

**Tender Document**  
**Containing**  
**Specifications and Terms and Conditions**

**For**

**Design, Development, Hosting and Maintenance of Official Website, and  
Provision of E-mail Service (@institute domain) of**

**NATIONAL INSTITUTE OF TECHNICAL TEACHERS' TRAINING & RESEARCH,  
KOLKATA**

**Last Date of Submitting Tender Document : 23/12/2013 by 3:30 p.m**  
**Date & Time of Tender Opening : 23/12/2013 at 4:00 p.m**



**National Institute of Technical Teachers' Training & Research**  
**Block – FC, Sector – III, Salt Lake City, Kolkata – 700106**  
**Tel +91-33-23370479/4125**  
**[www.nittrkol.ac.in](http://www.nittrkol.ac.in)**



**NATIONAL INSTITUTE OF TECHNICAL TEACHERS'  
TRAINING AND RESEARCH, KOLKATA**  
Block - FC, Sector - III, Salt Lake City, Kolkata - 700 106  
Website : <http://www.nitttrkol.ac.in>

Sealed tenders are invited from reputed Internet Service Providers / Web Service Providers for **Design, Development, Hosting and Maintenance of official Institute Website and Provision of E-mail service (@ institute domain) of NITTTR, Kolkata.**

The details of the specification and terms and conditions are available in the institute website from 02/12/2013. Interested vendors may submit their quotation on or before 23/12/2013 latest by 3.30 pm. alongwith a demand draft of Rs. 500/- in favour of "**Director, NITTTR, Kolkata**" payable at **Kolkata**.

The tenders will be opened on 23/12/2013 at **4 pm**.

Advt. No. 25/2013-14

Director

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**NATIONAL INSTITUTE OF TECHNICAL TEACHERS' TRAINING & RESEARCH,  
BLOCK – FC, SECTOR – III, SALT LAKE CITY, KOLKATA – 700106**

**I. Specification for Design, Development, Hosting and Maintenance of the official Website of NITTTR, Kolkata, and Provision of E-mail Service (@Institute Domain)**

1. The official website of NITTTR, Kolkata should be operating throughout the year (24x7) and for 365/366 days in both Hindi and English Language with an uptime of 99.5%.
2. The vendor will be responsible for
  - a) Design and development of the website in English and Hindi.
  - b) Hosting the website throughout the year (24x7) and for 365 / 366 days.
  - c) Maintenance, updating, and upgradation of the website as per requirement
  - d) Providing 50 e-mail accounts @institute domain.
3. The vendor should provide high end graphic pages including scope for audio, video, animation along with cost of implementation (if any) and support for standard web browser including Internet Explorer, Firefox Mozilla, Google Chrome, Netscape, Opera and many others.
4. The website of NITTTR, Kolkata should display institutional profile and other detailed information related to the mandate / activities of the Institute in decent form(subject to the approval of Web Management Group (WMG), NITTTR, Kolkata)
5. The website should contain both static and dynamic pages in bilingual format. The details of the pages and their content will be decided by the Web Management Group of the Institute.
6. The Institutional Website should be available through the Internet in the **URL: <http://www.nittrkol.ac.in>**, which is already registered with ERNET, India. Necessary IP configuration related to DNS and related servers must be done by the vendor.
7. The vendor has to provide the details of policy for security of the website along with policy for back-up and archival of the information. The softcopy of Archived Information should be provided to the Institute on year – on – year basis in optical media. The server hosting the Institutional Website has to be physically located inside the territory of **Republic of India**.
8. The vendor should provide demo for the design of the webpages including various themes, background color, and foreground color schemes, related to font, pictures and other multimedia aspects.
9. E-mail boxes (maximum 50 Nos.) @ Institute domain have to be provided with 5GB space for each e-mail account. The vendor should elaborately explain and provide documents

related to security of Email boxes. The vendor should also provide a super user for administration of the Email boxes as required from time to time. The vendor should provide option of configuring Email boxes with national email service provider. The server of the mail application has to be physically located inside the territory of Republic of India.

10. The vendor should clearly mention charges in the following heads:

- a) Design and development of the website in English and Hindi.
- b) Hosting the bilingual website (annual)
- c) Maintenance, updating, and upgradation of the bilingual website (annual)
- d) Providing 50 e-mail accounts @institute domain (annual)

For item b), c), and d) above, escalation of charges, if any, in subsequent years, should also be mentioned.

The vendor should also mention the charges for development of additional webpages (both static and dynamic), other miscellaneous facilities during due course of hosting as per requirement of the WMG.

