Tender No.: JH/PS/Tender/07/2021 Date: 24 December, 2021

FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF CMS BASED WEBSITE OF JAMIA HAMDARD

Last Date of Submission (Due Date) - **January 14, 2022** (up to 3.00 p.m.) Last Date Extended up to (**January 31, 2022** till 3.00 p.m.)



JAMIA HAMDARD HAMDARD NAGAR, NEW DELHI-110062

JAMIA HAMDARD

(Deemed to be University)

(Reaccredited by NAAC in Grade 'A')

Hamdard Nagar, New Delhi 110062

NOTICE INVITING TENDER JH/PS/TENDER/07/2021

Sealed tenders are invited from reputed firms for Designing, Development & Deployment of CMS based Website of Jamia Hamdard.

Bonafide and reputed firms may download the form and other specifications from the University website and last date of the submission of the tender is 14.01.2022 (up to 3.00 pm). (Last Date Extended up to (January 31, 2022 till 3.00 p.m.) For details please visit University website: www.jamiahamdard.edu.

REGISTRAR

Ph. No. 011-26059688 (12 Lines) Ext. 5899



Sl. No. :				
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JAMIA HAMDARD (Deemed to be University)

Hamdard Nagar, New Delhi-110 062

Phone: 26059688 Ext.: 5899, Website: www.jamiahamdard.edu

TENDER APPLICATION FORM

Cos	t of Tender Documents	:	Rs. 2,500.00 (Non refundable)
Ten	der form for	:	"" Sl. No.:
Lā	ast date of Submission of Tender	:	14/01/2022 up to 3.00 p.m. (Last Date Extended up to January 31, 2022 till 3.00 p.m.)
Dat	e of opening of Tender	:	14/01/2022 at 3.30 p.m. (Extended Date 31/01/2022 at 3.30 p.m.)
Ten	der Document Fee	:	DD / Receipt NoDatedfor Rs(Rs)
1. 2. 3.	Name of Firm / Company Authorized person Address	: : :	VENDOR DETAILS Telephone(s):
4. 5. 6. 7.	Income Tax No. / PAN No. GST No. Experience Certificate (Attached photo copy) Details of Earnest Money (EMD)	: : :	Fax:
	e agree to abide by the term PS/Tender/07/2021.	ıs and	d conditions of the tender as laid down under Tender No.
			Signature Name Designation
			Company Seal

Contact No.....

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NOTICE INVITING TENDERS

Sealed Tenders are invited from reputed Firms/Manufacturer "FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF CMS BASED 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. A necessary Certificate in support must be submitted where applicable. Jamia Hamdard will follow two (2) bid systems to process the tenders received.

Tender Document No.	JH/PS/Tender/07/2021
Cost of Tender Document	Rs. 2,500
Earnest Money Deposit (EMD)	Rs. 50,000
Last Date/Time of Submission	January 14, 2022 Time: 3:00 pm
	Last Date Extended up to (January 31,
	2022 till 3.00 p.m.)
Date and Time of Opening of Bid	January 14, 2022, 2021 Time: 3:30 pm
	(Extended Date 31/01/2022 at 3.30 p.m.)
Time for Completion of the Work	90 days

