

REGIONAL INSTITUTE OF EDUCATION MYSORE -570 006

Tender for Institute Web site Annual Maintenance Contract for the year 2021-2022
(A Constituent Unit of National Council of Educational Research & Training, New Delhi)

(Campus & Welfare Section RIE MYSORE)

E-TENDER DOCUMENT
E- Tender for Institute Web site Annual Maintenance Contract

ONLINE TENDER NOTICE

(ONLY THROUGH e-TENDERING MODE)

E-Tender No: 03/ST/RIEM/Website AMC/21-22 Dated: 14.02.2022



LAST DATE OF SUBMISSION OF TENDER: 24/02/2022

DATE OF OPENING OF TECHNICAL TENDER:25/02/2022

Issued By

Regional Institute of Education (NCERT)
Manasagangothri, Mysore – 570006 Karnataka

Visit us at

Website: www.riemysore.ac.in Email: riemysore@rediffmail.com

TABLE OF CONTENTS

Sl. No.	DESCRIPTION	Page No.
1	Notice Inviting Tender	3
2	Eligibility Criteria and Documents Required Thereof	5
3	Earnest Money Deposit (EMD), and Submission of Tender	6
4	Document to be submitted by Bidders & Instruction for Bidder	7-9
5	Terms & conditions/Governing tender	10-14
ANNEXURES		
6	I. Tender Acceptance Letter	15
7	II. Technical Bid	16-17
8	III. Specifications of the service required	18
9	IV. Details of EMD	19
10	V. Contact Details Form	20
11	VI. Form for Financial Capacity	21
12	VII. Contract Agreement	22
13	VIII. Performance Bank Guarantee	23-25
14	IX. Check List & Technical Bid	26
15	X. Financial Bid	27



REGIONAL INSTITUTE OF EDUCATION, MYSURU (NCERT)

Campus & Welfare Section

Phone: 0821- 2511411

Website: www.riemysore.ac.in Email: riemysore@rediffmail.com

1. NOTICE INVITING TENDER

Non Transferable

e-Tender No: 03/ST/RIEM/Website AMC/2021-22

E-tenders are invited from eligible and qualified tenderers for the Maintenance Institute websites & sub websites

SI No	Project	URLs
1	RIE Main websites and sub websites	http://riemysore.ac.in/ http://dms.riemysore.ac.in/ http://iucte.riemysore.ac.in/
2	DSPACE-Digital Library	http://68.183.87.184:8080/jspui
3	KOHA ILP-Library Software	http://koha.riemysore.ac.in/
4	MOODLE: Learning Management System	http://ecourses.riemysore.ac.in

1 a. General Requirement

The Company is required for regular updating of website contents and applications to ensure smooth working, trouble free and maintenance support for the Institute websites and other web applications and cloud hosting service; and to collaborate with the team, serve as a resource for feature enhancements, customization, problems analysis and solutions.

1 b. Services included in the agreement

- Drupal Production Websites Maintenance
- Cloud Hosting set up 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/ Securities 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 concerns and feedback raised by client staff
- All the web applications and deployed applications will be covered under this agreement
- Data Back up
- Website redesign, re- alignment or re – development
- Search engine optimization services
- Website security (secured website)

Online Bids are invited on behalf of The Principal Regional Institute of Education (NCERT), for Maintenance of Annual Maintenance Contract for Regional Institute of Educations' main Web sites and sub web sites as stated above. The tenderers should submit the tenders through Online / e-Tendering Mode for providing Service and will follow the other terms and conditions as mentioned in tender documents.

NOTE: Manual bids shall not be accepted.

Tender documents may be downloaded from our website www.riemysore.ac.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given below as Important Date.

1 c.

IMPORTANT DATES

Sl No	Particulars	Date
1	Downloading of Tender Document	14-02-2022
2	Last date for submission of Tender Document	24-02-2022
3	Opening of Technical Bid	25-02-2022

2 . ELIGIBILITY CRITERIA AND DOCUMENTS REQUIRED THEREOF

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.

