

Web site: www.himachalgraminbank.org

Tender for

Design, Development, Hosting & Maintenance of Official Website of

Himachal Pradesh Gramin Bank

Reference No: - **HPGB/HO/IT/Tender/01**

Last Date of Submission of Financial & Technical Bid: - **13th Nov, 2017**

Date of Opening of Tender: - **14th Nov, 2017**

Address for communication:-

**General Manager,
Head Office, Himachal Pradesh Gramin Bank
Jail Road, Panjethi, Mandi
PIN- 175001
LL: - 01905-227513**

**Tender Document for Design, Development, Hosting & Maintenance of
Official Website of Himachal Pradesh Gramin Bank**

Himachal Pradesh Gramin Bank, sponsored by Punjab National Bank came into existence with the amalgamation of two RRBs, viz. Himachal Gramin Bank, Mandi (sponsored by Punjab National Bank) and Parvatiya Gramin Bank, Chamba (sponsored by State Bank of India) vide Government of India Notification dated 15th February 2013 under section 21 of the RRBs Act, 1976 with its Head Office at Mandi. The area of operation of the Bank is spread over to 12 districts of Himachal Pradesh.

The HPGB currently has a website with the URL www.himachalgraminbank.org would like to align the website to its current goals and objectives and also wishes to design its website with additional dynamic and interactive features.

Accordingly, the sealed tenders / proposals are invited from reputed and eligible agencies / bidders under “**Two-bid**” system-Technical Bid (unpriced) and Financial Bid (priced) for design, development and maintenance of official website of Himachal Pradesh Gramin Bank.

1. The bidder alongwith tender document has to submit **Earnest Money Deposit (EMD)** of **20,000/- (Rupees Twenty Thousand Only)** in the shape of Account Payee Bank Demand Draft or F.D.R duly pledged in the name of the **General Manager, Himachal Pradesh Gramin Bank, Mandi** must be forwarded along with the quotations.
2. Tender Document complete in all respects may be submitted in a sealed envelope should sent to the General Manager, Head Office, Himachal Pradesh Gramin Bank, Jail road, Panjethi, Mandi -175001 and should reach not later than 13.11.2017. Tenders will be opened on 14.11.2017 at Head Office, HPGB. The tenders received after stipulated time and date, tenders without processing Fee and Earnest Money Deposit (EMD), conditional tenders, or incomplete tenders will be rejected.
3. The Bank reserves the right to accept or reject any or all tenders without assigning any reason. The successful bidder will have to enter into a contract / agreement with the Bank before rendering its services to the Bank.
4. The documents should be enclosed in **separate envelopes** of appropriate size each of which should be sealed.
 - a. **ENVELOPE NO. 1:** Should contain (i) covering letter (ii) Technical Bid duly signed and stamped and (iii) Requisite Fees (EMD).
 - b. **ENVELOPE NO. 2:** Should contain the Financial Bid duly signed, stamped and super-scribed as “Financial Bid.
 - c. **ENVELOPE NO. 3:**Should contain Envelope 1 and Envelope 2.

The inner and outer envelopes should be addressed to the General Manager, **Head Office, Himachal Pradesh Gramin Bank, Jail Road, Panjethi, Mandi, Himachal Pradesh-175001** and should clearly mention “**Tender for Design, Development and Maintenance of Official Website of HPGB**”. The inner envelopes should also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared late. If the outer envelope is not sealed and marked as required, the Bank will bear no responsibility for the bids misplaced or premature opening.

5. After technical evaluation of the bids by the Committee, only bidders found to be eligible will be short listed for opening of the financial bids.

Only the vendors or their duly authorized representative carrying the letter of authorization will be permitted to attend the opening of bids. Incomplete, unsigned pages, non-submission of required documents or evidence as specified by the HPGB will be treated as non-compliance and the vendors’ bid will be liable for rejection.

6. The bidder is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the tender prior to submitting the proposal. Requests for clarifications should be sent to E-mail: honetworkhpgb@hpgbank.co.in

7. **Implied Requirements:** Equipment and services not specifically requested in this tender, but which are necessary to provide the functional capabilities proposed by the service provider, shall be included in the proposal.

