

Ref No./JH/2019

Date

NOTICE INVITING TENDER

FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD

Last Date of Submission (Due Date) - **December 20, 2019** (upto 3.00 p.m.)



JAMIA HAMDARD
HAMDARD NAGAR, NEW DELHI-110062

Table of Contents

S. No.	Particulars	Page No.
1.	Notice Inviting Tenders	03
2.	Credential Criteria	04
3.	General Instructions To The Bidders	07
4.	Terms And Conditions of Tender	09
5.	Scope of Work	15
6.	Guideline About Website Design	17
7.	Annexure 1 : Financial Bid	21
8.	Annexure 2: Declaration	22
9.	Annexure 3: Annual Turnover	23
10.	Annexure 4: Format For Submission of Project References For Technical Evaluation	24
11.	Annexure 5 : Financial Bid Covering Letter	25
12.	Annexure 6 : Self-Declaration – No Blacklisting	27
13.	Annexure 7 : Covering Letter For The Bid	28

NOTICE INVITING TENDERS

Sealed Tenders are invited from reputed Firms//Manufacturer "**FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD**" along with Earnest Money Deposit (EMD) of **Rs. 50,000/-** in the form of Demand Draft (D.D.) in favour of "**Registrar, Jamia Hamdard**", Payable at New Delhi. No Interest shall be paid on EMD at the time of return. Bidders registered as NSIC/SSI/MSME are exempted. Necessary Certificate in support must be submitted where applicable. Jamia Hamdard will follow two (2) bid system to process the tenders received.

Tender Document No.	
Cost of Tender Document	Rs. 2,500
Earnest Money Deposit (EMD)	Rs. 50,000
Last Date/Time of Submission	December 20, 2019 Time: 3:00 pm
Date and Time of Opening of Bid	
Time for Completion of the Work	90 days

1. Tender document is available online for interested and eligible bidders on the website: www.jamiahamdard.edu
2. Bidders can submit the Physical copy of their Bid along with the cost of Tender Document and original EMD at the address below latest by **December 20, 2019**.
3. All further notifications/amendments, if any shall be posted on www.jamiahamdard.edu only. No separate communication shall be made with individual Bidders.
4. All other terms and conditions for submission of tender are contained in this document. If the date of submitting/opening of the Bid is declared as holiday then the bids shall be submitted / opened on next working day.
5. Vice Chancellor, Jamia Hamdard, New Delhi reserves the right to accept or reject any or all bids without assigning any reasons thereof.

Address for communication:
Registrar,
Jamia Hamdard, Hamdard Nagar,
New Delhi - 110062

CREDENTIAL CRITERIA

1. The Bidder should have provided similar nature of services to IIT's/NIT's/Govt. Departments/Semi Govt. Departments/PSU/Educational Institutions of National Importance/Universities etc. during previous 5 (Five) years. Duly certified copies are to be enclosed.
2. Tender/Quotations shall be submitted in TWO PARTS i.e. (a) Technical Bid and (b) Financial Bid, in two separate properly sealed covers; and both these covers will have to be again put in a single sealed cover, indicating also TECHNICAL BID/FINANCIAL BID as may be applicable. The outer most cover shall be super scribed as "FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD, NEW DELHI" REF NO....., DATED..... DATE OF OPENING.....
3. **Genuine Pricing (Both foreign & indigenous):** Vendor shall ensure that quoted price is not more than the price offered to any other customer in India to whom this particular item has been sold, particularly to IIT/NIT/Institutes/ Universities and other Government Organization.
4. **No Part Delivery:** Part delivery for any items shall not be allowed.
5. Any Optional item quoted by the supplier will not be entertained.
6. **Termination for Default:** If the supplier fails to deliver any or all of the items/services within the time period(s) specified in the purchase order or any extension thereof granted by Jamia Hamdard, New Delhi, Jamia Hamdard may terminate the contract/purchase order in whole or in part and forfeit the EMD/PBG as applicable.
7. The Bidder should carefully read all the instructions, terms and conditions, specifications and various forms that are provided in the Bid Document. The tender may be rejected if any or all of the information asked for in this document are not furnished along with the tender or if the tender is not responsive with the Bid Document.
8. **AMENDMENT OF BID DOCUMENTS:** At any time, prior to the date of submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments.
9. **COST OF BIDDING:** The Bidder shall bear all the costs associated with the preparation and submission of the bid. Purchaser will, in no case, be responsible or liable for any of the costs, related to preparation and submission of bid regardless of the conduct or outcome of the bidding process.
10. **TENDER FEE AND EARNEST MONEY DEPOSIT:** The proposal should be submitted along with an application fee of Rs. 2,500 in the form of demand draft (D.D.) and Earnest Money Deposit (EMD) of Rs. 50,000 in the form of a Demand Draft (D.D.) drawn in favour of "Registrar, Jamia Hamdard, New Delhi" payable at New Delhi. Bid submitted without EMD and/or the application fee shall be summarily rejected. EMD of unsuccessful bidders shall be returned after the completion of tender process and finalisation of the bid. EMD of successful bidder will be returned, after

bidder has signed the Agreement with purchaser and has furnished the required Performance Guarantee.

