



भारतीय कृषि अनुसंधान परिषद का पूर्वी अनुसंधान परिसर
ICAR RESEARCH COMPLEX FOR EASTERN REGION
(भारतीय कृषि अनुसंधान परिषद INDIAN COUNCIL OF AGRICULTURAL RESEARCH)

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F. No. IRCER/P&S-63/17-18/Website Designing / 801-13

By Speed Post
Date- 22.05.2017

To,
M/s

Sub: Tender for redesigning, development and up gradation of Website of ICAR Research Complex for Eastern Region, Patna- reg.

Sir,

ICAR Research Complex for Eastern Region, Patna, a unit of Indian Council of Agriculture Research, Ministry of Agriculture, Govt. of India, invites sealed tender bids for “**Redesigning, Development and Up gradation of Website of ICAR Research Complex for Eastern Region, Patna**” from the reputed firms/agencies.

1. The original copy of the tenders is to be enclosed in double cover. The inner cover should be sealed. The outer cover should be superscribed “**Bid for Redesigning, Development and Up gradation of Website of ICAR Research Complex for Eastern Region, Patna**” with address of this office and the tenderer shall place two envelopes clearly marked containing technical bid and financial bid separately in the main envelop. All Tenders should be sent by either Registered Post or hand delivered. Tenders to be hand delivered should be put in the tenders box, which will be kept in the **Room No.113** Office of the ICAR-RCER, P/O – BVCC, Patna not later than **2.30 PM on 30.05.2017**. The Bidder/Firm should give their complete address on the bottom left corner of the Outer Cover. The Bids so received will be opened on **same working day at 3.00 PM**.
2. An earnest money of **Rs. 6,250/- (Rupees Two lakh fifty thousand) only** must be deposited in the form of Demand Draft / Pay Order payable to “**ICAR Unit: ICAR-RCER, Patna**” in the **Technical Bid**. The particulars of the earnest money deposited must also be superscribed on the top of the envelope by indicating the draft pay order number and date, failing which the tenders will not be opened. The tenders will not be considered if earnest money is not deposited with the tenders in the Technical Bid.
3. **The tender document must be submitted intact with tenderer’s signature and seal on every page** and any pages should not be detached. In the event of the space provided on the tender form being insufficient for the required purpose, additional pages may be added. Each additional page must be numbered consecutively and be signed in full by the tenderer.
4. The evaluation of bids will generally be based on the consolidated lowest bid-price among the Technically responsive bidders. While awarding the contract, the Institute may choose to delete certain items, if their respective bid-prices appear to be unreasonable.

5. **Excise Duty:-** *Vide Notification No. 10/97-CE dated 1.3.1997 (as amended by 16/07-CE), the goods to be supplied to Indian Council of Agricultural Research (ICAR) and its constituent Institutes against ICAR contracts (including contracts executed by ICAR Institutes) for any Research-related purposes are fully exempted from levy of any Excise Duty, consequential sales tax / VAT, etc., provided the prices are quoted ex-works by the Supplier.* Keeping this in view, the supplier shall ensure that the stores to be supplied by the supplier against the contract placed by the purchaser are exempted from levy of any Excise duty or consequential sales tax and, accordingly, **obtain the necessary Excise Duty Exemption Certificate** from the purchaser.
6. **Custom Duty:-** In respect of imported stores offered from abroad, the Bidder shall specify the rate as well as the total amount of customs duty payable. The Bidder shall also indicate the corresponding Indian Customs Tariff Number applicable for the goods in question. It must be always kept in view that vide *Notification No.51/96-Customs dated 23.7.1996 (as amended on date)*, the imported goods to be supplied to Indian Council of Agricultural Research (ICAR) and its constituent Institutes against ICAR contracts (including contracts executed by ICAR Institutes) for any Research-related purposes are substantially exempted from levy of any Custom duty, and, subsequently ***fully exempted from any consequential excise duty / sales tax / VAT, etc.*** Keeping this in view, the supplier shall ensure that the imported stores to be supplied by the supplier against the contract placed by the purchaser are exempted to the admissible extent from levy of any Custom duty or consequential excise duty or sales tax and, accordingly, **obtain the necessary Custom Duty Exemption Certificate** from the purchaser.
7. Reputed Agencies fulfilling the following minimum criteria are eligible to participate in this tender.
- A minimum of 5years of experience in designing, preparation, publication and management of digital online newsletter on multimedia apparatus as well as adept at digital content management.
 - A minimum turnover of Rs. 20 lakhs (Rs. Fifty lakhs only) per annum during the last three financial years i.e. 2013-14, 2014-15 and 2015-16.
 - The bidder should be a bona fide registered company having proper accreditations.
8. All the documents in proof of Registration No. of firm, VAT / Sales Tax No./Service Tax No., PAN , ITR for the last financial year, **ISO Certificate**, etc. must be enclosed with the quotation, failing which the quotation may not be considered.
9. **Maintenance period shall be 12 months from the date of satisfactory start of the website.**
10. Tendering firm will be required to indicate their valid Income Tax /PAN No., Sale Tax / VAT numbers, **Bank details** for releasing of payment through RTGS etc.
11. The detailed scope of work will be as follows.