- 1. Tender document is available online for interested and eligible bidders on the website: www.iamiahamdard.edu
- 2. Bidders can submit the Physical copy of their Bid along with the cost of the Tender Document and original EMD at the address below latest by **January 14, 2022 Time: 3:00 pm. Last Date Extended up to (January 31, 2022 till 3.00 p.m.)**
- 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 the tender are contained in this document. If the date of submitting/opening of the Bid is declared as a holiday then the bids shall be submitted/opened on the 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. 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 outermost cover shall be superscribed as "FOR DESIGNING, DEVELOPMENT & DEPLOYMENT OF CMS BASED WEBSITE OF JAMIA HAMDARD, NEW DELHI" Tender Document No. JH/PS/Tender/07/2021 , DATED: 24 December, 2021 DATE OF OPENING: January 14, 2022 Time: 3:30 pm (Extended Date 31/01/2022 at 3.30 p.m.) Genuine Pricing: 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 organizations.
- **2.** Any Optional item quoted by the supplier will not be entertained.
- 3. Termination for Default: If the vendor fails to deliver the website within the time (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 and forfeit the EMD/BG as applicable.
- **4.** 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 is not furnished along with the tender or if the tender is not responsive to the Bid Document.
- **5. AMENDMENT OF BID DOCUMENTS:** At any time, before the date of submission of Bids, the Jamia Hamdard may, for any reason, whether at its initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.
- 6. COST OF BIDDING: The bidder shall bear all the costs associated with the preparation and submission of the bid. Jamia Hamdard 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.
- 7. 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 the tender process and the finalization of the bid. EMD of the successful bidder will be returned after the bidder has signed the Agreement with Jamia Hamdard and has furnished the required Performance Guarantee.

- 8. 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 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 Jamia Hamdard; or
 - (iv) If the successful bidder fails to furnish the Performance Guarantee within the stipulated time.
- **9. BID PRICES:** The bidder shall give the pricing as individual and as total composite price inclusive of all taxes i.e. GST etc.
- **10.DISCOUNTS:** The bidders are informed that discounts if any, should be included in the total price.
- **11.BID VALIDITY:** The bids shall remain valid for 180 days from the last date of submission.
- **12.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.
- **13.** All proposals will have to be submitted ONLY in HARDBOUND form with all pages sequentially numbered bottom right corner of each page(Page Number of _ Total No. of Pages) i.e., (Page 1 of 10). It should also have an index giving page-wise information of the above documents. Incomplete proposals or those received without hardbound shall summarily be rejected. All the Pages and Papers are to be sealed and signed.
- **14.** The bidders are required to fill up and submit the documents with their proposals.
- **15.** The proposals shall be submitted in three parts, viz.
 - (a)**Envelope-1:** Containing application fee of Rs. 2,500/-, EMD of Rs. 50,000/- and Annexure 1 along with supporting documents. The envelope should be superscribed as "Envelope 1 EMD, Tender FEE& Pre-Qualifiers" at the top left corner.
 - (b) **Envelope-2**: Technical Proposal superscribed as "**Envelope 2 –Technical Proposal**" clause-by-clause compliance to the technical specifications 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 –FinancialBidsuperscribed as "Envelope 3 Financial Proposal".

GENERAL INSTRUCTIONS

INTRODUCTION

Jamia Hamdard, a deemed to be University is one of the top-ranking Higher Education Institutions of the country. The National Assessment and Accreditation Council (NAAC), Government of India has accredited 'A' Grade to Jamia Hamdard. It has been ranked at 21st position among the Universities by the National Institutional Ranking Framework (NIRF) - 2020, Government of India. The School of Pharmaceutical Education and Research (SPER) has been ranked No. 1 by the NIRF in the year 2021.

Jamia Hamdard has schools, namely School of Unani Medicine, School of Pharmaceutical Education and Research, School of Nursing and Allied Health, School of Chemical and Life Sciences, School of Interdisciplinary Studies, School of Engineering Sciences and Technology, School of Humanities and Social Sciences, School of Management and Business Studies. In addition, Hamdard Institute of Medical Sciences and Research, Hamdard Institute of Legal Studies and Research, Centre for Media and Mass Communication Studies and centre for Distance and Online Education (CDOE) are part of Jamia Hamdard. Jamia Hamdard has been maintaining steady progress in all facets of its existence for 32 years and is both nationally and internationally recognized for the quality of teaching and research.

GENERAL INSTRUCTIONS TO THE BIDDER

- 1. The cost of preparing the proposal cost involved in the 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. Canvassing in any form will lead to disqualification of the bid.
- 4. CONFIDENTIALITY:
 - i. The bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its confidential information. The bidders shall note that the confidential information will be used only for 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 thereafter 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 processes 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 five years.
- 5. **LATE BIDS:** Any bid received by Jamia Hamdard after the prescribed time may be rejected and returned unopened to the bidder.

6. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The bidder is allowed to modify or withdraw its submitted bid any time before the last date prescribed for receipt of bids, by giving written notice to Jamia Hamdard.
- ii. After 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 the issue of the Letter of Award/ Purchase Order as described in the bidding documents. Jamia Hamdard shall not entertain any request for clarification from the bidder regarding such local conditions.
- CONTACTING JAMIA HAMDARD: Any effort by a bidder influencing Jamia Hamdard's bid evaluation, bid comparison or award of contract decisions shall result in the rejection of the bid.
- **4. OPENING OF PROPOSAL:** The Tender Committee, Jamia Hamdard will open the tender at the time of opening the tender.
- **5. EVALUATION OF BIDS:** Jamia Hamdard 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, Jamia Hamdard may seek clarifications from any or all bidders.
 - ii. Phase-1: Tender Fee, EMD& Pre-Qualifiers: First, the envelope containing the TenderFee and Earnest Money Deposit along with Pre-Qualifiers (Annexure I)will be opened and if both are found in the prescribed manner, then the second envelope containing 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. The bidder shall have to fulfill all the Prequalification Criteria.
 - iii. **Phase-2**: Technical Proposal Evaluation. Those bidders who do not fulfill the terms and conditions 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. The proposals shall be opened in presence of their representatives who choose to attend the process.
 - v. The Tender Committee, at the first stage, satisfies itself on EMD and Application Fee and Pre-qualifiers. Technical Proposal will be evaluated at the second stage. Thereafter, as given in the Technical evaluation the Financial Bid of the qualified bidder will be opened.
 - 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 CMS WEBSITE OF JAMIA HAMDARD". The bid shall be treated as a complete package.

6. AWARD OF CONTRACT:

 Jamia Hamdard 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 the mentioned date, at no cost to Jamia Hamdard.
- 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. Jamia Hamdard 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 the Letter of Award.
- iv. Jamia Hamdard 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 Jamia Hamdard. This will be deemed as the "Contract" defined in this tender document.
- vi. The bid security of the bidders whose bid could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.
- 7. SPECIFICATIONS: The Products/equipment/software supplied under this contract shall conform to the Technical Specifications given in this tender under Technical Specifications and Bill of Material.
- **8. PERFORMANCE GUARANTEE:**The successful bidder shall be required to furnish a performance guarantee in the form of an unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to 10% of the Contract Value valid for 03 years within 05 days from the date of the contract. In case of failure to deposit the above amount of performance guarantee within a stipulated time, the EMD deposited shall be forfeited by Jamia Hamdard.
 - 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 Jamia Hamdard as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the contract.
 - iii. Jamia Hamdard will discharge the Performance Guarantee after completion of the successful bidder's obligations, including any warranty under the contract.
- **9.** Each page of the Tender document should have proper pagination bottom right corner of each page following (Page Number_of Total No. of Pages) i.e. (Page 1 of 10)
- **10.SCHEDULE OF PAYMENT:** All payments shall be made after the successful delivery of the project.

- **11.SERVICE PERIOD:** The complete site design and migration of content shall be completed within 90 days from the issue of work order for which an activity-wise time chart would be prepared and adhered to.
- **12.PRICES:** The prices quoted for the website shall be firm throughout the 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 the service period and delivery as per the schedule specified in the Award of Contract.

13. JAMIA HAMDARD'S RIGHTS:

- i. Jamia Hamdard reserves the right to make changes within the scope of the work at any point in time.
- ii. Jamia Hamdard reserves the right to accept or reject any bid and to cancel the bidding process and reject all bids, at any time before award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of Jamia Hamdard' sanction.