11. The EMD will be forfeited:-
 - (i) If a Bidder withdraws its bid during the period of bid validity; or
 - (ii) If the Bidder fails to accept the Jamia Hamdard's corrections of arithmetic errors in the Bidder's bid (if any); or
 - (iii) If the Successful Bidder fails to sign the contract agreement with the Jamia Hamdard; or
 - (iv) If the Successful Bidder fails to furnish the Performance Guarantee within the stipulated time.
12. **BID PRICES:** The Bidder shall give the pricing as individual and as total composite price inclusive of all taxes i.e. GST etc.
13. **DISCOUNTS:** The Bidders are informed that discount, if any, should be included in the total price.
14. **BID VALIDITY:** The bids shall remain valid for a period of 180 days from the last date of submission.
15. **ONLY ONE BID PER PARTY:** Each bidder is permitted to submit ONLY ONE BID irrespective of whether he is the sole bidder. In case it is found that any party has submitted more than one bid for the subject work(s) in any of the above capacities, all bids so submitted shall be summarily rejected and Jamia Hamdard shall not entertain any further request/ correspondence in this matter.
16. All proposals will have to be submitted ONLY in HARD BOUND form with all pages sequentially numbered either at the top or at the bottom right corner of each page. It should also have an index giving page wise information of above documents. Incomplete proposal or those received without hard bound shall summarily be rejected. All the Pages and Papers are to be sealed and signed.
17. The Bidders are required to fill up and submit the documents with their proposals.
18. The proposals shall be submitted in three parts, viz.
 - (a) **Envelope-1:** Containing application fee of Rs. 2,500 & EMD of Rs. 50,000. The envelope should be super scribed as "**Envelope 1 – EMD & Tender FEE**" at the top left corner.
 - (b) **Envelope-2:** Pre-qualification Proposal and Technical Proposal super scribed as "**Envelope 2 – Pre-qualification and Technical Proposal**" (Containing duly signed PRE-QUALIFICATION PROPOSAL SUBMISSION FORM as prescribed in the tender, Other required Pre-qualification documents, clause-by-clause compliance to the technical specifications of the equipments as prescribed in **Technical Specification and Annexures**, all technical documents, brochures, any other related material etc.). In the technical proposal, there should not be any indication about the prices (printed or otherwise) of any of the products offered.
 - (c) **Envelope-3:** Financial Proposal containing only the **Formats for Submission of Proposal –Financial Bid** super scribed as "**Envelope 3 – Financial Proposal**".
19. All the sealed envelopes should again be placed in a sealed cover super scribed as "**FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD from: M/s**" "**NOT TO BE OPENED**

BEFORE **03.00 P.M on December 20, 2019**”, which will be received before the time mentioned in this document. The Bid is to be submitted to the **Registrar, Jamia Hamdard, New Delhi**. The Bids and all correspondence and documents relating to the bids, shall be written in the English language.

GENERAL INSTRUCTIONS TO THE BIDDER

1. The cost of preparing proposal, cost involved in technical presentation and during visits to Jamia Hamdard, New Delhi is not reimbursable.
2. All cutting, overwriting in the proposal should be authenticated by the initials of the authorized signatory. In case of any calculation error, the unit rates shall prevail. The amount will also have to be written in words.
3. Successful bidder must ensure his establishment in India and in New Delhi and location mentioned above for post installation services and support.
4. Canvassing in any form will lead to disqualification of the bid.
5. **CONFIDENTIALITY:** -
 - i. The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
 - ii. As used herein, the term “Confidential Information” means any written information, including without intimation, information created by or for the other party, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or there after enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.
 - iii. At all times during the performance of the Services, the Bidder shall abide by all applicable Jamia Hamdard security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
 - iv. The Bidder shall not disclose to any other party and keep confidential the terms and conditions of this tender, any amendment hereof, and any Attachment or Annexure hereof.
 - v. The obligations of confidentiality under this section shall survive rejection/termination/expiry of the contract for a period of five years.
6. **LATE BIDS:** Any bid received by the Purchaser after prescribed time may be rejected and returned unopened to the Bidder.

7. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids, by giving a written notice to the Jamia Hamdard.
- ii. Subsequent to the last date for receipt of bids, no modification/ withdrawal of bids shall be allowed.
- iii. The Bidders cannot withdraw the bid in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Bid. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

TERMS AND CONDITIONS OF TENDER

1. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
2. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract before issue of Letter of Award/ Purchase Order as described in the bidding documents. The Purchaser shall not entertain any request for clarification from the Bidder regarding such local conditions.
3. **CONTACTING THE PURCHASER:** Any effort by a Bidder influencing the Purchaser's bid evaluation, bid comparison or award of contract decisions shall result in the rejection of the bid.
4. **ELIGIBILITY/ PRE-QUALIFICATION CRITERIA:** The bidder should have integrated capability for undertaking similar works of "FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD" and has successfully executed them.
5. Bidders should submit profile and supporting documents along with the Technical Bid for the following: Experience in "FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD" during previous 5 years ending last day of month previous to the month of publication of this tender, as under:
 - i. Three similar completed work costing not less than the amount equal to 40% of the estimated cost; or
 - ii. Two similar completed work costing not less than the amount equal to 50% of the estimated cost; or
 - iii. One similar completed work costing not less than the amount equal to 80% of the estimated cost.
6. The Bidder who fulfils the above pre-qualification /criteria shall only apply.
7. The Bidder must have Cumulative Annual Financial Turnover of the bidder during the previous 03 financial years, ending on 31st March 2019, should be at least Rs. 1 crore.
8. **OPENING OF PROPOSAL:** The Tender Committee, Jamia Hamdard will open the tender at the time of opening the tender.
9. **EVALUATION OF BIDS:** The Purchaser reserves the right to modify the Evaluation Process at any time during the Tender Process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.
 - i. Any time during the process of evaluation, the Purchaser may seek for clarifications from any or all Bidders.
 - ii. Phase-1: Tender Fee & EMD: First, the envelope containing Tender fee and Earnest Money Deposit will be opened and if both are found in the prescribed manner, then second envelope containing Pre-qualification & Technical Proposal documents shall be opened. At any stage during the evaluation, if the EMD is found invalid, the respective Bidder's bid will be summarily rejected.
 - iii. Phase-2: Pre-Qualification and Technical Proposal Evaluation: The Bidder shall have to fulfill all the Prequalification Criteria. These documents will be scrutinized along with the Technical Proposal in this phase of evaluation. Those bidders who do not fulfill the terms and conditions of Pre-qualification

- Criteria as specified in this tender or whose Technical Proposal is non-responsive will not be considered.
- iv. Technical Proposals of the Bidders would be evaluated for the clause-by-clause compliance of the technical specifications as mentioned in the Bid document. Evaluation process of Pre-qualification and Technical Proposal by the Tender Committee, Jamia Hamdard shall not be questioned by any of the Bidders. The Purchaser reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Bid. The proposals shall be opened in presence of their representatives who choose to attend the process.
 - v. The Tender Committee, at first stage, satisfied on EMD and Application Fee, shall workout on Pre-qualification and Technical Proposal at the second stage. Thereafter, on being satisfied with the aforesaid two stages qualified bidders will be allowed for opening of Financial Bid (i.e. Third Envelope).
 - vi. The Commercial Proposal Evaluation will be based on the "Total Cost", which would be the total pay-outs including all taxes, duties and levies for "FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF WEBSITE OF JAMIA HAMDARD". The bid shall be treated as a complete package.

10. AWARD OF CONTRACT:

- i. The Purchaser reserves the right to ask for a technical elaboration/ clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time after opening the proposal. The Bidder has to present the required information to the Tender Committee, Jamia Hamdard, on mentioned date, at no cost to the Purchaser.
- ii. Arithmetical errors will be rectified on the following basis: If there is any 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 Bidder does not accept the correction of the errors, his bid will be rejected. If there is any discrepancy between words and figures, the amount mentioned in words will prevail.
- iii. The Purchaser shall notify the Successful Bidder, its intention to award the work through "Letter of Award" mentioning the total purchase Value. The contract shall commence from the date of issuance of Letter of Award.
- iv. The Purchaser shall subsequently send the Successful Bidder the Form of Contract Agreement, incorporating all agreements between the parties.
- v. As soon as practically possible, following the receipt of the Form of Agreement, the successful Bidder shall sign and date the Form of Agreement and return it to the Purchaser. This will be deemed as the "Contract" defined in this tender document.
- vi. The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