Redesigning, development and up gradation of the Institute website (i.e. icarrcr.in) in accordance with the GIGW compliance matrix consisting of 9 sections and 115 points to comply along with STQC compliance certification.

COMPLIANCE MATRIX of GIGW

Sl. No.	Guide Lines	Compliance
1. Government of India Identifiers		
1	Association to Government is demonstrated by the use of Emblem/Logo, prominently displayed on the homepage of the website	
2	Ownership information is displayed on homepage and on all important entry pages of the website.	
3	Complete and self explanatory title of the homepage (appearing on the top bar of the browser) is provided.	
4	Website is registered under 'gov.in' or ' nic.in' domain.	
5	Website provides a prominent link to the 'National Portal' from the Home page and pages belonging to National Portal load in new browser window	
2. Building Confidence		
6	Website has a Copyright Policy, prominently displayed on the homepage.	
7	Due permission have been obtained for publishing any content protected by copyright.	
8	Source of all documents, whether reproduced in part or full, is mentioned.	
9	Website has a comprehensive Hyper Linking Policy	
10	Clear indication are given when a link leads out to a non government website.	
11	The mechanism is in place to check the accuracy of Hyperlinked Content.	
12	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.	
13	Website has comprehensive Terms and Conditions statements, linked from all important pages.	
14	Terms & Conditions disclaims responsibility of the content sourced/ linked from non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.	
15	Website has a Privacy Policy linked from all the relevant pages.	
16	All electronic commerce transactions are handled through secure means.	
3. Scope of Content : Primary Content		
About us		
17	All information about the department, useful for the citizen and other stakeholders, is present in ' About Us' section and mechanism is in place to keep the information up to date	
Schemes		
18	The complete title of the Scheme is reflected.	
19	The website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.	
20	The validity of the scheme has been mentioned.	

Sl. No.	Guide Lines	
Services		
21	Self explanatory title of the services is published.	
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.	
Forms		
23	The website provides the complete title of the form along with the purpose it is used for	
24	Language of the Form (other than English) is mentioned clearly.	
Acts		
25	The complete title of the Act (as written in the official notification) is mentioned.	
Documents		
26	The complete title of the document is mentioned on the website.	
27	The language of the Document (other than English) is mentioned clearly.	
28	Validity of the Circular/ notification is mentioned.	
Circulars and Recruitment		
29	The official title of the Circular /Notification is mentioned.	
30	Validity of the Circular/ notification is mentioned.	
Tenders and Recruitment		
31	Mechanism in place to ensure that all Tender / Recruitment Notices issues by the Department are published on the website.	
32	Website provides a complete description of the Tender / Recruitment notice along with the procedure to apply for the same	
33	Mechanism is in place to ensure that information on old / irrelevant Tender / Recruitment notices is removed or moved into the archive section	
News and Press Release		
34	News / Press releases are displayed along with the date and these are organized as per the archival policy of the website	
Contact Us		
35	Website has a 'Contact Us' page, linked from the home page and all relevant places in the website.	
36	The complete contact details of important functionaries in the Department are given in the 'Contact Us' section	
Presence on the National Portal		
37	Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.	
Scope of Content : Secondary Content		
38	Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive	
39	All Discussion Forum on the website are moderated.	
40	For every related link, the complete URL of the Home Page/concerned webpage is provided.	

