

GOVERNMENT OF MANIPUR
SECRETARIAT: PLANNING DEPARTMENT

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**Website: <https://startupmanipur.in>**

**Tender Document for Website Maintenance and service for online registration of application for support under Manipur StartUp scheme**

Planning Department invites Expression of interest from firms empanelled by Department of Information Technology, Government of Manipur vide order No 6/39/2013-DIT dated 7<sup>th</sup> June 2018, having experience of developing and maintaining websites for maintenance Manipur StartUp scheme website. Regulation and overall management shall be as per NIC guidelines and regulations from time to time by DIT and also seek service for online registration of applications category wise with supporting documents to be uploaded online, preliminary listing of applicants with attached documents inbuilt in the software and also dissemination of bulk information to applicants and beneficiaries and other correspondence provided by Planning Department from time to time.

The website of Planning Department can be accessed at <http://www.startupmanipur.in>. The website provides vast amount of information. The site provides information related to Manipur Start-up scheme, Start-up policies, guidelines and criteria for applications and benefits that are extended by State Government under Start-up scheme.

**2. Scope of works:**

The scope of work includes regular maintenance and updating of the website and service for online registration of application for Manipur StartUp scheme. Details of various elements of the scope of work are as follows:

1. The website Maintenance would include updating of content of all existing pages and designing new pages as per the requirement of the Planning Department and would also include the upload images and all type of work as instructed by the Competent Authority of the Department from time to time.
2. Add more feature in the Content Management System (CMS) of the website (as and then required).
3. Publishing of the advertisement (Banner, Links, etc.) on the website as per instruction of Planning Department.
4. Making Change in the source code of the website (as and when required).
5. Checking the website for dead links.
6. Archival of information (as per instruction).
7. Updating of data elements on existing pages.
8. Designing and/or updating and publishing of new or revised pages.
9. Undertaking Content research and management
10. Payment gateway related issues.
11. Find all the error regarding the websites and their removal.

12. Find all non-operative functions of website and make their operative.
13. Various types of content should be delivered through the Websites. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia file, Audio, Video file, etc
14. Coordination with the NIC for the server related problems issues and banks for payment gateway issues.
15. Technical support for the Auditing of websites
16. Support for shifting of websites from share hosting to cloud hosting.
17. Making changes in the code as per the new guidelines/policy as and when required.
18. Training to users of Planning Department for this application.
19. Technical Support and bug fixes as and when needed.
20. Generate Various Reports from time to time.
21. E-mail services for OTP and other notifications to registered applicants.
22. SMS services for OTP and other notifications to registered applicants.
23. Archival of information (as per instruction).
24. Routine server and database maintenance.
25. Periodic backup of the data.
26. Telephone call to applicant for Interview/conclave/meetings etc
27. Creation of new pages like list of Start-up benefited, inspection reports, case studies, feedback forms, etc.
28. Maintenance of any new additional module or functionality like, online space booking option via the map, invoice generation, payment gateway integration updation, creation of reports as per the requirement support specified on the above scope of work. emails and notification to member of the StartUp Committee's, applicants, StartUps, to inform current update and other related information.

### **3. Tender process:**

3.1. Tender is invited in two parts, i.e. (i) Technical Bid and (ii) Financial Bid. Both parts of bid are to be submitted to Planning Department with the Earnest Money Deposit (EMD) of Rs.25000 (Rupees twenty five thousand) only and Tender Fee of Rs.1000 (Rupees one thousand only) in seal envelope clearly marked as "Tender for website maintenance for Start-up scheme of Planning Department 2020" on the cover.

- a) Financial Bid for website maintenance shall be as per rate fixed by Department of Information and Technology, Government of Manipur vide order dated 7<sup>th</sup> June 2018.

- b) Technical bids: As per Para 4. Firms shall be required to make a power point presentation on their technical bids highlighting :
- I) Manpower Resources, developers and designers
  - II) Experience of similar works in the past for Govt and Public Sector Undertakings
  - III) Proposed maintenance of the website and service for online registration to be provided as per the scope of work listed at para 2.
- c) Tender documents may to be submitted to Director, Planning Department, Government of Manipur along with the Earnest Money Deposit (EMD) of Rs.25000 (Rupees twenty five thousand) only and Tender Fee of Rs.1000 (Rupees one thousand only) in seal envelope clearly marked as "Tender for Website Maintenance of Startup scheme of Planning Department-2020" on the cover.

### 3.2. Submission of tender:

|                                               |   |                                           |
|-----------------------------------------------|---|-------------------------------------------|
| Start date & time for sale of Tender Document | : | 15 <sup>th</sup> December 2020 at 11 am   |
| Close date and time                           | : | 29 <sup>th</sup> December 2020 at 2 pm    |
| Technical bid opening date                    | : | 29 <sup>th</sup> December 2020 at 2.30 pm |
| Tender Fee                                    | : | Rs1000/-                                  |
| EMD                                           | : | Rs25,000/-                                |

### 3.3. Technical Information and Undertaking

#### 3.3.1 Documents to be attached:

- i. DD of Rs.1,000 in favour of Assistance Research Officer, DDO of Planning Department
- ii. Xerox copy of PAN & GST Certificate
- iii. Duly signed copy of Tender Document by the authorised person of the bidder.
- iv. Duly signed list of developers and Designers, etc.
- v. The firm should be registered and should have existence of at least 3 years. The firm should have the experience of working with Central or State Government, Public Sector Undertaking and Autonomous bodies for 3 years in website development/maintenance. Copies of the experience certificates should be self-attested and enclosed with the Tender Document.
- vi. A certificate to be submitted from the firm that the firm has not been debarred for award of contract during past 3 years.
- vii. Certified copy of Income tax return for latest 3 years (2016-17, 2017-18, 2018-19).
- viii. Certified copy of last three years balance sheet showing minimum annual turnover of Rs.25 lakhs each year continuously (2016-17, 2017-18, 2018-19 ).
- ix. Specimen signature Name, Address, Contact No. designation/capacity of the authorised person who has been assigned on behalf of the firm for signing the tender document on plain paper.
- x. All the documents including tender document must be self-attested by authorised person.

**4. Late application:** Any application received after the last date and time for submission for the same shall not be accepted. Application received after the last date shall be summarily rejected.

## **5. Evaluation Criteria:**

The evaluation of all responsive tender will be made first on the basis of technical and commercial information. The Firm will be invited to give a presentation (5 minutes). The Financial bid of such firms found valid based on all technical parameters only will be opened on the same day. The Competent Authority of Planning Department will have sole discretion in selection or rejection of a bid receive in this regard. The reasons for selection or rejection of a particular tender will not be disclosed

## **6. Other Terms and Conditions:**

- a. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of Planning Department. Failing which tender awarded may be cancelled and legal action as deemed fit may be taken.
- b. The Bidder's rate should remain same and valid for a period of contract from the date of acceptance of contract on successful award of the same.
- c. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.
- d. The Bidder/contractor shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. The Planning Department shall not be liable for any financial burden/liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules as per notifications issued from Govt. of India from time to time.
- e. The Director Planning Department reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
- f. All disputes relating to the tender shall be referred to sole arbitrator to be appointed by the Director, Planning Department/ Commissioner (Planning) whose decision will be binding on both the parties.
- g. Planning Department shall be the owner of the source code and all related applications arising out of or in connection with this work order.
- h. The selected firm will hand over all software and graphics to the Planning Department for the purpose of copyright and intellectual ownership. On the bottom of every page, a copy right information should be clearly displayed. In the event of any copyright violation with one or more components of the Department websites a third party, the selected empanelled firm shall be solely responsible for settling the matter and shall bear all costs, loss, damages, expenses, claims, arising out of copy right violation.
- i. The work contract is for 3 years initially and may be extended based on requirement and work performance of the firm succeeded in getting award of contract at the same cost and same terms and conditions.
- j. The successful bidder will depute one authorized developer to resolve the issues at any time as per requirement of Planning Department.
- k. The successful bidder will have to furnish performance guarantee of Rs.25000/- (Rupees twenty-five thousand) only at the time of entering into contract with Planning Department which would be adjusted through EMD which may be refunded after successfully completion of job and handed over the project.

- l. In case the successful bidders fail to perform the awarded job the deposit of Rs.25000/- will be forfeited.
- m. All disputes arising out of this tender shall be subjected to jurisdiction of Courts at Imphal.
- n. Payment would be made quarterly basis after successful merging and revamping of the website (1 month period).
- o. The bidder should submit the tender documents to Planning Department in a sealed envelope with duly superscribed as “ Tender for website maintenance for Start-up scheme of Planning Department 2020” on the cover.
- p. In case of failure to complete the job in time. Planning Department shall impose a penalty up to Rs1,000 per day apart from legal action, which the Planning Department may deem fit. The contractor may also be blacklisted for future work. In such situation, Planning Department shall have the right to make alternative arrangement for completion of the work through some other contractor of its choice. The entire cost so incurred by the Planning Department will have to be borne by the original contractor and may be deducted from their bill or Security amount.
- q. If, at any time during performance of the contract, the contractor should encounter conditions impeding timely execution of the work, he shall promptly notify the Planning Department in writing of the fact of delay, its likely duration and its cause(s). As soon as practicable after receipt of the contractor's notice, the Planning Department may evaluate the situation and may at its discretion extend the contractor's time for performance.
- r. At any time prior to the deadline for submission of bids, the Planning Department may, for any reason, whether at its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective Bidder, modify the Tender Document by making necessary amendment. The amendment will be notified in the website and will be binding on them. The deadline for submission of bids may also be extended at the discretion of Planning Department.
- s. Submission of monthly status report in details of website provided to Start Up Cell/ Planning Department. On the basis of monthly status report, quarterly payment will be released.
- t. The successful bidder will conduct annual training of website maintenance to technical manpower of Planning Department for 3-4 days before final payment.
- u. The Planning Department will open the Tenders in the presence of the Tenderers or their authorized representatives who may choose to be present at the following location:  
Planning Department, Government of Manipur, Babupara, Imphal, Next to State Guest House, Office room of N. Kulkarani Devi, Joint Director, Planning.

## **7. Sign and Seal:**

The Bidder must sign and affix his seal on every page of the Tender Document by the authorised person and the complete Signed Tender Document must be submitted along with the technical bid.

I/We accept the above terms and conditions of tender.

Bidder's Name:

Bidder's Signature with Seal

### **UNDERTAKING**

1. I/We undertake that I/We have carefully studied all the terms and conditions and understand the parameters of the proposed work of the Planning Department, Government of Manipur and shall abide by them.
2. I/We further undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

Date:  
Place:

Bidder's Signature with Seal  
Initial of Tender with Seal

### **Annexure 1: FINANCIAL BID**

Bidders shall submit their financial bid in the following format in separate envelope with super-scribed

**"Financial Bid for Website Maintenance".**

**COST: Maintenance Cost including updating, designing and development of new pages and online registration of applications and related service.**

| <b>Sl.No.</b> | <b>Description of Work</b>                                      | <b>Annual Cost<br/>(in Rupees)</b> |
|---------------|-----------------------------------------------------------------|------------------------------------|
| 1.            | Maintenance of Website as par DIT rate<br>www.startupmanipur.in |                                    |
| 2             | Online registration and other related service                   |                                    |
| 3.            | Taxes (if any)                                                  |                                    |
|               | Grand Total Cost:                                               |                                    |

Note: No other cost/amount would be paid over and above the aforesaid proposal amount.