- 11. SPECIFICATIONS:** The Products/equipment/software supplied under this contract shall confirm to the Technical Specifications given in this tender under Technical Specifications and Bill of Material.
- 12. PERFORMANCE GUARANTEE:** The Successful Bidder shall be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to 10% of the Contract Value valid for a period of 05 years within 05 days from the date of contract. In case of failure to deposit the above amount of performance guarantee within stipulated time, the EMD deposited shall be forfeited by the purchaser.
- i. The Performance Guarantee shall be as per the format approved by the Tender Committee, Jamia Hamdard, New Delhi.
 - ii. The Performance Guarantee shall be payable to the Purchaser as a compensation for any loss resulting from the Successful Bidder's/ Contractor's failure to complete its obligations under the contract.
 - iii. The Purchaser will discharge the Performance Guarantee after completion of the successful Bidder's/ Contractor's obligations, including any warranty under the contract.
- 13. SCHEDULE OF PAYMENT:** Payment shall be made by the University as defined in the Service Level Agreement to be mutually discussed with the successful bidder upon award of contract. However all payment shall be made after successful delivery of project.
- 14. SERVICE PERIOD:** The complete site design and migration of content shall be completed within a period of 90 days from the issue of work order for which an activity wise time chart would be prepared and adhered to.
- 15. PRICES:** The prices quoted for the Items/Services shall be firm throughout the period of contract; this contract shall be valid up to the date of final payment to the supplier and shall not be subject to any upward modification whatsoever. The rates should be quoted inclusive of supply, installation, commissioning, acceptance & warranty during service period and delivery as per schedule specified in the Award of Contract.
- 16. TAXES AND DUTIES:** The prices should be quoted separately without Taxes & with Taxes.
- 17. PURCHASER'S RIGHTS:**
- i. The Purchaser reserves the right to make changes within the scope of the work at any point of time.
 - ii. The Purchaser reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser' sanction.
- 18. TIME SCHEDULE TO COMPLETE THE CONTRACT:**
- i. The successful bidder shall complete the assignment within 90 days from the date of issue of Letter of Award.
 - ii. The Successful Bidder shall ensure that the delivery of software and/or the delivery of the services are in accordance with the time schedules specified in this

tender. In case of any deviation from the schedule, the Purchaser reserves the right to either cancel the Contract and/or recover Liquidated Damages.

- iii. The Successful Bidder, if faced with problems in timely delivery of services, which have dependencies on the Service Provider and/or the Purchaser, which are beyond their control at any time before the Final Acceptance Signoff, shall immediately inform the Purchaser in writing, about the causes of the delay and tentative duration of such delay etc. The Purchaser, on receipt of such notice, shall analyse the facts at the earliest and may at its sole discretion, extend the contract period as deemed reasonable.
- iv. Any delay by the Successful Bidder in the delivery of software and/or the services will make the Successful Bidder liable to any or all of the following:
 - a. Forfeiture of Performance Guarantee
 - b. Imposition of Liquidated Damage charges
 - c. Termination of the contract for default.
 - d. Blacklisting of the Successful Bidder.

19. LIQUIDATED DAMAGES: If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) specified in tender, the Registrar, Jamia Hamdard, New Delhi or his authorized representative shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum deduction is reached, the Vice Chancellor, Jamia Hamdard, New Delhi may consider for termination of the contract.

20. FORCE MAJEURE:

1. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

2. If a Force Majeure arises, the Bidder shall promptly notify Registrar, Jamia Hamdard, New Delhi in writing of such condition and the cause thereof. Unless otherwise directed by Registrar, Jamia Hamdard, New Delhi, the Contractor shall continue to perform his 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 event. The Bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

21. TERMINATION:

- i. Termination on expiry of the CONTRACT: The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Vice Chancellor, Jamia Hamdard, New Delhi has exercised its option to extend the Contract in accordance with the provisions, if any, of the Contract.

- ii. Termination on account of insolvency: In the event the Successful Bidder at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Registrar, Jamia Hamdard, New Delhi shall, by a notice in writing have the right to terminate the Contract and all the Successful Bidder's rights and privileges hereunder, shall stand terminated forthwith.
- iii. Termination for breach of contract: A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30 days of receipt of the Purchaser's notice intimating such breach. Upon termination, the Successful Bidder shall surrender all the data and materials belonging to the Purchaser.
- iv. Termination for delay: Successful Bidder shall be required to perform all activities/services as per the terms and conditions mentioned in the tender document. If the Successful Bidder fails to do so, the Contract may be terminated by Registrar, Jamia Hamdard, New Delhi by giving written notice unless Registrar, Jamia Hamdard, New Delhi has extended the period with levy of Liquidated Damages shall have no financial liability as per tender.
- v. Consequences of termination: Notwithstanding the termination of the Agreement, the parties shall continue to be bound by the provisions of the Agreement that reasonably require some action after such Termination.
- vi. In case of termination of Contract herein set forth, the Contractor shall be put on holiday [i.e. neither any enquiry will be issued to the party by the Registrar, Jamia Hamdard, New Delhi against any type of tender nor their offer will be considered by Registrar, Jamia Hamdard, New Delhi against any ongoing tender(s) where contract between Registrar, , Jamia Hamdard, New Delhi and that particular Contractor (as a bidder) has not been finalized] for two years from the date of termination, to such contractor.