- 11 The vendor should elaborately explain the development life-cycle of the entire project along with deployment and regular maintenance of the entire website. The vendor should also provide an escalation matrix for any unlikely situation or failure of hosting for the entire period.
12. The vendor should be able to update information related to various tenders, announcement, recruitments, and such other categories within a maximum of 4 hours when requested within office hours (i.e. 9:45 to 18:15 hrs) and within next calendar day beyond office hours otherwise. The vendor should have provision of updating of Website during Closed Holidays.
13. The vendor should state policy related to license for operating systems, database and applications used. It should also state the financial implication (if any). The vendor should make use of Open Source Product as far as possible in maintaining the system.
- 14 Development tools, maintenance tools, software, hardware, etc. for design, development, maintenance etc. of the website should be arranged by the vendor without any additional cost.
15. The Institute reserves the right for changing the specification as per its requirement.

## **II. Terms & Conditions:\***

1. The tenderer(s) should be an Internet Service Provider / Web Service Provide or an authorized business partner / service agent / reseller of service etc of the Principle Service Provider. In case of authorized business partner / service agent / reseller etc., authorization certificate should be attached along with the tender.
  2. The vendor should have at-least 3 years of experience in development, hosting and maintenance of Website of Government / Academic organization. Necessary documents are required to be produced such as acceptance certificates, etc.
  3. The vendor should provide necessary documents establishing that the physical hosting of the websites are in server(s) that are deployed in the territory within Republic of India, and assure that in future physical server(s) will not be installed outside the territory of India.
  4. The quoted system should be as per the specification and should be 100% compatible with the existing system network available in the Institute. Prospective tenderer(s) may visit National Institute of Technical Teachers' Training and Research (NITTTR), Kolkata with prior appointment for any clarification in this purpose. The Institute at its discretion may upgrade / modify the specification if required.
  5. The rate quoted must be F.O.B. NITTTR, KOLKATA inclusive of charges for hardcopy and softcopy documentation, licenses of software used for development / updating and deployment etc. Excise duty, Sales Tax/VAT, Octroi, surcharge and insurance, if any must be indicated separately. Educational discount, if any should be indicated clearly. For imported items, Custom duty shall be indicated separately.
    - 5.1 NITTTR, KOLKATA will not provide Central Sales Tax Form "D", wherever applicable.
    - 5.2 West Bengal Sales Tax / VAT must be quoted as extra in the tender, wherever applicable.
    - 5.3 All legal disputes shall be under the jurisdiction of the Kolkata Courts in the state of West Bengal.
- NB: Only relevant information (s) need to be submitted/Complied with along with quotation(s)

### **6. Earnest Money Deposit (EMD):**

- 6.1 "EMD at the rate of 4% of the quoted price" in the form of Crossed Account payee demand draft, fixed deposit receipt from commercial bank or Bank guarantee from a commercial bank drawn in favour of Director, NATIONAL INSTITUTE OF TECHNICAL TEACHERS' TRAINING AND RESEARCH, KOLKATA on any scheduled bank at Kolkata shall be submitted along with the tender.

- 6.2 Tender without earnest money deposit shall be **OUTRIGHTLY REJECTED**. A model format of bank guarantee for furnishing EMD is enclosed in Annexure- A.
  - 6.3 Forfeiture of EMD: EMD of a tenderer will be forfeited if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited.
  - 6.4 Refund of EMD: EMD furnished by all unsuccessful tenderers shall be returned to them without any interest whatsoever, at the earliest after expiry of the final tender validity period but not later than 30 days after conclusion of the contract. EMD of the successful tenderer shall be returned, without any interest whatsoever, after receipt of performance security from it as called for in the contract.
  - 6.5 No EMD is required from bidders who are registered with (i) Central Purchase organization (ii) NSIC, (iii) the concerned Ministry or Department
  - 6.6 EMD in the form of DD / Banker's Cheque should be in a separate envelop superscribing "EMD".
7. **Each bidder shall submit only one tender.**
  8. **Validity of Tender:**

Tender shall remain valid for a period not less than 6 months after the deadline date specified for submission.
  9. **Delivery Period:**

Earliest period of delivery shall be mentioned in the tender.
  10. **Submission of Documents**

The tender should inter alia include the following:

    - 10.1 Printed copy of the broucher / leaflet containing, Web Services / Enterprise services provided to the customer alongwith specifications.
    - 10.2 Copy of up-to-date Sales Tax Clearance Certificate.
    - 10.3 Copy of current Income Tax acknowledgement (F. Y 2009-10) and PAN No.
    - 10.4 Copy of Valid Trade License.
    - 10.5 Copy of up-to-date excise duty Clearance Certificate.
    - 10.6 Copy of up-to-date custom duty clearance certificate.
    - 10.7 Copy of up-to-date registration certificate from State/Central Government.
    - 10.8 Copy of up-to-date registration certificate of SSI Unit, if any.
    - 10.9 The Tenderer (s) should be required to furnish a list of clients serviced during the last three (3) years along with satisfactory completion/acceptance

certificates and a list of such projects/supply handled in the last three years, and also furnish the details of the annual turn over during last three years.