14. TIME SCHEDULE TO COMPLETE THE CONTRACT:

- i. The successful bidder shall complete the assignment within 90 days from the date of issue of the Letter of Award.
- ii. The successful bidder shall ensure that the delivery of the website is as per the time schedules specified in this tender. In case of any deviation from the schedule, Jamia Hamdard 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 the website, which have dependencies on the Service Provider and/or Jamia Hamdard, which are beyond their control at any time before the Final Acceptance Signoff, shall immediately inform Jamia Hamdard in writing, about the causes of the delay and tentative duration of such delay, etc. Jamia Hamdard, 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 the website 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.
- **15.LIQUIDATED DAMAGES:** If the bidder fails to deliver the website as per the conditions specified as per Scope of Work within the 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 Rs. 1000/- per day up to the maximum period of 30 days. Once the maximum period of 30 days is reached, Jamia Hamdard, New Delhi may consider termination of the contract.

16. 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 limitation 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 successful bidder 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.

17. 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 Jamia Hamdard, New Delhi has exercised its option to extend the contract as per 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 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 Jamia Hamdard's notice intimating such breach. Upon termination, the successful bidder shall surrender all the data and materials belonging to Jamia Hamdard.
- iv. Termination for the 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 the 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.
- 18.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 parties to the contract. The place of arbitration shall be in New Delhi only. The expense of arbitration will be incurred by the parties and subject to the final award. The Arbitration & Reconciliation Act 1996 and the rules thereunder, any statutory modification thereof for the time being in force shall apply to the arbitration proceedings under this contract.

19. GOVERNING LAWS AND JURISDICTION:

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

20. SUPPORTING ACCESSORIES /SOFTWARE:

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

21.WEBSITE ACCEPTANCE TESTS:

- i. Jamia Hamdard shall carry out all the tests detailed in the Acceptance Test Schedule to be furnished by the bidder to confirm that the performance of the website satisfies the specification requirements. Jamia Hamdard reserves the right to include any other tests which in his opinion is necessary to ensure that the website meets the specifications.
- ii. Jamia Hamdard reserves the right to ask for modifications/additions to the website at any point in time till the website acceptance is signoff.
- iii. The website Acceptance Tests shall cover the intended functioning of the website with proper integration with other applications and software.
- iv. The bidder shall carry out the Website Acceptance Tests in the presence and supervision of Jamia Hamdard or its designated Officer at the site. The bidder, at its own cost, shall provide the testing software programs necessary for performing and demonstrating the website acceptance Tests.
- v. Jamia Hamdard or its appointed testing authority shall supervise the tests on the website, as described in the website acceptance test procedure and performed by the bidder to confirm that the complete solution satisfies the requirement of specifications including the service performance.
- vi. The bidder shall rectify all deficiencies immediately, if found, in the performance of the website as per the requirement during the website Acceptance Tests, at no monetary cost to, Jamia Hamdard, New Delhi.
- vii. Any modules failing during the website acceptance tests shall be rectified free of cost by the bidder. This shall also not entitle the bidder to any extension of completion time.
- viii. The cost of all tests and/or analysis shall be fully borne by the bidder.
- ix. The completed installation at all stages shall be subjected to checks and tests as decided by Jamia Hamdard. The bidder shall be liable to remedy all of such defects as discovered during these checks and tests and make good all deficiencies brought out. The complete installation shall be taken over finally on successful commissioning in entirety.
- **22.PASSING OF PROPERTY:** Ownership of the website, documentation and any other assets created during the initial stage or service period under the work order shall pass to Jamia Hamdard immediately. The bidder shall transfer the ownership of the entire solution in a functional state without any cost to the university at any stage.

SELECTION PROCESS

University shall evaluate all proposals based on eligibility and experience of the organizations and only on successful evaluation of proposals / Tender the contract will be awarded.