22. ARBITRATION: In case of any dispute following arbitration clause will apply: - Any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Vice Chancellor, Jamia Hamdard, New Delhi. The award of the arbitrator shall be final and binding on both the parties to the contract. The place of arbitration shall be at New Delhi only. The expense of arbitration will be incurred by the parties and subject to final award. The Arbitration & Reconciliation Act 1996 and the rules there under, any statutory modification thereof for the time being in force shall apply to the arbitration proceedings under this contract.

23. GOVERNING LAWS AND JURISDICTION:

The Agreement shall be governed by the laws in force in India. Any dispute arising in relation to the Agreement shall be subject to the Jurisdiction of the Courts at New Delhi.

24. SUPPORTING ACCESSORIES /SOFTWARE:

All the software to be supplied shall confirm to the relevant technical specifications as mentioned in Technical Specifications & Bill of Material of this document.

25. SITE ACCEPTANCE TESTS (SAT):

- i. The Purchaser shall carry out all the tests detailed in the Acceptance Test Schedule to be furnished by the Contractor to confirm that the performance of the entire installation satisfies the specification requirements. The Purchaser reserves the right to include any other tests which in his opinion is necessary to ensure that the equipment meets the specifications.

- ii. The Purchaser reserves the right to ask for modifications/additions to the Site Acceptance Test Procedure at any point of time till the Site Acceptance signoff of each location.
- iii. The Site Acceptance Tests shall cover the intended functioning of the equipment's with proper integration with other sub components, applications and software's.
- iv. The contractor shall carry out the Site Acceptance Tests in the presence and supervision of the Purchaser or its designated Officer at the site. The contractor, at its own cost, shall provide the testing of equipment/instruments/software programs necessary for performing and demonstrating the Site Acceptance Tests.
- v. The purchaser or its appointed testing authority shall supervise the tests at each site, as described in the site acceptance test procedure and performed by the contractor to confirm that the complete solution at each site satisfies the requirement of specifications including the service performance.
- vi. The contractor shall rectify all deficiencies immediately, if found, in the performance of the system as per the requirement during the Site Acceptance Tests, at no monetary cost to the, Jamia Hamdard, New Delhi.
- vii. Any components or modules failing during the acceptance tests shall be replaced free of cost by the Contractor. These replacements shall not be made out of spares supplied by the Contractor as part of supplies under this Contract. This shall also not entitle the contractor to any extension of completion time.
- viii. The cost of all test and / or analysis shall be fully borne by the contractor.
- ix. The completed installation at all stages shall be subjected to checks and tests as decided by Purchaser. The contractor shall be liable to remedy all of such defects as discovered during these checks and test and make good all deficiencies brought out. The complete installation shall be taken over finally on successful commissioning in entirety.

26. PASSING OF PROPERTY: Ownership of the software, documentation and any other assets created during the initial stage or service period under the work order shall pass to the University immediately. The Bidder shall transfer the ownership of the entire solution in a functional state without any cost to the university at any stage.

SCOPE OF WORK

Jamia Hamdard website should be designed with a view to giving maximum exposure to content and design. The site will display the full range of University activities and functions.

The detailed scope of work is mentioned below.

1. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the University will also be open to design & development suggestions from the successful Bidder.
2. Three theme-based template prototypes will be developed by the Solution Provider. Website should have the flexibility to change colour / font / menu themes. One of the prototypes will be finalized by the University for actual development and deployment.
3. The existing content and feature of the JAMIA HAMDARD website will be migrated to the new redesigned website.
4. The site design must be cross-browser and cross-OS including Mobile browsers compatible up to the most recent browser / OS versions.
5. Support for maintenance including bug-fixing, adjustments, modifications or alterations in the website for a period of one year from the date of commissioning of the site.
6. Multi-site and Micro-site support.
7. Content of the website should be readable using any Screen Access Reader Software for Visually Challenged
8. W3C standard
9. Weightage will be given to capabilities in templating, theme-design and security capabilities of the bidder.
10. All web pages of website must be fully optimized for all major search engines. Website should be such that the ranking should be among top in the Search results of Google and other Search Engines.\
11. The prospective vendors are advised to go through the existing Jamia Hamdard website in order to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website.
12. A requirement study for the website, which when agreed upon by the University, will form part of the Agreement to be signed with Jamia Hamdard. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the University will also be open to design & development suggestions from the successful Bidder.
13. The vendor will have to depute person for collection of information and pictures from the different departments and Units of the University initially, apart from those that are available on the existing website. Once the website is commissioned, update of the information will be the responsibility of the departments/units/University Computer Center. However, the vendor will be supposed to inform the Jamia Hamdard about the updates that are required to be made during the maintenance period.