8. **Validity of offer:** The offer of contract shall be valid up to 03 (three) months from the date of opening of tender. However, period can be extended on mutual consent.

9. **Delivery Terms and Period:** The regular updation will be handled by the successful bidder and will start from the date of award of contract. The bidder will undertake a study to finalize the requirements in consultation with HPGB. The work plan outlining the different phases and delivery schedule will be submitted to HPGB for approval. The bidder should ensure timely completion of work as per schedule. The proposal should specify the schedule and delivery period for code, text, graphics, photographs, and other functionalities, as also for complete implementation.

10. **Period of Contract:** HPGB will enter into a contract for the design and development of the Website. The contract will provide for design, development and maintenance for a minimum period of 03 (three) years from the date of successful completion of the work. The HPGB reserves the option to extend the contract for further specified period under mutually agreed terms and conditions or to maintain the Website on its own after the end of the contract period.

11. **Award of Contract and Execution of Contract Agreement:** HPGB will award the work contract to the lowest bidder. The bidder will execute an agreement on acceptance of the contract, incorporating the terms of engagement based upon the terms specified in the tender document as per format approved by the HPGB.

12. **Time Frame:** The time frame for study, design and development of the Website along with the transfer of final source code will be **06 (Six) months** from the date of award of the contract.

13. **Payment Terms:**

- a. Payment of Design & Development & Hosting will be made on final delivery and acceptance by HPGB.
- b. Payment of maintenance charges will be paid on half yearly basis after the completion of half year.

14. **Cancellation / termination of agreement:** HPGB at its sole discretion with prior notice can cancel / terminate the agreement without assigning any reasons there for. The bidder will deliver to HPGB all the work product deliverable completed and confirm in writing that all rights and permissions and licenses are also vested now with the HPGB and that it is free of royalty and is fully paid up.

15. **Warranties and Liability:**

- i. The bidder will warrant that the Website will be free of programming errors and defects in workmanship and materials, and that it will be in full conformity with the specifications in the work plan. Any shortcomings noticed or identified by the HPGB in this regard will make the bidder liable to penalties and the bidder will be required to rectify the defects promptly at own expense.
- ii. The bidder further warrants that it owns and has complete rights to license, convey and without any encumbrance the Website and deliverables covered in the contract.
- iii. The bidder further warrants that it has obtained all required registrations, permissions and consents from all third parties necessary to deliver the Website , background technology and deliverables.
- iv. The bidder expressly warrants that the Website does not contain any protective feature designed to restrict or prevent its use by the HPGB or its agents and customers.
- v. The bidder further warrants that the Website or any associated portion of it does not contain any virus, worm, Trojan horse routines, trap door or any other codes or instructions that may be used to access modify damage or disable the Website or computer system including that of the customers and other users of the Website .
- vi. The bidder warrants that the Website does not infringe upon the trademark, copyright patent trade secrets or any other rights of any third party and where there is a use or infringement the vendor shall obtain a license for use from the rights holder permitting such use. The Vendor shall indemnify against liability for infringement.
- vii. The bidder warrants that all content forming part of the Website is provided from or obtained only from HPGB. The intellectual property rights of website will be the propriety of HPGB and cannot be used by anyone else without the permission of HPGB.

16. **Penalties:** The vendor undertakes to comply fully with the HPGB's requirements for the project. The project should be completed as per the work plan agreed upon. In case the contractor does not complete the project as per work plan, the HPGB will be at liberty to levy a penalty of **upto 2% of the Contract Amount for every two weeks of delay. In addition, amount of security shall also be forfeited.**

In case of any breach of the contract the HPGB will be entitled to withhold any payments due and accrued and also to invoke the HPGB guarantees furnished by the vendor. The HPGB will also be entitled to initiate any actions to recover in whole or part any of the amounts already released to

the vendor upto that time, besides any other action that the Bank may like to take against the Vendor.

17. **Arbitration:** Any dispute arising out of the deal shall be subject to the decision of the Chairman, HPGB whose decision shall be final.