S.No	GUIDELINE	
Scope of Content : Tertiary Content		
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	
42	The website has a readily available Help section	
43	Complete information including title, size(playing time for audio/video), format, usage instructions and plug-in to view the file is provided for downloadable material including documents.	
44	Mechanism is in place to ensure that all downloadable material is free from virus.	
45	Minimum content as prescribed in the guidelines is present on the homepage.	
46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.	
47	Website is free from offensive / discriminatory language.	
4. Quality of Content		
48	Content is compiled and packaged with citizen orientation.	
49	The Department has a Content Contribution, Moderation and Approval Policy(CMAP) for the Websites.	
50	Home Page and every important entry page of website displays the last updated / reviewed date.	
51	Department has a Content Review Policy(CRP) for the website.	
52	All Documents / Reports have a time stamp at least on the main page.	
53	The Departments have a clearly laid out Content Archival Policy(CAP) for the website.	
54	Clear and simple language has been used throughout the website.	
55	The language is free from spelling and grammatical errors.	
56	Whenever there is a change in the language of a web page it has been clearly indicated.	
57	Consistency in nomenclature is maintained across the website.	
58	All information, which is of direct importance to the citizen, is accessible from the Homepage.	
59	Information structure and relationship is preserved in all presentation styles.	
60	The meaningful reading sequence is preserved in all presentation styles.	
61	Documents / pages in multiple languages are updated simultaneously.	

S.No	GUIDELINE
5. Design	
62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.
63	A consistent page layout has been maintained throughout the website
64	National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.
65	Hindi/ regional language fonts have been tested on popular browsers for any inconsistency (loss of layout)
66	Web Pages allow resizing of text without the use of assistive technology.
67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.
68	There is adequate contrast between text and background colour.
69	All information is conveyed with colour is also available without colour.
70	Alternate text is provided for non text elements(e.g. images).
71	Websites provide textual description of audio / video clips and multimedia presentation.
72	Caption have been provided for all important audio content.
73	Web pages do not contain any content that flashes for more than three times in a second.
74	There is a mechanism to control scrolling, blinking content.
75	There is a mechanism to control (stop, pause....) audio that starts automatically.
76	All pages on the website have a link to the home page.
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.
78	There are no links to 'under construction' pages.
79	Each page is a stand alone entity in terms of ownership, navigation and context of content.
80	Web pages allow the user to bypass repeated blocks of content.
81	Website has either a "search" box or a link to a "search" page from every page of the website.
82	Website has an up to date Site Map that is linked to the Home Page as well as to all important entry pages of the website.
83	If the site uses frames, each frame is properly titled.

S.No	GUIDELINE	
6. Development		
84	Website uses Cascading Style sheets to control layouts/styles	
85	Website is readable even when sheets are switched off or not loaded.	
86	Web pages are usable even when scripts, applets etc are turned off.	
87	Documents are provided either in HTML or other accessible formats. Instruction / Download details for viewing these formats are provided.	
88	In content implemented using mark up languages, the elements have been use according to specification.	
89	Labels have been provided when content requires input from the users.	
90	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).	
91	Instructions for operating/ understanding content do not rely solely on characteristics like shape, size, location etc.	
92	All input errors are flashed in text.	
93	Functionality of content is operable through keyboard.	
94	Focus is not trapped in any component while navigating through keyboard only.	
95	Purpose of each link is clear to the user.	
96	When any component receives focus it does not initiate change in context.	
97	Changing the setting of a component does not change the context unless the user has been informed of the same.	
98	Metadata for pages like title, keywords, description and language is appropriately included.	
99	Data tables have been provided with necessary tags / mark up.	
100	All components receives focus in an order that preserves the meaning / operation.	
101	Role of all interface components can be programmatically determined.	
102	The websites have been tested on multiple browsers.	
103	Websites has cleared Security Audit by certificate agency and has a Security Policy.	