14. Image Enhancement Activities:

Several images including those of documents will be required to be scanned and placed on the website. Vendor should ensure that quality of scanned images are enhanced upto the optimum level and required image enhancement activities like Deskew, Despeckle, contrast ratio setting etc. has been done on the scanned documents. No extra payment

shall be made for the same. Further vendor may need to take care of the craving of images so as to have good aesthetic look. Also vendor has to work on dreamweaver or Photoshop or related software to bring precision to the images.

15. The website should follow cyber security standards.

16. SSL certification for security compliance must be ensured before deployment of the website.

17. Functionalities Required:

The website will be based on a Web Content Management System for frequently changing information like News, Notifications, Tenders, Photo gallery and Video Management System. Facility to update content by multiple users from anywhere through browser based administrative module using WYSIWIG editing tools allowing non-technical users to create and edit content.

i. Separation of Design and Content – content to be stored in the database and designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.

ii. **Dynamic News/Events/Notification Management System:** Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWIG editor

iii. **Dynamic Photo gallery/Video Management System:** Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.

18. Separate link and navigation for SODL having the following section:

- HOME
- ABOUT SODL
- PROGRAMMES OFFERED
- ADMISSION
- REGISTRATION DETAILS
- STUDY MATERIALS
- EXAMINATION & RESULTS
- NOTICE BOARD
- NEWS & EVENTS

GUIDELINE ABOUT WEBSITE DESIGN

Bidders are free to give their own templates/designs/ideas regarding proposed redesign/redevelopment of the website. These guidelines must be complied as technical specifications compliance.

1. Page Layout: Page Layout is a significant consideration in the overall design interface of any website. Following are some guidelines to achieve well laid out pages:

- a) A consistent page layout **MUST** be maintained throughout the site. This means that the placement of navigation and text elements should be uniform across the website.
- b) Most important elements should be visible on the first screen and should not go inside a scroll.
- c) Focus should be laid on a few important elements of the page, so that the visitor may be guided to those portions, which deserve most attention. If a lot of elements in a webpage are blinking/flashing or highlighted, the visitor will not be able to concentrate on the essence of the page.
- d) There should be a clear demarcation of components. This can be guided by the Information Architecture where information of one kind is grouped together and presented visually at one point in the page.

2. Colour:

- a) There **MUST** be adequate contrast between text and background.
- b) A site designed for researchers and academicians should focus on content with subtle use of colours.
- c) Websites should ensure the colours used for text and graphics look good on a variety of platforms, monitors and devices
- d) Designers **MUST** ensure that all information conveyed with colour is also available without colour, for example from context or mark-up.

3. Graphic Buttons & Icons: Buttons and icons are symbolic representation of objects and the representation of actions that can be applied to objects. Icons if used properly can be a powerful technique for communication and attracting attention. They can hold the users attention, add interest to a website and quickly convey information. They are also free from the barriers of language.

- a) While using symbols like University Logo, it **MUST** be ensured that the images are in a proper ratio and colour.
- b) The graphic elements like buttons and icons should be simple and their meaning and symbolism should be self explanatory and relevant. This simply means that an icon should look like what it means.
- c) Buttons and Icons should be large enough to be distinguishable on a high-resolution monitor, since the display size of components decreases with the increase in the screen resolution set by the user.
- d) Graphics should not be used to present major content in an alternative style as those using text only browsers shall not be able to access the information thus

rendering the site inaccessible to many. Wherever a graphic is used meaningful 'alt text' must be given.

4. Typography:

- a) The content of the site should be readable with default standard fonts.
- b) Fonts like Verdana and Georgia that are suited for screen viewing may be used. Text that must be in a particular font for reasons such as branding may use an image and provide the same as Alt text.
- c) When using the page MUST be tested on major browsers for any inconsistency (loss of layout). Further, links to download the font must be provided to the visitors.
- d) Italic fonts are not legible in small font sizes. All capital characters and italics should be used sparingly as they hinder legibility in big blocks of text.
- e) It is author's responsibility is to create Web content that does not prevent the user agent from scaling the content effectively therefore Except for captions and images of text, text MUST be resizable without assistive technology without loss of content or functionality.

5. Images:

a) Use of images should be limited

Though images add life to a website, they also increase downloading time. Images should only be used when it adds value to the content. Images should not be used to present text in an alternative style as those using text only browsers shall not be able to access the information thus rendering the site inaccessible to many. The use of text, rather than images, should be considered for headings and website navigation. Commonly used images, such as those for website identity and navigation, should be re-used to decrease download time. Images stored in the browser's cache will not need to be re-loaded and will display faster.

b) Images should be created in an appropriate format

Images should be created in an appropriate format to minimise load time and maximise the display quality. There are three formats for displaying images in web browsers – GIF, JPEG and PNG. Use:

- GIF format for images that contain line-art and flat areas of colour such as icons and graphs.
- JPEG format for images that contain many colour variations, such as photographs. JPEG images can contain up to 16 million colours.
- PNG format does not have any patent restrictions and can be read and written freely by software developers and webmasters alike.

c) Size of image files should be minimized

The size of image files should be reduced as much as possible to minimise the download time of web pages. A variety of techniques can improve the download time of pages:

- Scaling of images should be avoided as they tend to distort. Instead a correct size should be prepared in image processing software.

- A thumbnail (a smaller version) for a large image and link to the full-size copy should be provided where appropriate.

6. Audio, Video & Animation

a) Audio/Video Clips: The use of audio video clips in a website can enrich the content and render the communication more effective for the visitor; however, the following guidelines should be followed while including audio/video clips on the website.

b) Download Details for Video and Audio Clips

- Download information **MUST** be provided to help users determine whether they wish to access the video or audio clip. This includes the download and usage instructions, file size, and file format.
- If a specific software program is required to access the multimedia file, a link to enable the user to download it **MUST** be provided.
- Formats of audio/video files should be common across a website.
- As far as possible streaming audio/video should be used rather than forcing the users to download the entire file, which eventually may not turn out to be what they are looking for.

7. Consistent Navigation

Consistent navigation makes it easy to use a website since a visitor does not need to understand or remember different navigation styles for different sections. Therefore to promote ease-of-use for all, websites must have a navigation scheme that is used consistently across the website.

- a) It **MUST** be possible for a visitor to reach the Homepage from any other page in the website.
- b) The positioning and terminology and navigation scheme used for navigation items **MUST** be consistent across the website.
- c) Navigation items of the same type should look and behave the same way. For example, if a set of pages on one topic has subtopic links in the left navigation bar, pages on other topics should also have subtopic links in the left navigation bar that look and behave identically.
- d) Links to under construction pages **MUST** be avoided as far as possible.
- e) Each page **MUST** be a standalone entity in terms of ownership, navigation and context of content.
- f) List of all levels between the homepage and current page should be provided on each page.
- g) Navigation to external websites should be enabled in such a manner that the external website opens in a small sized browser window. This is to ensure that the context remains on the screen for the visitor.
- h) Web pages and applications often have content that is repeated other pages or screens (for example navigation links, heading graphics, banner frames etc). A sighted user can ignore the repeated material by focusing on the main content area but it is not possible for a person using a screen reader. Therefore WebPages **MUST**

provide a mechanism to bypass blocks of content that are repeated on multiple Web pages. This may be done by providing a skip to content link at the top of the webpage.

8. Site Search

"Search" is a standard facility on any website now as visitors expect to be guided to the desired information and service through an easy to use search facility. Effective search functionality is crucial for mining through the large volumes of information made available on Government websites. Following are some of the guidelines to achieve the same:

- a) websites MUST include either a "Search" box or a link to a "Search" page from every page of the website. The search box or link must be titled "Search", as it is a standard term understood by web surfers world over. As per internationally accepted Usability principles, search boxes are most effective when placed in the same position on all pages (usually within the upper third part of the webpage).
- b) Search results should be displayed in an easy-to-read format that, at a minimum, shows visitors the term(s) they searched for and may highlights the term(s) in each search result.
- c) Departments should carefully determine the scope of its search index to determine which content should be included and which content should be excluded. This further implies that the content not meant to be in the public domain should not be included in any web-based file that could be retrieved through any search engine.
- d) The frequency of indexing the content of a website should be pre-decided by the hosting provider. Content that is added and updated frequently, such as press releases, should be indexed more frequently.

9. Sitemap

The citizens visiting websites need to be able to find the information and services they seek, as easily and quickly as possible. A site map represents the structure of a website, textually as well as graphically, on a single page. A proper 'Site-Map' can provide a convenient and easy-to understand view of the contents in the whole site. It also facilitates quick access to the information that the citizens want. Following are some of the guidelines concerning site maps:

- a) website MUST have a 'Sitemap' link to Homepage as well as all important entry pages of the site.
- b) The site map should be universally accessible and should be provided in plain text format.
- c) Web information managers should establish a schedule or process for regularly reviewing and updating the Sitemap.

10. Virtual Tour:

A Tour map based web page is to be developed by the Vendor that showcases the craved satellite images of Jamia Hamdard Campus and adjacent area. It should be a hyperlinks based graphical map which will cover all building of Jamia Hamdard that will give an image and a description of that building or any areas of the campus.