18. That the courts at Mandi, District Mandi, Himachal Pradesh alone shall have exclusive jurisdiction for all the legal purposes.

The bidders are requested to read the tender document carefully and ensure compliance with all specifications / instructions herein. Non-compliance with specifications / instructions in this document may disqualify the bidders from the tender exercise.

Instructions / Specifications / Requirements etc. of the new Website:

Important Features required:

1. Look and feel with aesthetics design, good color combination, background and screens, structure and layout, easy navigation facility to upload documents and other information.
2. Alignment with HPGB's current business strategies and business goals, with easy adaptability to effect direction and content changes as and when the current strategic goals change.
3. **Online Application submission by the customers:** - Two way mode of request submission and resolution.
 - (a) Customer's registration and Request submission for new account Opening or Loan.
 - (b) Intimation mail to the concerned branch manager on submission of request by the customer.
 - (c) Branch Managers can update the status of customer's application on the same request submitted on the website.
4. **Integration with CBS of the Bank for OTP based AADHAR authentication.**
5. **Should support responsive page design compatible to multiple size screens (computer, tablet, mobiles and any other).**
6. **Secure hosting of the website.**
7. User friendly with easy to navigate features and easy to use functions.
8. Faster download of pages.
9. User should be able to reach the required page within 2 to 3 clicks.
10. The Sections like 'what new', 'latest updates', 'Tender', 'Vacancy' etc. must be dynamic.
11. Latest stable versions of software be used as on date of implementation.
12. Perform periodic updation of all softwares including their dependencies.
13. Comprehensive search facility of individual section of the website as well as entire website both in English and Hindi.
14. Graphical, Pictorial and audio video interfaces, wherever and whenever needed.
15. To prepare the administrative interface for content entry by HPGB.
16. Addition of content as per the requirement.
17. Extensive training should be provided to users at HPGB related to Departments, etc.
18. Should support HTML5, CSS3, Java Scripts Framework like JQuery and other necessary futuristic frameworks.
19. Design of the website as per the GIGW guideline and W3C guideline.
20. Compatible to the browser like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera.
21. The system should be Operating System Independent.
22. Should be able to support Video Content without Plugins.
23. Should support encryption.
24. Should support payment gateway, SMS gateway etc.
25. Admin-user panels, online forms & application submission by the customers, interactions etc.
26. Any other useful features.

1. Other user group wise functionalities

required: I. Super Administrator:

- i. **User Management:** The super user should be able to create users and define permission to update the content in the new website.
- ii. **Content Management:** The super admin should be able to manage the overall content of the main website and also should have the option to edit/ delete content updated by any user.
- iii. **Menu Management:** The super admin should be able to add, move delete, modify menus on the site.

II. Data Entry:

An interface should be provided to super admin to enter following details

- i. **Minutes, Returns & Information:** All the minutes generated time to time & any content should be updated.
- ii. **RTI'S:** Updation of RTI related cases on website.
- iii. **Reports:** The super administrator should be able to view data of any kind of HPGB.

2. Design and Composition of Home page of the Website and its approval:-

The identified agency / vendor must study the existing website of the Bank and design the homepage as per the above mentioned features and scope of the work. The agency / vendor needs to prepare different templates for the homepage, Contents of the website and sitemap which would be presented to and finalized after consultation with the notified committee.

3. Web Development Standards:-

The Website should be developed with the latest technology, using up-to-date and well established development tools and software. The development approach should conform to the best practices in the Website development and maintenance industry.

Generally it should ensure the following:-

- i. Adherence to commonly accepted standards and practices, including W3C compliance.
- ii. Using latest website design technologies with acceptability on all current user technology platforms; browsers, operating systems, client systems.

4. Acceptance Testing:

Website developed will be tested by HPGB or its appointed agent/representative with required technical and other capabilities to inspect, test and evaluate the Website and determine whether it satisfies the acceptance criteria as agreed upon in the work plan.

Vendor will rectify the deficiencies and other deviations from work plan identified by HPGB immediately and not later than 10 days from the date of intimation by HPGB. Re-evaluation will be done by HPGB or its representative and if deficiency is not rectified, HPGB will be at liberty to invoke suitable penalty clauses and/or cancel the contract without further notice.