2 a. 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 authorization 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. Onsite service support of instrument should be provided.
9. Quotation validity should be at least for 90 days.
10. Bidder should submit 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.
13. The tenderer should not have been blacklisted or debarred from participating intenders by any Central/State Government agencies or autonomous bodies or universities/institutions. (An undertaking to this effect should be furnished) by the CAO of the company/firm.
14. The tenderers submitting their offer must have received and executed order for other Universities or Government agencies for the similar items. (Copies of such order should be enclosed with the offer)

3 . EARNEST MONEY DEPOSIT (EMD), SUBMISSION OF TENDER

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Bidders/Venders are advised to follow the instructions provided in the ‘ Instructions for Online Bid Submission’ for the e -submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app> .

The tenderer should furnish Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees- Ten thousand only) through NEFT to the Institute Account No. 54035460003, IFSC code: SBIN0040958, Bank Name: State Bank of India, Branch: RIE, Mysore 570 006

The EMD should be valid for the period of 45 days beyond the closing date of bids.

- a. EMDs of remaining Bidders, except of the successful Bidder shall be returned within a period of 30 (Thirty) days from the date of issuance of Letter of Award (LOA) to the Successful Bidder.
- b. The EMD of the Successful Bidder shall be retained and will be returned after the submission of Performance Security of 3% on total order value in the form of Performance Bank Guarantee.
- c. No Interest shall be paid on EMD.
- d. Submission of EMD is exempted for Micro and Small enterprises (MSEs) as per the Public Procurement Policy for MSEs Order, 2012
- e. EMD/ bid security shall be forfeited, in any of the following cases:
 - i. The bidder withdraws its proposal after the proposal due date.
 - ii. The successful bidder fails to accept LOA (Letter of Award) within the stipulated period.
 - iii. The successful bidder fails to submit the performance bank guarantee within the stipulated period and sign the agreement.

SUBMISSION OF TENDER

- a. The Tender shall be submitted online in two parts (Technical Bid & Financial Bid).
- b. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- c. The offers submitted by Fax/e-mail shall not be considered. No correspondence will be entertained in this matter.
- d. The tender inviting authority will not be held responsible for any delay in the receipt of the EMD/bid security or any delay in the receipt of the online application by the tenderer. No extension of the date and time for the submission of the documents will be given for any such delay.
- e. Any tender received by the Tender Inviting Authority after the due date and time will not be considered and will be rejected.

4. DOCUMENTS TO BE SUBMITTED BY BIDDERS

The following documents are to be furnished by the Bidder along with Technical Bid:

- i. Signed and Scanned copy of valid Registration Certificate of PAN, GST (as applicable) Registration and Tender Acceptance Letter.
- ii. Details of the amount remitted towards EMD with scanned copy of NEFT, Challan.
- iii. Signed scan copy of the Check List.
- iv. Signed scanned copy of current list of clients with full address, providing details of supply of laboratory equipments.
- v. Signed scanned copy of previous 3 years Income Tax Return / Service Tax Return /GST No.
- vi. Signed scanned copy of turnover duly certified by the Chartered Accountant (CA) for last 3 years.
- vii. Submit all the documents mentioned under heading “Eligible Criteria”

NOTE:

- a) If the bid is incomplete and/or non-responsive it will be rejected during technical evaluation. The bidder may not be approached for clarifications during the technical evaluation, so the bidders are requested to ensure that they provide all necessary details in the submitted bids.
- b) If any price details are found in the Technical Bid, the offer will be summarily rejected.

5. INSTRUCTION TO THE BIDDERS

1. The bidders who are desirous of participating in ‘e’ procurement, can download the tender document from CPP Portal: <https://eprocure.gov.in/eprocure/app>. Bidders to be submitted online.
2. The bidders are advised to go through the tender documents and understand the terms& conditions specified therein before submitting the tender.
3. PREPARATION OF BIDS:
The offer/bid should be prepared in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate price of AMC mentioned in the technical bid. All document/information should be submitted in PDF format. However, price will be evaluated for full requirement.