**11. Bid Price:**

While furnishing the quoted price, the tenderer(s) may note the following:

- 11.1 The contract shall be for each item of equipment / instrument / software as mentioned in the schedule of goods/services. Corrections, if any in quoted price, shall be made by crossing out, initialing, dating and rewriting.
- 11.2 All duties, taxes and other levies payable by the contractor under the contract shall be included in the total price and Taxes should be quoted separately.
- 11.3 The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- 11.4 The prices should be quoted in Indian Rupees only.
- 11.5 The rate quoted must be both in words and figures.
- 11.5 The quantity against each item mentioned in the tender may vary according to the actual requirement at the time of placing Purchase Order.

**12. Award of Contract:**

The NITTTR, KOLKATA will award the contract to the bidder whose tender has been determined to be substantially responsive in terms of technical specifications, terms & conditions and price quoted.

- 12.1 Notwithstanding the above, NITTTR, KOLKATA reserves the right to accept or reject any tenderer(s) and to cancel the bidding process and reject all tender(s) at any time prior to the award of contract.
- 12.2 The bidder whose bid is accepted will be notified of the award of contract by the NITTTR, KOLKATA prior to expiration of the tender(s) validity period. The accepted terms of the offer shall be incorporated in the purchase order.

**13. Performance Security:**

- 13.1 Performance security at the rate of 6% of the contract value in the form of account payee demand draft, fixed deposit receipt from commercial bank or Bank guarantee from a commercial bank in favour of Director, NITTTR, Kolkata shall be submitted within 21 days after the notification of the award of contract. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the vendor, including warranty obligations. A model format of Bank guarantee for providing performance security is enclosed at Annexure –B
- 13.2 Forfeiture of Performance Security: Performance security is to be forfeited and credited to the Institute Account in the event of a breach of contract by the vendor, in terms of the relevant contract.

- 13.3 Refund of Performance security: Performance security should be refunded to the vendor without any interest, whatsoever, after it duly performs and completes the contract in all respects but not later than 60 days of completion of all such obligations under the contract.
14. **Payment:**  
Payment will be made immediately after satisfactory commissioning and acceptance of the services and training of personnel as required.
15. **Normal Commercial Warranty/ Guarantee:**  
Normal commercial warranty/ guarantee of three years shall be applicable to the supplied goods/ services and this should be specified clearly by the bidder.
16. **Live Demonstration:**  
Live demonstration of the service(s) should be arranged by the vendors at their cost, if asked by the Institute.
17. **Evaluation of Tender:**  
**Two bid system** “.....bids may be obtained in two parts as under:-  
(a) Technical bid consisting of all technical details along with commercial terms and conditions; and  
(b) Financial bid indicating item-wise price for the items mentioned in the technical bid. Financial bid must be filled up in the prescribed format in Part III.  
The technical bid and the financial bid should be sealed by the bidder in separate covers duly super scribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed.”  
(c) “.... The technical bids are to be opened in the first instance, at prescribed time & date and the same will be scrutinized and evaluated by competent committee/authority with reference to parameters prescribed in the tender documents and the offers received from the tenderers. Thereafter, in the second stage, the financial bids of only the technically acceptable offers (as decided in the first stage above) are to be opened for further scrutiny, evaluation, ranking and placement of contract”
18. Points which are not explicitly covered under “**terms and conditions**” above shall be covered by Manual on Policies and Procedures for Purchase of Goods/services circulated by Ministry of MHRD, Govt. of India. A copy of the same is available in the office of the Department of Computer Science and Engineering for perusal of the tenderers. Tenderers are advised to go through the manual before submission of their tenderers. A soft copy of the manual can also be downloaded from <http://finmin.nic.in/>.
19. The non-transferable tender document excluding standard agreement for can be obtained from the Office of the Accountant as per above users on payment of **₹ 500/- (Rupees Five Hundred only)** in cash or Demand Draft in favour of the Director, NITTTR, Kolkata. **The users of downloaded tender document shall have to pay the**



**cost of tender document i.e. ₹ 500/- by way of Demand Draft in favour of the Director, NITTTR, Kolkata payable at Kolkata in a separate envelop superscribing “Tender Fee” while submitting their tender. Otherwise the Tender will not be accepted.**

You are requested to provide your offer as per schedule provided in Notice Inviting Tender in the sealed envelope super-scribing “Tender Advt. No. /2013-14

