily reject the proposal and disqualify us from the process.

We hereby acknowledge and confirm, having accepted IFCI can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of vendors for providing IFCI Website Maintenance services

We also acknowledge the information that this response of our Company for IFCI's RFP process is valid for a period of, for the selection purpose, from the date of expiry of the last date for submission for response to RFP and related enclosures.

We also confirm that we have noted the contents of the RFP including various documents forming part of it and have ensured that there is no deviation in submitting our offer in response to the tender.

We also confirm that we will abide by the Terms & Conditions mentioned in the Tender Document read with our suggestions/ comments in our proposal.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Date:

Business Address:

Annexure – XII

Performance Bank Guarantee Format

Ref: IFCI Tender No. _____

IFCI Ltd.IFCI Tower
61, Nehru Place
New Delhi-110019.**Guarantee No.:****Amount of Guarantee: Rs.-----****Guarantee Cover From: ----- to -----****Last date of Lodgment of Claim: -----**

This Deed of Guarantee executed at New Delhi on this day-----of-----by..... Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1970 having its Head Office at, inter-alia, a Branch Office at (hereinafter referred to as 'Guarantor', which expression shall, unless it be repugnant to the subject or context thereof, include their successors and assigns) in favor of IFCI Limited having its registered office at IFCI Tower, 61 Nehru Place, New Delhi-110019 (hereinafter referred to as 'IFCI' which expression shall unless it be repugnant to the subject or context thereof include their successors and assigns).

WHEREAS

i) IFCI has placed orders on M/s ----- having its office at -----
----- (hereinafter referred to as 'Vendor') vide its letter No.-----
----- dated ----- for ----- as per specifications and terms and conditions given in the above said orders, at a total cost of Rs. (Rupees only).....(excluding taxes) The Vendor has now submitted invoices to IFCI, for the supply and installation of said ----- amounting to Rs.-----
----- (excluding taxes) etc.

ii) At the request of the Vendor..... (Bank) the guarantor has agreed to give such guarantee to IFCI as hereinafter mentioned for the sum of Rs. ----- (Rupees -----only) being the 10% cost of the said ----- . Applicable as herein before mentioned. NOW, THEREFORE, these presents witnesseth as follows:-

1. In consideration of the premises the Guarantor hereby unconditionally absolutely and irrevocably guarantees and agrees with IFCI that in case the said ----- are found to be defective in material or workmanship or manufacturing and also in case the said ----- do not perform satisfactorily during the guarantee period and the Vendor fails to rectify the defects to the satisfaction of IFCI, the guarantor shall pay to IFCI upon demand immediately and without demur a sum of Rs.----- (Rupees ----- only) equivalent to 10% of the said ----- as herein before mentioned.

2. The Guarantor shall also indemnify and keep IFCI indemnified against all losses, damages, costs, claims and expenses whatsoever, which IFCI may suffer as a result of non-performance of the said ----- and also the said ----- not conforming to the purchase order specifications or any material, workmanship or manufacturing defect noticed and not rectified by the Vendor during the period. The guarantor hereby agrees to pay the aforesaid amount in one lump sum on demand irrespective of the fact whether the Vendor admits or denies such claim or question its correctness in any Court, Tribunal or arbitration/proceedings or before any authority.

3. The guarantee given hereunder shall remain in full force and effect irrespective of any change in the terms and conditions of the contract/orders and notwithstanding the fact whether notice of such change or variation is given to the guarantor or not AND the guarantor hereby specifically waives its right to receive any notice of any change and/or variation of the terms and/or conditions of the said contract/orders.

4. The guarantee is issued subject to the condition that the liability of the guarantor under this guarantee is limited to a maximum of Rs.----- (Rupees -----only) and the guarantee shall remain in full force for three years from the date of installation and thereafter for such extended period as may be mutually agreed upon by the Guarantor, the Vendor and IFCI.

5) Notwithstanding anything contained herein:

i) The banks liability under this guarantee shall not exceed Rs. ----- (Rupees -----)

ii) The guarantee shall remain in force up-to -----.

iii) The Bank shall be liable to pay the guaranteed amount or any part thereof under this guarantee only if a written claim or demand is served upon the Bank on or before ----- (**xx** Months after expiry of the Guarantee) after which the bank shall be discharged from all liabilities under this guarantee.

In witness whereof, the guarantor has put its hand to this deed at New Delhi on the ----- first above mentioned.

for and on behalf of the guarantor

(Name and Designation of the signatory)

Authorized signatory

Annexure – XIII**ACCEPTANCE OF TERMS AND CONDITIONS
(Letter to IFCI on the Bidder's letterhead)**

To
General Manager (IT)
IFCI Limited,
IFCI Tower, 61 Nehru Place, New
Delhi – 110019.
Dear Madam/Sir,

Sub: IFCI WEBSITE MAINTENANCE

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer **IFCI WEBSITE MAINTENANCE** as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.

We understand that we shall comply with scope of work and requirements as specified in tender terms and conditions completely and there are no deviations/recommendations of any manner and/or sort and/or kind in this regard from my/our side.

We hereby undertake that the equipment to be delivered to IFCI will be brand new including all components.

We understand that IFCI is not bound to accept the offer either in part or in full and that IFCI has right to reject the offer in full or in part without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatories