

# REGIONAL INSTITUTE OF EDUCATION MYSORE

Manasagangothri, Mysore -570 006

## TENDER DOCUMENT

Tender Number: .F.No.3/St/ Website/RIEM/2021-22

For

Online Open Tender (Two Bid System) Technical and  
Financial Bid

(Only Through E- Tendering Mode)

Annual Maintenance Contract for Institute Main Website &  
Sub-websites Maintenance

# REGIONAL INSTITUTE OF EDUCATION MYSORE

INVITATION FOR TENDER  
REGIONAL INSTITUTE OF EDUCATION  
MYSORE -570 006

Tender Number: F.No.3/St/ Website/RIEM/2021-22

Dated: 05-10-2021

RIE Mysore invites online Tender on Open bid system for Annual Maintenance Contract for Institute Website Maintenance.

Manual Bids shall not be accepted.

Subject: AMC for maintenance of Institute Web site for one year may be extended for another 2 years on the basis of satisfactory performance but not more than a year at once

Tender Document may be down loaded from Institute Website [www.riemysore.ac.in](http://www.riemysore.ac.in) (for reference only) as per the schedule as given in CRITICAL DATE SHEET as under.

## CRITICAL DATE SHEET

1.	Published date	07.10.2021
2.	Bid Document Download/Sale Start Date	07.10.2021
3	Bid Submission Start Date	07.10.2021
4.	Bid Submission End Date & Time	28.10.2021 01.00pm
5.	Technical Bid Open Date	29.10.2021
6.	Financial Bid Open Date	02.11.2021

1. Bid shall be submitted online only website <https://mhrd.euniwizarde.com> Bidder is advised to follow the instructions provided in the ' Instructions for Online Bid Submission' for the e- submission of the bids online through the e -wizard portal.
2. Bid documents may be scanned with 100dpi with black and white option which helps in reducing size of the scanned document.
3. The tender must be valid for acceptance for a period of 90 days from the date of the opening of the bids.

4. The Bidders are required to submit Bid Security of Rs 10,000/- in the form of Account Payee Draft, Fixed Deposit Receipt, Bankers cheque or Bank Guarantee from any of the Commercial banks.
5. Principal RIE Mysore reserves the right to accept or reject or cancel any tender or relax any part of the tender offer, without assigning any reason thereof.
6. Bid will be opened as per the date/time as mentioned in the Tender Critical Date Sheet.
7. Bidder should provide valid Registration Number, copy of PAN NO, TAN NO and Service Tax number
8. The Bidder should submit the experience letter for providing the AMC services to the Central Govt Institutes, Departments, State Govt Department and Psu's
9. 3 years of Balance sheet of profit and Loss account of the firm should be submitted.
10. Successful Bidders will be required to submit the Performance Security amounting to 3% of the value of contract as specified in the bid documents and such performance security will remain valid for a period of 60 days beyond the date of completion of all contractual obligations. Further same will be retained with the Institute till the completion of the contract.
11. If a firm quoted NIL charges/ consideration, the bid shall be treated as unresponsive and will not be considered.
12. The Price should not appear in the Technical Bid in any manner which leads to cancellation of the Bid
13. Technical Bid should contain only Technical information requested by the Institute.

## **Documents to be submitted by the Bidders:**

### **Submission of Tender**

The tender shall be submitted online in Dual cover Technical bid and Financial Bid separately Financial Bid should contain price detail only, if the Price detail quotes in the Technical bid the Bid will be rejected summarly.

All the pages of Bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the document before uploading.

The Offers submitted by Telegram/ Fax/Email/ using Institute Website shall not be considered. No correspondence will be entertained in this matter.

### **Eligibility:**

The following documents are to be furnished by the Contractor:

- I. Signed and scanned copy of appropriate GST, TIN etc., valid registration certificate and PAN Number of the firm/company, Balance sheets, Experience letter etc. for 3 years.
- II. Signed and scanned copies of Tender Acceptance Letter (Annexure 1)

### **Price Bid**

- i. Schedule of price bid in the form of BOQ\_XXXX.xls
- ii. The Price part contains only schedule of rates duly filled in. No stipulation, deviation, terms and conditions, presumptions etc is permissible in price part of the bid. Principal RIE Mysore shall not take any cognizance of any such conditions and may at its discretion reject such price bid
- iii. Prices should be given in INR in figures only

# Technical specification service required for Website maintenance & cloud Hosting Service Agreement Regional Institute of Education (RIE) Mysore

Dated: 05-10-2021

This agreement is between Regional Institute of Education, Mysore, Manasagangothri, opposite All India Institute of Speech and Hearing, University of Mysore Campus, Mysore, Karnataka -570 006 hereafter “The client” And the company/firm

Hereafter the “The Company”.

“The client “is contracting “The Company” as a provider of the website maintenance services.

## 1. BACK GROUND

The Client hosts many websites and web applications from the cloud hosting service using both intranet and extranet. This assignment is to provide expert technical maintenance, updation and support for the client websites and web application in an ongoing basis for 1 year, including cloud hosting service.

The applications covered under this maintenance and cloud hosting are as follows

Projects	URLs
RIE Main websites and sub websites	<a href="http://riemysore.ac.in/">http://riemysore.ac.in/</a> <a href="http://dms.riemysore.ac.in/">http://dms.riemysore.ac.in/</a> <a href="http://iucte.riemysore.ac.in/">http://iucte.riemysore.ac.in/</a>
DSPACE- Digital Library	<a href="http://68.183.87.184:8080/jspui/">http://68.183.87.184:8080/jspui/</a>
KOHA ILP-Library software	<a href="http://koha.riemysore.ac.in/">http://koha.riemysore.ac.in/</a>
Moodle Learning Management System	<a href="http://ecourses.riemysore.ac.in/">http://ecourses.riemysore.ac.in/</a>

## 2. GENERAL REQUIRMENT

Overall, The Company is required for, regular updation of website & its contents and application ensure smooth working, trouble free and maintenance support for the client website and other web applications and cloud hosting service; and to collaborate with the team, serve as a resource for feature enhancements, customization, problem analysis and solutions.

## 3. SERVICES INCLUDED IN THE AGREEMENT

- Drupal Production Website Maintenance.
- Cloud Hosting setup and support
- Minimized software down -time
- Guaranteed response to all enquiries in a timely manner
- Support channel flexibility (phone, e-mail, instant messenger, etc.)
- Bug fixing and troubleshooting on the ongoing basis
- Websites and other web application core software, modules/ Security patches, libraries software's updates.
- Performance optimization and load testing
- Website up -time monitoring and load monitoring
- Regular uploading and content update support and training
- Respond to concerns and feedback raised by client staff
- All the web applications and deployed applications will be covered under this agreement
- Data Backup
- Website redesign, re- alignment or re- development
- Search engine optimization services
- Website security (secured website)

### Payment Terms:

Annually, after completion of AMC for a period of (01) One year and thereafter similarly for next two years (1+1+1) mutual understanding between RIE and firm only on satisfactory service rendering by the contractor.

### Terms and Conditions:

1. Proper Firm Registration copy should be provided
2. In case of proprietary items, proper documentation must be provided.
3. Bidder should provide valid PAN no. Service Tax no. and (letter of authorisation if required)
4. Quotation in terms of incomplete status, late submission will be rejected.
5. Details of the service support in terms of service centres with address and telephone number, service engineer with names and experiences, response time should be provided with their offer.
6. Document such as Balance sheet for past 3 years (latest) with signed by the Chartered Accountant should be provided.
7. Utility and user requirements should be clearly mentioned in quotation.
8. On site service support of instrument should be provided.
9. Quotation validity should be at least for 90 days.
10. Bidder should submitted that the firm is not been Debarred from any firm  
A certificate regarding Non Debarment/ Non Blacklisting of Firm should be submitted along with tender which should be given by the CEO of the company/firm or by Notary.
11. All disputes arising out of this tender shall be subject to the jurisdiction of courts of Mysore.
12. Tender without acceptance of the terms and conditions stipulated above are liable to be rejected.

## FORCEMAJEURE

Notwithstanding the provisions of this contract, the bidder/firm shall not be liable for forfeit of its EMD or termination for default, if and to the extent that, it's delays in performance or other failure to perform its obligations under the contract is the result of an event force majeure. If a force majeure arises, the firm shall promptly notify the RIEM in writing of such conditions and clause thereof.

Unless otherwise directed by REGIONAL INSTITUTE OF EDUCATION in writing, the firm shall continue to perform its obligations under the contract as for as is reasonably practical, and shall seek all reasonable alternatives means performances not prevented by the Force Majeure event.

### Important Notice

1. An incomplete and / or ambiguous and/or conditional and/or late response is liable to be ignored/ summarily rejected.
2. The submission and opening of bids will be through e – tendering process. Tender document can be downloaded from the website [www.riemysore.ac.in](http://www.riemysore.ac.in) and E-WIZARD site <https://mhrd.euniwizarde.com> as per the schedule as given in CRITICAL DATE SHEET as above.
3. Manual bids shall not be accepted.
4. Bids shall be submitted online only at E-WIZARD website:<https://mhrd.euniwizarde.com>. Tenderer is advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the e- wizard portal for e-procurement at <https://mhrd.euniwizarde.com>
5. Tenderer who has downloaded the tender from the Institute Web site [www.riemysore.ac.in](http://www.riemysore.ac.in) and E-WIZARD portal website <http://mhrd.euniwizarde.com> shall not temper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and tenderer is liable to banned from doing business with RIE Mysore.
6. Intending bidder is advised to visit again [www.riemysore.ac.in](http://www.riemysore.ac.in) and E-WIZARD portal website <http://mhrd.euniwizarde.com> at least 2 days prior to closing date of submission of tender for any corrigendum/addendum/amendment.



TENDER ACCEPTENCE LETTER

(To be given on the Company Letter Head)

Date:

To

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Sub: Acceptance of Terms & Conditions of Tender,

Tender No: 3/St/ Web site/ RIEM/2021-22

Sub: AMC for Maintenance of Institute Website for One Year

Dear sir,

I/We have downloaded / obtained the tender document(s) for the above mentioned "Tender" from the website (s) namely AMC for Maintenance of Institute Website for One Year as per your advertisement , given in the above mentioned website(s).

1. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from page No----- to ----- (including all documents like annexure(s), schedule(s), tec.), which form part of the contract agreement and I/We shall abide hereby the terms / conditions/clauses contained therein.
2. The corrigendum (s) issued from time to time by your department/organisation too has also been taken in to consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.
4. I/We do hereby declare that our firm has not been blacklisted/debarred by any Govt Department/Public Sector undertaking.

5. I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours faithfully,**

**(Signature of the Bidder, with Official Seal)**

### Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e – tendering portal, using valid Digital Signature Certificates, Instruction to the Bidders.

E- procurement is the complete process of e- tendering from publishing of tenders online, inviting online bids, evaluation and award of contract using the system, you may keep a watch of the tenders floated under <https://mhrd.euniwizarde.com>

These will invite for online Bids, Bidder, Enrolment can be done using “Bidder Enrolment”.

The instructions given below are meant to assist the bidders in registration on the e- tender portal, and submitting their bid online on <https://mhrd.euniwizarde.com> the e- tendering portal as per uploaded bid.

More information useful for submitting online bids on may be obtained at: <https://mhrd.euniwizarde.com>

#### GUIDELINES FOR REGISTRATION:

1. Bidders are required to enrol on the e-procurement portal with clicking on the link” Bidder Enrolment” on the e-tender portal by paying the Registration Fee of Rs-2000/- + Applicable GST
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid e mail address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only class III certificates with signing + encryption key usage) issued by any Certifying Authority recognised by CCA India (e.g Sify/TCS/nCode/e-Mudra etc.), with their profile. Or bidders can contact our help desk for getting the DSC.

5. Only valid DSC should be registered by a bidder, please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidders then logs in to the site through the secured log -in by entering their user ID/Password and then password of the DSC/E- Token.
7. The scanned copies of all original document should be uploaded in PDF format on portal <http://mhrd.euniwizarde.com>  
After completion of registration payment, bidders needs to send their acknowledgement copy on our help desk mail id [ewizardhelpdesk@gmail.com](mailto:ewizardhelpdesk@gmail.com) for activation of your account.

#### SEARCHING FOR TENDER DOCUMENT:

1. These are various search option built in the e -tender portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, you can pay the form fee and processing fee as per E-Wizard norms, you may download the required documents/ tender schedule, Bid documents etc, Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender portal to intimate the bidders through e- mail in case there is any corrigendum issued to the tender document.

#### Preparation of Bids:

1. Bidders should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of bis.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF format. Bid Original

documents may be scanned with 100 dpi with colour option which helps in reducing size of the scanned document .

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents ( e.g. PAN card copy, GST, Annual Reports, auditor certificates etc.) has been provided to the bidders, Bidders can use “ My Documents” available to them to upload such documents.
5. These documents may be directly submitted from the” My Document” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in time required for bid submission process.

#### SUBMISSION OF BIDS

1. Bidder should log in to the website well in advance for the submission of the bids so that it gets uploaded well in time i.e on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RIE Mysore.
3. Bidder has select the payment option as “e – payment” to pay the tender fee/ EMD as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted /couriered/given in person to the concerned official before the Online Opening of Financial bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are required to note that they should necessarily submit their financial bids in the format provided and no

other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (Unprotected) cells with their respective financial quotes and other details (such as name of the bidders). No other cells should be changed. Once the details have been completed, the bidder, the bid will be rejected.

6. The server time ( which is displayed on the bidders' dash board) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded tender documents become readable only after the tender opening by the authorised bid openers.
8. Upon the successful and timely submission of bid click" Complete" (I.e after clicking " submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique ID and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgment  
Of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meeting.

## ASSISTANCE TO BIDDERS

For any clarification in using

<https://mhrd.euniwizarde.com>

1. Any queries relating to the tender documents and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e – tender portal in general may be directed to the Helpdesk Support. Please feel free to contact (as given below) for any query relating to e – tendering).

Phone No- 0821-2511411