ELIGIBILITY/ PRE-QUALIFICATION CRITERIA

The bidder should have met the following eligibility criteria:

- 1. The bidder must ensure his establishment in Delhi/NCR region.
- 2. The bidder must have completed at least five projects of similar nature (Customized CMS-based website development) within the last 3 years for Central Universities /IIT's/NIT's/ Institutions of National Importance etc. The bidder will have to give proof of such clients.
- 3. The bidder must have Annual Financial Turnover from website development work during the previous 03 financial years, should be at least Rs. 60 Lakhs. (Attach audited Balance Sheets)
- The bidder should have quality certifications ISO 9001 and ISO 27000 (copies of documents needed)
- 5. Should not have been blacklisted by any Firm / Organization / School / Board / University / Institution or any Government organization and no legal case pending in the court of law against the agency and an undertaking in this regard should be submitted along with the bid.
- 6. The bidder should have a valid PAN number, GST Number (Copy of PAN Card, GST Number)
- 7. The bidder who fulfills the above pre-qualification /criteria shall only apply.

TENDER EVALUATION PROCESS

The vendor who qualifies the pre- Qualifying criteria as given in Annexure I will be invited for technical Evaluation.

For the evaluation of the technical offer, the following criteria will be taken into account:

S.No	Criteria	Marks
1.	Action Plan for the proposed project	10
2.	Experience & qualifications (Dynamic CMS based website design & development) of personnel to be engaged in the project (at least two persons)	10
3.	Full Compliance as per the Scope of Work	20
4.	NIC Empaneled Vendor	10

5.	Presentation	
	Live Demo of best 2 websites as per the vendor out of 5	40 (20+20)
	referred in the tender document	
	Innovative proposed website Design	10
	Total	100

To be qualified in the technical evaluation, the bidder has to score above 70 in the technical evaluation. The decision of the committee to provide a score shall be final and binding to accept for the bidders.

For those bidders who score above 70 in technical evaluation, the financial bids will be opened and those having the lowest quote will be the successful bidder of the whole process.

SCOPE OF WORK

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

The guidelines and compliance matrix prepared by NIC which contains procedures for the development and management of Government websites and portals in India, are available at http://web.guidelines.gov.in. Compliance Matrix is a checklist of mandatory guidelines. This checklist shall be used to validate websites for the guidelines to ensure compliance.

The detailed scope of work is mentioned below.

- 1. The website must follow and comply with all the guidelines for the Government of India for Indian Websites to ensure proper standardization of all content.
- 2. The prospective vendors are advised to go through the existing Jamia Hamdard website to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website.
- 3. After being awarded this assignment the selected bidder will carry out a detailed requirement analysis with the Jamia Hamdard website committee, for finalizing the proposed sitemap and graphical layout of the website. During this phase, the functionality of different pages will be determined, about dynamic and static aspects, etc.
- 4. A requirement study for the website, which when agreed upon by Jamia Hamdard, 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 before the start of work. In this context, Jamia Hamdard will also be open to design & development suggestions from the successful bidder.
- 5. Based on the input from the preceding phase, the successful bidder should prepare 3 sample layouts for the website, which should be submitted to Jamia Hamdard for approval.
- 6. The existing content and feature of the Jamia Hamdard website will be migrated to the newly redesigned website.
- 7. The website should follow a content-centric approach in design.
- 8. Web site's navigation scheme and features should allow users to find and access information effectively and efficiently.
- 9. The website should follow a clean and follow professional design approach.
- 10. The website should have the flexibility to change colour/font/menu themes with minimal efforts dynamically through CMS. One of the prototypes will be finalized by Jamia Hamdard for Actual Development and deployment.
- 11. The site design must be cross-browser and cross-OS including Mobile browsers compatible up to the most recent browser / OS versions.
- 12. The website should use Database driven approach and must be built using the latest software.
- 13. The website will be based on Content Management System. CMS will be customized as per the requirement of Jamia Hamdard.
- 14. Content of the website should be readable using any Screen Access Reader Software for Visually Challenged
- 15. Weightage will be given to capabilities in templating, theme-design and security capabilities of the bidder.
- 16. The website should be SEO and Search Engine friendly. All web pages of the website must be fully optimized for all major search engines. The website should be such that the

ranking should be among the top in the search results of Google and other Search Engines.