S.No	GUIDELINE	
7. Website Hosting		
104	Websites are accessible to the intended audience in an efficient and secure manner on 24 x 7 basis.	Yes
105	The hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention system.	Yes
106	The hosting Service Provider has redundant server infrastructure for high availability.	
107	The hosting service provided performs regular backup of the web site.	
108	The Hosting Service Provided has a Disaster Recovery (DR) Centre in a geographically distance location and a well crafted DR plan for the website.	
109	Website Hosting Provider provides Helpdesk & Technical support on 24x7x 365 basis.	
110	All possible secure measures have been taken to prevent defacement/ hacking of the website and the Department has been contingency plan in place for situation like these.	
8. Website Promotion		
111	Website ranks in the first five results on major search engines when searched with relevant keywords.	
112	It has been ensured that all stationery of the department as well as advertisements/ public messages issued by the concerned Department prominently display the URL of the website.	
9. Website Management		
113	Department has nominated a Web Information Manager as defined in the guidelines.	
114	The websites has a website monitoring policy.	
115	All policies and plans are approved by Head of Department.	

12. Contents may be deleted / increased or decreased as per requirement, while placing the supply order.
13. The rates for respective website to be developed, redesigned, should be quoted in enclosed format of Price Schedule. No extra charges will be borne by the Institute.
14. The rates quotes must be valid for a period of six months from the date of acceptance of bid.
15. The **Redesigning, Development and upgradation** will have to be completed within **15 days** from the date of receipt of the respective supply order. In the case of failure to execute the supply within the period stipulated in the respective supply order, **penalty will be charged @ 0.05% per day.**
16. If the Successful Bidder fails to supply the required services within the stipulated time/period, the EMD/Performance Security will be forfeited and no further correspondence will be entertained in this regard.
17. Conditional offers are liable to be rejected summarily.
18. **Performance Security @ 5% of the anticipated overall drawal will be obtained at the time of award of Contract**, from the successful contract awardee(s), in the shape of Demand Draft/Bank Guarantee drawn in favour of "ICAR Unit: ICAR-RCER, Patna", ***which will be refunded after satisfactory completion of maintenance period of one year.***
19. No advance payment will be made but payment is assured within 30 days from the date of satisfactory receipt of supply and submission of your bill, subject to the condition that all the required formalities are accomplished before submission of bill.
20. Other Terms & Conditions may be decided by this Institute, to ensure observance of all statutory/legal norms.
21. The Director, ICAR Research Complex for Eastern Region, Patna reserves all rights to accept or reject any of the quotations without assigning any reasons thereof whatsoever.

Assistant Administrative Officer (P)

SUMMARY PRICE SCHEDULE		
Sl. No.	Particulars	Total price (₹)
(1)	(2)	(3)
1	Designing of website of this Institute	
2	Development of website	
3	Content arrangement and page building	
4	Web Promotion	
5	Maintenance of Website	
	SubTotal	:
	Taxes	:
	Grand Total	: Rs.
	In Words	

i) Please indicate name & full address of your Banker(s)	:					The Banking details are required to ensure Financial Transparency, & to facilitate timely payment through E-Payment / ECS / RTGS / LC, etc.
	ii) Please provide your Bank A/c. No., Bank Code, IFSC Code.	:	Bank A/c. No.:	Bank Code with branch details	IFS Code:	

Name & Business address of bidder :

Seal & Signature of bidder (with date) : _____