Final payment release will be subject to HPGB conveying acceptance after evaluation.

5. Security: The vendor will provide for the following security features:

- i. Tools for control and monitoring Website security.
- ii. Protection against defacement, hacking.
- iii. Design should incorporate security features to protect the site from Session Hijacking, Sql injection, Cross scripting, Denial of Service etc.

6. Secure Hosting:-

The vendor shall manage the secure hosting of the website either itself or with the agencies providing secure hosting services within India who are complying with the Cert-in security norms.

7. Deliverables:-

- i. Work Plan Schedule
- ii. Source Code with Complete Documentation (including System & Operations Manuals) Tools used with licenses, if any
- iii. Licenses wherever required and commitment letter for non-infringement of Trademarks and Copy rights.
- iv. Confidentiality and Non-Disclosure Agreement

8. Changes in Project Scope:

All changes required will be advised by way of a written proposal / through e-mail from the HPGB specifying such changes. Only major changes requiring substantial development effort and allocation of resources will constitute change in scope of work. All work accepted as amendment to the work plan originally agreed upon will be deemed to be covered under the contractual agreement already entered into.

9. Copyright / License Violations & Provision of Legal Copies: HPGB will not be responsible against any liability for the use of Software with regard to copyright / license if any.

10. Confidentiality & Non-disclosure agreement:

The vendor undertakes to comply with all the confidentiality and non-disclosure conditions spelt out in the contract agreement, and confirms that this will be binding upon the company and all its employees, and associate partners if any who are or may be involved in the project at any stage.

11. Trademarks & Copyrights:

- a) The deliverables and any other documentation materials or transfer of all related intellectual property rights or works commissioned by HPGB and as such will be the sole property of the HPGB will be vested with all right, title and interest therein.
- b) The copyright in respect of all works associated with the Website developed for the

HPGB will be vested with the HPGB. All associated patents, copyrights and trade secret rights shall be the exclusive property of the HPGB.

- c) Vendor shall provide to the HPGB complete software code and complete modified source code of operating system, related dependencies as well as CMS, along with transfer of all related Intellectual Property Rights of the modified source code to HPGB used for the Website development.
- d) The vendor shall also assist the HPGB in installation / commissioning the Website if there is a relocation of the Website during the currency of the contract.

Maintenance of Website: - Vendor will be responsible for the maintenance of website initially for the period of 3 years. Maintenance of website will include any alterations, updates and repairs.

ELIGIBILITY CRITERIA: Technical bid should contain the following:-

1. The Bidder should have had at least three (03) years of experience in website design & development. Certificates need to be attached.
2. The Bidder should have had experience in at least one similar completed project of any Government organization/Bank. Certificates need to be attached.
3. The Bidder should have satisfactorily designed, maintained & managed the Website & Hosting of such organizations for a minimum period of 01 (one) year. Certificates need to be attached.
4. The Bidder shall submit proofs of; company registration (under Indian Companies Act), partnership registration certificate, valid sales tax registration certificate and Permanent Account Number (PAN) issued by Income Tax Department alongwith tender document.
5. The Bidder should have the capability of handling multi lingual projects.
6. Detailed Technical Proposal content shall be provided in the Format at ANNEXURE – I.
7. Certificates / Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies.

GENERAL TERMS AND CONDITIONS:

1. The Tenderers / Bidders shall acquaint himself fully with requirement of HPGB. No compensation on account of any difficulties will be entertained at a later stage after award of works.
2. That the technical bid shall be opened first and only the qualified Tenderers selected by Tender Committee shall participate in the financial bid which shall be opened on the date fixed.
3. All the pages of the Tender document should be signed by the owner of the firm or his

Authorized Signatory as token of acceptance of Terms & Conditions. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/ authorization may be enclosed along with tender.

4. The successful bidder will be required to deposit performance security @5% of the contract sum in the shape of Bank Draft / FDR duly pledged in favour of General Manager, HPGB. This performance security must be deposited within 7 days of the award of the contract and same shall be in addition to the EMD already deposited. No interest will be paid on the performance security.
5. The tender for the works shall remain open for acceptance for a period of 90 days from the date of opening of tenders. The earnest money will be forfeited in case of contractor withdraws his bid during the validity period.
6. The Bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.
7. All offers should be typewritten or written neatly in the legible ink and submitted in duplicate. All corrections must be signed by the bidders.
8. The bidder must ensure that the conditions laid down for submissions of offers are complete and correctly filled. The rates and units shall not be overwritten and shall be in both i.e. figures and words. Any omission to fill the rates and units shall altogether debar the quote from being considered.
9. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by HPGB shall decide about the Bidder to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.
10. The tender document is not transferable under any circumstances.
11. Any changes w.r.t. this tender will be notified through website only.
12. All costs incurred in connection with submission of bids like preparation, submission any personal visits, submitting the bids personally, subsequent processing etc. shall borne by the bidder. HPGB will not be responsible / liable for the same regardless of the outcome of the tendering process.
13. HPGB reserves the right to accept or reject any or all the tenders without assigning any reason.
14. TDS and other Taxes as applicable will be deducted from Contractor / Firms bills as per Govt. instructions from time to time.

15. The tenders not strictly in accordance with the conditions / specifications as per Tender Document are liable to be rejected.
16. The successful firm shall have to execute an agreement on the non-judicial paper of the value of Rs. 100/- duly signed and stamped.

Sd/-
Chief Manager
Himachal Pradesh Gramin Bank

DECLARATION BY THE TENDERER

It is hereby declared that I/We the undersigned, have read and examined all the terms and conditions etc. of the tender document for which I/We have signed and submitted the tender under proper lawful Power of Attorney. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by all the terms and conditions.

Date:

Signature:

Name:

Designation:

On behalf of: (Company Seal)

PROFORMA
For Technical
Bid

for Design, Development and Maintenance & Management for the Official Website of HPGB

| Payment Details | |
|--------------------|--|
| DD No. | |
| DD Amount | |
| Bank Name / Branch | |

Details of the Bidder:

| | | |
|----|--|--|
| 1. | Name of Firm/Agency: | |
| 2. | Registered address: | |
| 3. | Telephone No. (Landline): | |
| 4. | Fax No.: | |
| 5. | Mobile No.: | |
| 6. | Email Address: | |
| 7. | Name & Address of Branch, if any: | |
| 8. | Type of Organization: (Whether proprietorship/ partnership/ society/Private Limited or Co- operative body etc., attach proof) | |
| 9. | Name of Proprietor / Partners / Directors of the Organization: | |

10. Technical Bid should indicate following information along with the supporting documents:

| S. No | Documentary Proof of | Attached (Yes/No) |
|--------------|---|--------------------------|
| 1 | At least three (03) years of experience in website design & development. Certificates need to be attached. | |
| 2 | Experience in at least one similar projects of Website Development, Hosting & Maintenance with any Govt. Agency or Bank. Certificates need to be attached. | |
| 3 | The Bidder should have satisfactorily designed, maintained & managed the Website & Hosting of such organizations for a minimum period of 01 (one) year. Certificates need to be attached. | |
| 4 | Company Registration /Partnership Registration Certificate. Certificates need to be attached. | |
| 5 | GST Registration Number. Certificates need to be attached. | |
| 6 | Permanent Account Number (PAN) issued by Income Tax Department. | |
| 7 | Certificates / Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies. | |

**Name and signature of the authorized person
of the firm along with seal**

PROFORMA for Financial Bid for Design, Development and Maintenance & Management for the Official Website of Himachal Pradesh Gramin Bank (HPGB)

| SL. NO. | DESCRIPTION | COST IN RUPEES |
|--|---|-----------------------|
| 1. | Design & Development costs | |
| 2. | Annual Maintenance Charges | |
| 3. | Licenses costs, Software costs etc., if any | |
| 4. | Discounts, if any | |
| TOTAL FOR ARRIVING AT L-1 : [(1+2+3) – (4)] | | |