ANNEXURE 1 : FINANCIAL BID

Name & Description of the Item & Firm:

S.N.	Component	Cost	GST	Total
1	Cost of System Study, Gap Analysis, design, development and deployment of software with 1 year comprehensive warranty & system handover including source code.			
2	Cost for other related components including database software licensing, if any (attach with details as annexure)			
3	Any Other Costs (Pl. mention and details)			
4	Cost of ANNUAL TECHNICAL SUPPORT (AMC) for 2nd Year with all changes if any required by the University with Service support.			
5	Cost of ANNUAL TECHNICAL SUPPORT (AMC) for 3rd Year with all changes if any required by the University with Service support.			
	Total Order Value (BID Amount)			
	Total Order Value (BID Amount) in words			

Taxes to be declared separately for each of above as mentioned.

Date & Seal

Name and Signature
of the competent Authority
of the firm

ANNEXURE 2: DECLARATION

(To be furnished by the supplier on company's Letter Head)

I/we hereby solemnly declare and affirm that the all documentary evidence/declarations shared in this RFP by our Company are true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Date & Seal

Name and Signature
of the competent Authority of the firm

ANNEXURE 3: ANNUAL TURNOVER

SI. No.	Annual turnover with respect to the item quoted			Remarks if any
	2016-17	2017-18	2018-19	

Signature of the Chartered Accountant with seal

Signature of the bidder with Seal

- Note: (i) Documentary evidence shall be submitted along with the format,
(ii) Certified copies of ITRs of the above years shall be enclosed

ANNEXURE 4: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR TECHNICAL EVALUATION

FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR TECHNICAL EVALUATION	
Name of the Purchaser	
Description of Purchase Order	
Value of Purchase Order	
Successful Completion (Yes or No)	
Time taken to Complete the Project in months.	
Completion Certificate	
Proof of all of the above information in the form of attachments.	

Date:

Authorized Signatory:

Seal of the

Organization

Name:

Designation:

ANNEXURE 5 : FINANCIAL BID COVERING LETTER

(To be filled and submitted by the bidder along with the financial bid on their Letter head)

To
The Registrar,
Jamia Hamdard,
New Delhi

Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to work as “Selected Bidder” as per the defined Scope of the work, Requirement specifications, Service Level Standards & in conformity with the said bidding document for the same. We hereby offer our best price as per the details below and would be valid as per the details mentioned in the tender.

I/ We undertake that the prices are in conformity with the specifications/ requirements prescribed. The prices are inclusive of all type of govt. taxes/ duties as asked in the financial bid

I/ We undertake, if our bid is accepted, to deliver the goods and services in accordance with the requirements of ‘Jamia Hamdard’ mentioned in the bidding document.

I/ We hereby declare that, in case, the contract is awarded to us, we will submit the performance security for the due performance of contract and in the form prescribed by Jamia Hamdard

I/ We agree to abide by this bid for a period of days specified in tender, after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

I/ We confirm we deliver the required functionalities in 3 months from the date of release of Purchase Order (Contract) failing which University can cancel our Bid and forfeit the EMD amount.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive. We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory: Seal of the Organization: Name:

Designation:

ANNEXURE 6: SELF-DECLARATION – NO BLACKLISTING

To,

The Registrar,
Jamia Hamdard,
New Delhi

In response to the Tender Ref. No. dated_
_____ for {Project Title}, as an Owner/ Partner/
Director/Auth. Sign. Of, I/ We hereby declare
that presently our Company/ firm , at the time of bidding:

- a. possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b. have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c. is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State Government/ Central Government/ PSU/ UT/any University.
- d. does not have any previous transgressions with any entity in India or any other country during the last three years
- e. does not have any debarment by any other procuring entity
- f. is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g. does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false

statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;

h. does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.

i. will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by Jamia Hamdard or GoI, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Name of the Bidder: - Authorized Signatory: - Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE 7: COVERING LETTER FOR THE BID

(To be submitted on Company's Letter head along with the 'Technical bid')

To
The Registrar,
Jamia Hamdard,
New Delhi

Reference No.

Dear Sir,

Ref: Request for Proposal (RFP) Notification dated..... No.....

1. I/We, the undersigned bidder, Having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to work as mentioned in the Scope of the work, Functional requirements, Service Level Standards & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP.
4. I/We agree to abide by this RFP for a period of days as specified in the 'Tender Document' from the closing date fixed for submission of bid as stipulated in the RFP document.
5. I/We understand that the Purchaser is not bound to accept any bid received in response to this RFP.
6. In case we are engaged by the Purchaser, we shall provide any assistance/cooperation required by Purchaser, appointed auditing agencies (if any), officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.
7. I/We agree that Jamia Hamdard can cancel the bid or bidder anytime during the Tender process and not liable to give any explanation thereof.

Signature.....
In the Capacity of.....
Duly Authorized to sign proposal on behalf of.....
Seal of the Organization.....
Date.....
Place.....