- 17. It should follow all W3C Standards.
- 18. It should be fast loading and secure website.
- 19. The website should support Multi-site and Micro-site.
- 20. Several images including those of documents will be required to be scanned and placed on the website. The vendor should ensure that the quality of scanned images is enhanced up to the optimum level and required image enhancement activities like Deskew, Despeckle, contrast ratio setting etc. have been done on the scanned documents. No extra payment shall be made for the same. Further vendors may need to take care of the craving of images to have a good aesthetic look. Also, the vendor has to work on Dreamweaver or Photoshop or related software to bring precision to the images.
- 21. The website committee will review the progress of development work with the vendor at least twice a month.
- 22. All copyrights of the site and content will belong to Jamia Hamdard

Functionalities Required:

- The website will be based on a Web Content Management System for frequently changing information like News, Notifications, Tenders, Careers, Exam & Admission results, Photo gallery and Video Management System, etc. Facility to update content by multiple users from anywhere through the browser-based administrative module using WYSIWIG editing tools allowing non-technical users to create and edit content.
- Integration of social media platforms like Facebook, Twitter, YouTube, and Instagram with proposed the website
- Dynamic News/Events/Notification Management System: Facility to manage Departmental News/Events/Notification/Tenders/Careers/results etc. through an administrative control panel. Administrators 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 the browser-based administrative module using a WYSIWIG editor
- 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.
- Menu Management Facility to dynamically add, edit, deletion of menu / sub-menu
- **Sub-Site Management**: The CMS of the website should have the facility to create and maintain subsite/microsite within the main website i.e., Jamia Hamdard off-campus, SODL etc. or as and when required. CMS should provide admin control access to authorized users to manage subsites.
- Facility to manage and distribute admission leads captured from website important pages like homepage/admissions/department etc. to nail every opportunity.
- Admin / User Management The website should provide a facility to create and manage user groups (School/Departments/Sections) to create and update content. The system will allow the main Admin to manage and control all such groups and users.

- Each dynamic link created by the admin should specify the title of the page and the admin should have a provision for entering the day by which the link may expire. Expired links/pages/ content must be archived. The default shall never expire.
- Integration with ERP: The website should provide a facility to integrate with the existing ERP modules through the touchpoints / API provided by the ERP vendor. University's existing ERP platform is built on Microsoft NAV Dynamics, MS SQL and .NET platform.
- **Website Security:**The website should follow current cyber security standards. The website should be protected against hacking, defaming etc.
- **Technical Maintenance / AMC:** Support for maintenance including bug-fixing, adjustments, modifications, or alterations in the website for a period of additional **two** years from the second year onwards.
- The vendor should provide training to all concerned staff members (School / Departments / Sections) for the management of the CMS interface.
- The vendor should provide complete documentation, user manuals for Website Management and share the complete final source code with Jamia Hamdard.
- AdetailedDisaster Recovery Plan, backup provision and procedures for the Website services should be submitted as a part of the proposal.

GUIDELINE ABOUT WEBSITE DESIGN

Bidders are free to give their own templates/designs/ideas regarding the proposed redesign/redevelopment of the website. These guidelines must have complied with 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 the 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 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 the 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 the 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 reused 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 minimize load time and maximize 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 minimize 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 the 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 on 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 the 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 on 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 the 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 the 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 highlight the term(s) in each search result.
- c) Departments should carefully determine the scope of their 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 of 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 the 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 areas. It should be hyperlinks based graphical map that will cover all buildings of Jamia Hamdard that will give an image and a description of that building or any areas of the campus.