To,  
Director,  
National Institute of Technical Teachers’ Training and  
Research,  
Block – FC, Sector – III,  
Saltlake City, Kolkata – 700 106  
PIN: 700 106 Tel. No. +91(033) 2337-0497/4125  
Fax No. 2337-6331

### **III. Scope of Supply / works for financial bid**

#### **I. Specification for Design, Development, Hosting and Maintenance of Institute Website of NITTTR, Kolkata and Provision of E-mail Service (@Institute Domain)**

1. The Institutional Website of NITTTR, Kolkata should be operating through the year (24 x7) and for 365 / 366 days in both Hindi and English Language with an uptime of 99.5%.
2. The vendor should provide high end graphics pages including scope for audio, video, animation along with cost of implementation (if any) and support for standard web browser including Internet Explorer, Firefox Mozilla, Google Chrome, Netscape, Opera and many others.
3. The website of NITTTR, Kolkata should display Institutional Profile and Other detail information related to the mandate / activities of the Institute in decent form(subject to the approval of Web Management Group, NITTTR, Kolkata)
4. The website should contain both static and dynamic pages in bilingual format. The details of the pages and their content will be decided by the Web Management group of the Institute.
5. The Institutional Website should be available through the Internet in the **URL: <http://www.nittrkol.ac.in>**, which is already registered with ERNET, India. Necessary IP configuration related to DNS and related servers have to perform by the vendor.
6. The vendor has to provide the details of policy for security of the website along with policy for back-up and archival of the information. The softcopy of Archived Information should be provided to the Institute on year – on – year basis in optical media. The server hosting the Institutional Website has to be physically located inside the territory of **Republic of India**.
7. The vendor should provide demo for various themes, background color, and foreground color schemes, related to Font, Pictures and other Multimedia Aspects of the website.
8. Provisioning of E-mail boxes (50 Nos.) @ Institute domain have to be made with size of 5GB space. The vendor should elaborately explain and provide document related to security of Email boxes. The vendor should also provide a super user for administration of the Email boxes as required from time to time. The vendor may also provide option of configuring Email boxes with national email service provider. The server of the mail application has to be physically located inside the territory of **Republic of India**.
9. The vendor should elaborately explain Development and / or Face-lift charges for a period of time. The vendor should clearly mention the annual maintenance charges for every-year with provision for year – on – year increment in the charges for at least 7 to 8 years.

10. The vendor should also mention charges for development of additional webpages (both static and / or dynamic) during due course of hosting as informed by Web Management Group of the Institute.
11. The vendor should elaborately explain the development life-cycle of the entire project along with deployment and regular maintenance of the entire website. The vendor should also provide an escalation matrix for any unlikely situation or failure of hosting for the entire period.
12. Apart from static and dynamic pages vendor should also provide online submission of forms related to registration of various activities such as training programme, special training programme, training programme using ICT mode, various workshops, seminars symposiums and such other related activities. The format for online registration has to decide by the Web Management Group, NITTTR, Kolkata. The vendor should also provide a user interface for uploading and management of photographs related to Importance activities of the Institute.
13. The vendor should be able to update information related to various tenders, announcement, recruitments, and such other categories within a maximum of 4 hours when requested within office hours (i.e. 9:45 to 18:15 hrs) and within next calendar day beyond office hours otherwise. The vendor should have provision of updating of Website during Closed Holidays.
14. The vendor should state policy related to license for operating systems, database and applications used. It should also state the financial implication (if any). The vendor should make use of Open Source Product as far as possible in maintaining the system.
15. Development tools, maintenance tools, software, hardware, etc. for design, development, maintenance etc. of the website should be arranged by the vendor without any additional cost.
16. The Institute reserves the right for changing the specification as per its requirement.

**ANNEXURE - A**

**MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD**

Whereas .....  
.....(hereinafter called the "tenderer").....  
has submitted their offer dated .....  
for the supply of.....  
.....(hereinafter called the "tender").....  
against the purchaser's tender enquiry No. ....  
KNOW ALL MEN by these presents that WE .....  
of .....having our registered office at  
.....are bound unto.....  
(hereinafter called the "Purchaser") .....  
in the sum of .....  
for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its  
successors and assigns by these presents. Sealed with the Common Seal of the said Bank this  
.....day of .....20

**THE CONDITIONS OF THIS OBLIGATION ARE:**

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
  - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
  - b) Fails or refuses to accept / execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorized officer of the Bank)  
Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

**ANNEXURE - B**

**MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY**

To  
The Director,  
NITTTR, Kolkata

WHEREAS .....  
(name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no ..... dated ..... to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby, affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of .....

..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20

(Signature of the authorized officer of the Bank)  
Name and designation of the officer  
Seal, name & address of the Bank and address of the Branch