- i. **Technical Bid:** Technical Bid should contain the following:
 - a. Company Profile in prescribed TENDER FORM as TECHNICAL BID FOR PRE-QUALIFICATION as in ANNEXURE “II”
 - b. All requisite supporting documents in support of all claims made in tender document.
- ii. **Financial Bid:** Submit their price bids in the standard formats prescribed in the Tender documents. Financial Bid should contain Price only in prescribed TENDER FORM as FINANCIAL BID as ANNEXURE “II”

4. PERIOD OF VALIDITY OF BIDS:

Bid from the tenderers shall remain valid for 90 (Ninety) days after the date of Bid opening. Any Bid valid for a shorter period shall be rejected by the RIE, Mysore as non-responsive. In exceptional circumstances, the RIE, Mysore may request for the consent of the Contractor for an extension to the period of Bid validity. A Tender accepting the request and granting extension will not be permitted to modify the Bid.

5. EXTENSION OF LAST DATE:

The Principal, RIE Mysore, may in his discretion extend the last date for submission of the Tender and such extension shall be binding on all the Bidders.

6. CLARIFICATION OF TENDER DOCUMENT:

A prospective bidder requiring any clarification of the Tender document may communicate to the C & W section, RIE Mysore Ph-0821-2511411 during office hours.

7. DELIVERY INTEGRATION & INSTALLATION:

- i. AMC should be commenced within 15 days from the date of award of the work order to the successful bidder.

8. DISCRETION:

The Institute reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons therefore. The decision of the Principal, RIE Mysore or Person authorized by him is final in all matters of tender and purchase.

9. Tender bids not accompanied by the EMD will be summarily rejected. The EMD will only be paid in the manner and mode prescribed in this document. The Cheque, Money orders etc., shall not be accepted for payment towards EMD.
10. The tenderer should quote the rate and amount in figures as well as in words as tendered by them.
11. When the tenderer signs a tender in Indian Language, the total amount tendered should be written in English also. In the case of illiterate tenderers, the rates of the amount tendered should be attested by a witness whose complete name and address should be stated in capital letters.

12. At the first stage, the Technical Bids shall be opened in the presence of tenderers or their authorized representative(s), having proper identity proof and authorization letter, who may like to be present as per schedule. The time and date of opening of Financial Bids shall be intimated later. Only successful tenderers, on the basis of the Technical Bid and after satisfactory inspection of their establishment concerned or otherwise by assessing the suitability, as deemed fit by the RIE, Mysore, shall be informed about the time of opening of Financial Bids.
13. The tender is not transferable under any circumstances at any stage.
14. Conditional or incomplete tender / bid shall be summarily rejected. Canvassing or influence of any kind, direct or indirect, shall lead disqualification of the tenderer.
15. Bids in any form other than the prescribed form or incomplete bids will not be entertained and will be summarily rejected. Therefore, bidders may carefully note while filling.
16. The Bids so received will be scrutinized by the Committee constituted for the purpose and the acceptance of a tender will rest with the Principal, RIE Mysore, who does not bind himself to accept the lowest tender, and reserves right with him the authority to reject any or all of the tenders received, without assigning any reason thereof. The tenderers not fulfilling the prescribed conditions or incomplete in any manner, are liable to be rejected.
17. In the event any date indicated above is declared as holiday, the next working day at Institute shall be considered as the due date for receiving & opening of tenders.

6. DEFINITIONS

For Terms used in this Contract Document

- a) "RIE" means the Regional Institute of Education (NCERT), Mysuru.
- b) "The Purchaser" means the PRINCIPAL, REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006.
- c) The Bidder/Contractor means the individual or firm who participates in the tender & submits Bid.
- d) "Supplier/Firms" the party/organization whose tender is accepted in full or part by Institute.
- e) "The advance purchase order/letter of intent" means the intention of RIEM to place the purchase order on the bidder.
- f) "The purchase order" means the order placed by the RIEM on the Firms/supplier signed by RIEM including all attachments and all documents incorporated by reference there in. The purchase order shall be deemed as "Contract" appearing in the document.
- g) "The Contract Price" means the price payable to the Firms/Supplier under the purchase order for the full and satisfactory performance of its contractual obligations.
- h) "The Contract" means the documents forming the tender and acceptance thereof and the formal agreement executed between RIE and the Firms/Supplier/Manufacturer togetherwith the documents referred to therein including these conditions, terms, specifications and instructions issued by the RIE from time to time and all these documents taken together shall be deemed to form one contract and shall be complementary to one another.

7. TERMS AND CONDITIONS / GOVERNING TENDER

- i. The owner/senior representative of the firm should be available round the clock on his/her own direct telephone (Office as well as Residence) so as to respond to the call in emergency cases. The mobile number may also be given.
- ii. Jurisdiction for legal disputes, if any, arising during the period of the contract, will be Mysuru courts only.
- iii. Tenderer may please quote their unconditional rates strictly in the attached proforma (**Annexure – X**) The price quoted in the Financial Bid/BOQ shall remain valid during the contract.
- iv. No advance payment, in any case, would be made to the firm.
- v. Principal RIE Mysore reserve the right's to accept or reject any or all bids without assigning any reason.

8. PERFORMANCE SECURITY

The successful bidder shall require to submit the performance security in the form of irrevocable bank guarantee issued by any Indian Nationalized Bank for an amount which is equal to the 3% of order value within 21 days from the date of receipt of the purchase order and should be kept till completion of warranty period.

- a. EMD of the selected successful bidder will be refunded only after submission of the performance security.
- b. No interest will be payable by the RIE Mysore, on the Earnest Money Deposit/ performance security in any cases.

9. PAYMENT TERMS

Payment will be made after completion of AMC on presenting quarter yearly (3months) bills.

10. PRICES

In case of reduction of taxes and other statutory duties during the scheduled delivery period, RIE Mysuru, shall take the benefit of decrease in these taxes/duties for the AMC made from the date of enactment of revised duties/taxes.

In case of increase in duties/taxes during the scheduled delivery period, the RIE, Mysuru shall revise the prices as per new duties/taxes for the supplies, to be made during the remaining delivery period as per terms and conditions of the purchase order.

Any increase in taxes and others statutory duties/levies after the expiry of scheduled delivery date or award of contract/work order shall be to the supplier account. However, benefit of any decrease in these taxes/duties shall be passed on to the RIE Mysuru by the supplier.

11. FORCE MAJEURE

“Force majeure ” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not limited to acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a force Majeure situation arises, the supplier will promptly notify the purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

12. RESOLUTION OF DISPUTES

Any dispute arising out of this tender, during the contract period or completion and whether before or after the termination, abandonment or breach of the contract shall be referred to the arbitrator. Principal, Regional Institute of Education, Mysuru will be the arbitrator in all such cases as per the Indian Arbitration and Conciliation Act, 1996 whose decision shall be final and binding.

13. INTERPRETATIONS AND JURISDICTION

The Contract shall be interpreted in accordance with the laws of the Union of India and course at Mysore shall have the sole jurisdiction. In the event of any dispute not referred for arbitration.

14. 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 RIE website: www.riemysore.ac.in (for reference purpose) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in the Important Dates as stated.
3. Manual bids shall not be accepted.
4. Bids shall be submitted online only at CPPP site <https://eprocure.gov.in/eprocure/app>. Tender/Contractor are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app> . Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

5. Tender who has downloaded the tender from the RIE, Mysore website and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/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 EMD would be forfeited and tenderer is liable to be banned from doing business with RIE, Mysore.
6. Intending tenderers are advised to visit again RIE, Mysore website and CPPP website <https://eprocure.gov.in/eprocure/app> at least 2 days prior to closing date of submission of tender for any corrigendum/addendum/amendment.
7. Any disputes arising out of this enquiry shall be dealt in the Mysore jurisdiction.
8. Bidder has to sign all the pages of this tender and enclose it with the bid.

15. ASSISTANCE TO BIDDERS

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help Desk.

Telephone Number of the RIE Institute 0821 2511411, E-mail: riemysore@rediffmail.com .

- 1) Contact Section Officer (C&W), RIE, Mysuru:0821 2511411.
- 2) Contact Assistant Store Officer (Store), RIE, Mysuru. 0821 -2511411.

16.INSTRUCTIONS FOR ONLINE BID SUBMISSION/PREPARATION OF BID.

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrolment” on the CPP Portal which is free of charge.
- 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 from the CPP Portal.

- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class –II or Class– III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode/eMudhra etc.,)with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to mis use.
- 6) Bidder then logs in to the site through the secured log-in by entering their User ID / Password and the password of the DSC /e-Token.

17. SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc., there is also an option of advanced search for tenders, where in the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc., to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder 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 the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

Bidders, in advance, should get ready with the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with Black and White option which helps in reducing size of the scanned document.

- 3) 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, annual reports, auditor certificates etc.) **has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.**

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid 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.
3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the 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 colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys, overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Button" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
8. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Annexure-I

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

To, _____

Sub: Acceptance of Terms & Conditions of Tender-Tender Reference No: _____
Name of Tender/Work:-

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender/Work from the web site(s) namely:

2. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents, including all documents like annexure(s), schedule(s), etc., which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization to have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our firm has not been blacklisted/ debarred by any Government Department/Public sector undertaking.
6. 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/ organization 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



REGIONAL INSTITUTE OF EDUCATION
MANASAGANGOTHRI, MYSORE – 570 006
(A Constituent Unit of the National Council of Educational Research and Training) Ph. 0821-2511411

E-mail- riemysore@rediffmail.com **Website-** www.riemysore.ac.in

TECHNICAL BID

Application Form (For Pre- Qualification)

Questionnaire to be filled by the Firm/contractor/Bidder applying for Tender for website AMC contract in RIE, Mysore. (Each response/document must be given with proper reference in the following tender document)

Required Information	Bidders Response
Name of the Firm/Company/Agency (Attach certificate of registration)	
Complete Address & Telephone Number	
E-mail	
Details of Bidder/Contractor	
Whether EMD of 10,000.00 remitted in the form of NEFT to the Institute/principal account- detail may be enclosed	
Annual turnover of the firm for the last 3 years(with proof)	
Name & Address of the Departments/Ministries and other organizations where, at present, AMC were under progress/completed (self-certified duly stamped copies of contract/purchase orders letters be attached)	
PAN Number(with copy of PAN card for proof)	
15 Digit service Tax code No. and GST A/C number (with a copy of proof)	
Name, Address, Telephone No & E-mail address of the Proprietor	
Nationality	

Whether firm have certifications of ISO/ISI or other equivalent Certification? (Please Attach copy)	
Organization/any of its subsidiaries is not blacklisted by any Academic Institutions/reputed organizations or institutions. (Attach declaration).	
Whether firm agrees to give security deposit/Performance Bank Guarantee against warranty obligations?	
Agreed to take up the AMC within stipulated period as specified?	
Payment Terms agreed as specified?	
Whether Firm agrees to abide by the terms and conditions of the tender document? In the event of award of the contract?	

Date:

Signature of the Contractor
Or Authorized signatory
(With seal of the Agency/company)

Note: If any information given in the technical bid is found false at any stage of assessment, the tender shall be rejected and the entire amount of earnest money deposit will be forfeited by RIE, Mysuru.

SPECIFICATION OF THE SERVICE REQUIRED

SI No	Project	URLs
1	RIE Main websites and sub websites	http://riemysore.ac.in/ http://dms.riemysore.ac.in/ http://iucte.riemysore.ac.in/
2	DSPACE-Digital Library	http://68.183.87.184:8080/jspui
3	KOHA ILP-Library Software	http://koha.riemysore.ac.in/
4	MOODLE Learning Management System	http://ecourses.riemysore.ac.in

2. General Requirement

The Company is required for regular updating of website contents and applications to ensure smooth working, trouble free and maintenance support for the institute websites and other web applications and cloud hosting service; and to collaborate with the team, serve as a resource for feature enhancements, customization, problems analysis and solutions.

3. Services included in the agreement

- Drupal Production Websites Maintenance
- Cloud Hosting set up 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/ Securities 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 concerns and feedback raised by client staff
- All the web applications and deployed applications will be covered under this agreement
- Data Back up
- Website redesign, re- alignment or re – development
- Search engine optimization services
- Website security (secured website)

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

(To be put in a separate sealed cover marked EARNEST MONEY DEPOSIT/ BID SECURITY)

Details of Earnest Money Deposit/Bid Security

Name of Bank & Address of the Branch:

NEFT Challan No. :

Amount :

Dated:

Name & Signature of the Contractor or Authorized signatory

with Seal of the Agency/Company

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

CONTACT DETAILS FORM (GENERAL DETAILS OF BIDDER)

1. NAME OF THE COMPANY
2. NAME AND DESIGNATION OF
AUTHORISED REPRESENTATIVE
3. COMMUNICATION ADDRESS
4. PHONE NO./MOBILE NO
5. FAX
6. E-MAIL ID
7. EMD DETAILS

PARTICULARS OF THE BIDDER'S REPRESENTATIVE

1. NAME OF THE CONTACT PERSON
2. DESIGNATION
3. PHONE NO
4. MOBILE NO
5. E-MAIL ID

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/We give the rights to the competent authority of the Regional Institute of Education, Mysuru to forfeit the Earnest Money/Security money deposit by me/us in case of breach of Terms & Conditions of the Contract.
4. I here by undertake to provide the security services as per the directions given in the tender document/contract agreement.

Date:-

Place: -

Signature of the Authorized Signatory/Designation/

(Office seal of the Bidder)

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

FORM FOR FINANCIAL CAPACITY

Description	Financial year	Financial year	Financial year
	2018-2019	2019-2020	2020-2021
Annual Turnover Net			
Worth Current Assets			
Current Liabilities			
Total Revenues profit			
Before Taxes Profit			
After Taxes			

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

CONTRACT AGREEMENT

This Agreement is made on thisbetween the Regional Institute of Education, Mysuru (hereinafter referred to as the "Institute") and M/s (herein after referred to as the "contractor")

The Parties here to agree to abide by the following terms and conditions for providing AMC of institute websites for the official use of the RIE Mysuru.

1. The Contract for AMC of website shall be made for a period of one year w.e.fSubject to satisfactory performance of the supplier in providing service as per the terms and conditions specified in the Tender Document.
2. The supplier shall make adequate arrangements for providing alternate arrangement during contract period for uninterrupted service.
3. Jurisdiction for legal disputes, if any arising during the contract period will be Mysuru courts only.
4. It is hereby agreed that the Institute shall be entitled to set off any debt or sum payable by supplier either directly or as a result of various liability to the Institute against any money payable or due from the Contractor to the Institute or against any money payable or remaining with the Institute and belonging to contractor/ supplier.
5. All disputes and claims shall be settled by arbitration, in accordance with the provisions of the arbitration law in force or any statutory requirements thereof and shall be referred the sole Arbitrator to be appointed by the Institute. The Contractor/supplier shall not be entitled to raise any kind of objection whatsoever, in the event of the Institute deciding to appoint any officer or employee of the Institute as the Sole Arbitrator. The award given by the arbitrator shall be final and binding on both the parties i.e. Institute and the Contractor.

Signed on behalf of the supplier

Signed on behalf of RIE, Mysuru

WITNESS

WITNESS

1.

1.

2.

2.