Annexure:1:

Submission of Required documents Pre- Qualification Criteria

The technical bid for this assignment should be along with the following mandatory documents:

S.No	Criteria	Supportingdocume nttobe attached	Document attached (Yes/No)
1	The bidder must ensure his establishment in Delhi/NCR region.	Certificate of Incorporation/Registrati on	
2	The bidder must have completed at least five projects of similar nature (Customized CMS-based website development) within the last 3 years for Central Universities /IIT's/NIT's/Institutions of National Importance etc.	Documentary evidence of Clients Projects	
3	The bidder must have Annual Financial Turnover from website development work during the previous 03 financial years, should be at least Rs. 60 Lakhs	Attach Audited Balance Sheet	
4	The bidder must have Quality certification ISO 9001 and ISO 27000	Copy of certificates	
5	Should not have been blacklisted by any Firm/Organization / School / Board / University/Institution or any Government organization and no legal case pending in the court of law against the agency and an undertaking in this regard should be submitted along with the bid	(Annexure)	
6	The bidder should have a valid PAN number, GST Number	Copy of PAN Card, GST Number, in the name of the company	

Date: Authorized Signatory: Seal of the Organization Name: Designation:

ANNEXURE 2:

FINANCIAL BID

Name & Description of the Item & Firm:

S.No.	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 Jamia Hamdard with Service support.			
5	Cost of ANNUAL TECHNICAL SUPPORT (AMC) for 3rd Year with all changes if any required by Jamia Hamdard with Service support.			
Total (Order Value including all taxes (BID nt)			

ANNEXURE 3:

DECLARATION

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

I/we hereby solemnly declare and affirm that 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 Place

Name and signature of the competent Authority of the firm Seal

ANNEXURE 4:

ANNUAL TURNOVER

S.No.	Annual turno	ver		Remarks	if
	2017-18	2018-19	2019-20	any	

Signature of the Chartered Account 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 closed

ANNEXURE 5:

FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR TECHNICAL EVALUATION

FORMAT FOR SUBMISSION OF PRO- REFERENCES FOR TECHNICAL EVA	
Name of the Purchaser	
Description of Documentary evidence	
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: Place:

Authorized Signatory: Seal of the Organization Name:

Designation:

ANNEXURE 6:

FINANCIAL BID COVERING LETTER

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

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 conform with the specifications/ requirements prescribed. The prices are inclusive of all types 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 the contract and in the form prescribed by Jamia Hamdard

I/ We agree to abide by this bid for 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 Jamia Hamdard 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.

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Authorized Signatory: Seal of the Organization: Name: Designation:

ANNEXURE 7:

SELF-DECLARATION – NOBLACKLISTING

To,
The Registrar,
Jamia Hamdard
New Delhi

In	response	to	the		Tende	er	R	ef.	1	۷o.
	dated	for {Pro	oject	Title},	as	an	Ow	ner/	Partn	er/
Director.	/Auth.	Sign.	-	Of,	I /	\	Ne he	ereby	/	
declare	that	presently	our	Con	npany/	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 ProcuringEntity;
- 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 BiddingDocument;
- c. is having an unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any State Government/ Central Government/ PSU/ UT/anyUniversity.
- d. does not have any previous transgressions with any entity in India or any other country during the last threeyears
- e. does not have any debarment by any other procuringentity
- 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 offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within three years preceding the commencement of the procurement process, or not have been otherwise disqualified under 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	he extent accepted, may be canceled
Thanking you,	
	Name of the Bidder: Authorized Signatory: Seal of the Organization:
Date: Place:	

ANNEXURE 8:

COVERING LETTER FOR THE BID

(To be submitted on Company's Letterhead 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 Jamia Hamdard for carrying out the project in accordance with your RFP.
- I/We agree to abide by this RFP for days as specified in the 'Tender Document' from the closing date fixed for submission of the bid as stipulated in the RFP document.
- 5. I/We understand that Jamia Hamdard is not bound to accept any bid received in response to this RFP.
- 6. In case we are engaged by Jamia Hamdard, we shall provide any assistance/cooperation required by Jamia Hamdard, appointed auditing agencies (if any), officials and Other Stakeholders of the project for performing their duties concerning 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 is not liable to give any explanation thereof.

Signature		
Signature		
0.9.14.4.	 	

	In the	Capacity of							
	Duly	Authorized	to						
	Seal of the Organization								
Date		_							
Place									