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

PERFORMANCE BANK GUARANTEE

(To be executed on non-Judicial stamp paper of an appropriate value)

Date:

Bank Guarantee No:

Amount of Guarantee:

Guarantee period: From to

Guarantee Expiry Date:

Last date of Lodgement:

WHEREAS Regional Institute of Education, Mysuru 570 006 having its office at Manasagangothri, Mysuru-570 006 (hereinafter referred to as “The Owner” which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [Please insert date of acceptance of the letter of acceptance (LOA)]

(“Contract”) with [insert name of the successful Bidder](hereinafter referred to as the “Contractor/supplier ” which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the supply of Lab Equipments shall have the meaning ascribed to it in the contract based on the terms & conditions set out in the Tender Documents number [insert reference number of the Tender Documents] dated [insert date of issue of Tender Documents] And various other documents forming part thereof.

The successful bidder shall require to submit the performance security in the form of irrevocable bank guarantee issued by any Indian Nationalized Bank for an amount which is equal to the 3% of order value within 21 days from the date of receipt of the work order and should be kept till completion of warranty period. This bank guarantee shall be valid from the date hereof and up to the expiry of the contract period including any extension thereof.

AND WHEREAS the contractor has approached [insert the name of the scheduled bank] (here in after referred to as the “Bank”) having its registered office at [insert and at the request of the contractor and in consideration of the promises made by the Contractor/supplier, the Bank has agreed to give such guarantee as hereunder:-

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set-offs or counter claims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PGB to the bank for amendment in price.
- (ii) However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding [figure of Guaranteed Amount to be inserted here].....only).
- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to for bear endorsing any powers or rights or reasons of time being givento the contractor which under law relating to Surety would but for the provisions have the effect of releasing the surety.
- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is affected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of Mysuru for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.
- (vii) All Capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.
- (viii) NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Warranty Period under the Contract.

- (i) However, in the opinion of the Owner, if the Contractors obligations against which this bank guarantee is given are not completed or fully performed by the Contractor within the period prescribed under the Contract, on request of the Contractor, the Bank hereby agrees to further extend the bank guarantee, till the Contractor fulfils its obligations under the Contract.

- (ii) We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [date of power of attorney to be inserted] granted to him by the Bank.

Date:

Bank

Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

CHECK-LIST

Sl.No	Particulars	YES/NO
1	Have you filled in and signed the Contact Details Form?	
2	Have you read and understood various conditions of the Contract and shall abide by them?	
TECHNICAL BID DETAILS		
3	Have you enclosed the EMD of Rs.10,000/- through NEFT in favour of Regional Institute of Education, Mysore	
4	Have you taken prints of all the Sections of Tender, and signed on all the pages of the tender documents?	
5	Have you attached proof of having met the following minimum eligibility criteria?	
5.1	Legal valid Entity: Have you attached attested Registration Certificate issued by the Registrar of firms/Companies?	
5.2	Financial Capacity: Have you attached Audit Balance Sheets?	
5.3	Have you attached an applicable TAX registration copies such as GST/TIN etc.?	
5.4	Experience: Have you attached the copy of service provided for AMC of website for last three years preferably from Government/IIT/reputed organization with proof of document.	
5.5	Have you attached copy of declaration that your organization has not been blacklisted by any Govt./ Autonomous bodies /Universities / Govt. Institutes	
6	Have you attached the proof of authorization to sign on behalf of the bidder in the Technical Bid?	
7	Whether you can send the packed the requirements of the Tender as per Technical Bid.	
8	Have you agreed to provide performance security as specified?	
9	Have you agreed to AMC Commitment period as specified?	
10	Have you agreed to Payment Terms as specified?	
11	Have you agreed in the Place of service as specified?	
12	Have you agreed to the Validity of the bid as specified?	

REGIONAL INSTITUTE OF EDUCATION, MYSURU-570 006

FINANCIAL BID DETAILS	
Have your financial Bid proposal is duly filled, sealed and signed on all pages?	
Have you quoted the rate in BOQ ?	
Have your financial bid been packed as per Tender Document?	
Have you not quoted the rate except BOQ (financial tender) which lead to cancel of bid	

(Signature of Bidder/ Authorized person

Date:

