

REQUEST FOR PROPOSAL

FOR

COMPREHENSIVE AMC OF THE WEBSITE OF

PAO (ORs) AMC, LUCKNOW

(<https://paoamc.gov.in>)

**Principal Controller of Defence Accounts 1, Cariappa
Road, Lucknow Cantt. - 226002**

Tender reference	EDP/183/OAS/Vol-VI Date: 13- 07 -2017
Name of the Department	Defence Accounts Department, Govt. of India, Ministry of Defence (MOD)
Date of Issue of Request for Proposal (RFP)	13-07-2017, 2.00PM
Pre-bid Meeting Place	21.07.2017 3.00(PM) Conference Hall, PCDA, CC Lucknow
Last date and time for Receipt of Proposal	28 -07-2017, 2.00PM
Date and Time of opening of Financial Bids	28-07-2017, 3.00PM
Place of Opening of Bids	Conference Hall of PCDA (CC) First Floor, 1, Cariappa Road, Lucknow Cantt. - 226002
Address for Communication	ACDA (IT&S) O/o The PCDA (CC), 1, Cariappa Road, Lucknow Cantt. – 226002 Phone - 0522-2451084 e-maid ID : cda-luck@nic.in

Note :

- This bid document is not transferable.
- Bids without relevant documents as specified in this Request for Proposal (RFP), shall be summarily rejected.



सूचना प्रौद्योगिकी एवं प्रणाली / Information Technology & Systems

कार्यालय रक्षा लेखा प्रधान नियंत्रक (मध्य कमान)

करियप्पा रोड , लखनऊ-226002

O/o the Principal Controller of Defence Accounts (Central Command) Cariappa Road, Lucknow-226002.

Tel No/Fax: 0522-2451084

e-mail: cda-luck@nic.in

No. EDP/183/OAS/Vol. VI/2017-18

Date:- 13 /07/2017

**TENDER : COMPREHENSIVE AMC OF THE WEBSITE OF PAO(ORs) AMC, LUCKNOW
(<https://paoamc.gov.in>) UNDER THE JURISDICTION OF PCDA (CC), LUCKNOW.**

Sealed financial quotations are requested for provision of the services for Comprehensive Annual Maintenance of the PAO(ORs) AMC, Lucknow website under jurisdiction of PCDA (CC) Lucknow. The details of the scope and quality of services are provided in succeeding paragraphs:

1. INTRODUCTION

1.1 The website of the PAO(Ors) AMC, Lucknow is on public domain accessed using URL: <https://paoamc.gov.in> and can be accessed from the INTERNET. The website mainly provides information regarding Pay, allowances, arrears, etc of Jawans working in Army Medical Corps of Indian Army. The website is currently hosted on NIC cloud server. PAO (Ors) AMC is a sub-office that comes under the jurisdiction of Principal Controller of Defence Accounts (Central Command), Lucknow (also known as PCDA (CC)).

1.2 This RFP is being issued with no financial commitment and the O/o of PCDA (CC) reserves the right to change or vary any part thereof of the RFP at any stage. It also reserves the right to withdraw the RFP, should it become necessary at any stage.

1.3 Decision of PCDA(CC) on the pre-qualification of the agencies and selection of the website manager shall be firm and final. No further queries will be entertained in this regard.

2. SCOPE OF WORK/SERVICE :-

- 2.1 Update, edit and create various pages, static as well as dynamic, as and when required for the website. Pages are to be updated daily, weekly, monthly and/or as required. The content shall be provided by the PCDA (CC), Lucknow.
- 2.2 The website contains a database (PostgreSQL) server and a web application server, technical details of which are given under **Annexure "A"** must be optimized for efficient performance (upload and access).
- 2.3 As per GOI norms the website must be audited every six months by CERT-In empaneled auditor.
- 2.4 Maintain the integrity of the website against hacker, other security breaches and electronic attacks via firewalls, security software and password.
- 2.5 Fixing any bug/issue reported by any user or the office within a stipulated time frame.
- 2.6 Submit monthly report on how the site is being used and its effectiveness (active users, their activity log, any suspicious activity by a user etc.)

- 2.7 Participate in meeting to be held as and when needed with PAO (Ors) AMC under the jurisdiction of PCDA (CC), Lucknow staff to discuss issues or any special updates related to the website.
- 2.8 Setting a time-frame according to the criticality of the issue and resolving within that time-frame.
- 2.9 Addressing login/registration issues of the Jawans on the website in a time bound manner.
- 2.10 Publishing of the news-letter, photos, events, circulars, RTI cases, etc on the website as per request.
- 2.11 Suggest/Implement latest updates, security features, Interface or any other improvement in the website after confirmation from the office.
- 2.12 24*7 support for the website and database
- 2.13 The website is the property of PCDA(CC), Lucknow office which comes under Ministry of Defence, Government of India. Any decision regarding continuation/ termination of the contract made by PCDA(CC) office shall be final and binding.
- 2.14 Contractor will require to be always present on call for support and to be present physically as/when required by this office for undertaking the tasks to be carried under Annual Maintenance Contract.
- 2.15 The contractor's professionals may be required to move to provide services to PAO (Ors) AMC office under the jurisdiction of PCDA (CC) Lucknow Office. No payment will be made by offices under jurisdiction of PCDA (CC) Lucknow.
- 2.16 Immediate Resolution of problem related to the website will be required based on the nature of the problems. For Critical Issues like Jawan login and registration, server availability, code-base or database error, the resolution time should be 6 hrs. For development related issue like update, patch any other improvement the addressing time should not be more than 24 hrs. In case of non-compliance, a recovery of the order of 5% will be done quarterly.
- 2.17 If any of the above terms are not adhered to as per para 2.1 to 2.14, the same may be considered as sufficient ground to consider services as unsatisfactory and PCDA (CC) Lucknow may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made. The firm understands and agrees not to raise any claim of whatsoever kind against PCDA (CC) Lucknow for his decision to terminate the contract and incidental to it.
- 2.18 The contractor's professionals are required to intimate any issue with the website from their end and suggest the required update/redressal of the problem beforehand. Moreover, the contractor's professionals will do the jobs such as backup, application update, patch, etc. as instructed by PCDA (CC) Lucknow from time to time.

3. GENERAL TERMS

- 3.1 The contract will be initially for one year, extendable upto three years on same rates and terms and conditions. PCDA (CC) Lucknow reserves the right to cancel the contract by giving prior notice of one month, if the contractor does not provide satisfactory services.
- 3.2 All work regarding maintenance of website would be performed at the premises of PCDA(CC) or PAO(ORs) AMC, Lucknow. No off site/remote access shall be granted.
- 3.3. As the working sites of the offices under jurisdiction of PCDA (CC) Lucknow are in the Restricted Areas, all Professionals must clear Police verification, at their own arrangement & the contractor will provide the Identity Cards of their firm to their personnel.

- 3.4 All Professionals will be interviewed by ACDA (IT&S) O/o The PCDA (CC) Lucknow or his rep and the contractor will deploy only those professionals who found suitable for the job by him. Changes/replacement of professionals will not be frequent and the contractor will not change Professionals without the consent of ACDA (IT&S) O/o The PCDA (CC) Lucknow.
- 3.5 The contractor's professionals shall install and configure licensed software (OS/RDBMS/Any Other) if the necessity arises. The contractor will ensure that the professionals are updated of their technical knowledge on regular basis by sending them on short term training capsules. At least one of the professional should be able to configure Web hosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL/MySQL/PostgreSQL maintenance of applications on these environments.
- 3.6 The contractor will not sub-contract or permit any other personnel than the contractor's personnel to perform any work, service or other activities required by PCDA (CC) Lucknow without the prior written consent of the PCDA (CC) Lucknow.
- 3.7 The contractor will have to sign a non-disclosure agreement with PCDA(CC).
- 3.8 The professionals of the contractor will maintain the confidentiality of data stored on the NIC Cloud server. The contractor will be required to take appropriate actions against his professionals to ensure that the obligations of non-use & non-disclosure of confidential information is complied with strictly. No Professionals of the contractor will carry any personnel floppies/USB Drives/Blank CDs /Mobile phone/Camera inside the offices under jurisdiction of PCDA (CC) Lucknow premises.
- 3.9 PCDA (CC) Lucknow will provide sufficient working place, store, communication facilities etc, to the contractor at offices under jurisdiction of PCDA (CC) Lucknow without any extra cost, if necessary.
- 3.10 The Contractor may be required to submit summary of weekly, fortnightly, monthly reports regarding working of the website to PCDA (CC) Lucknow. The format for this and report may be provided by PCDA (CC) Lucknow. The Computer System & peripherals required for this by will be provided by the Contractor only.
- 3.11 All equipment, credentials, software, etc required for cloud login and maintenance will be provide by PCDA(CC), Lucknow at office premise.
- 3.12 **Penalty for use of Undue influence:** The VENDOR should undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the PCDA (CC) Lucknow or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the VENDOR or any one employed by him or acting on his behalf (whether with or without the knowledge of the VENDOR) or the commission of any offers by the VENDOR or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the PCDA (CC) Lucknow to cancel the contract and all or any other contracts with the VENDOR and recover from the VENDOR the amount of any loss arising from such cancellation. A decision of the PCDA (CC) Lucknow or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the VENDOR. Giving or offering of any gift, bribe or inducement or any attempted any such act on behalf of the VENDOR towards any

officer/employee of the PCDA (CC) Lucknow or to any other person in a position to influence any officer/employee of the PCDA (CC) Lucknow for showing any favour in relation to this or any other contract, shall render the VENDOR to such liability/ penalty as the PCDA (CC) Lucknow may deem proper, including but not limited to termination of the contract, imposition of penal damages and refund of the amounts paid by the PCDA (CC) Lucknow.

4. Other Terms & Conditions:

4.1 The envelopes giving net prices are to be dropped in tender box at the Main Gate of PCDA (CC)Lucknow, on or before 28 July 2017 by 1400 hrs. The bidder who fails to submit financial bid will not be considered. Kindly note that Compliance statement for the services as per format given in Annexure "2" & 'Annexure-3' must be included in the bid. Further, Cost details must be provided as per format given in Annexure "4" with the financial bid. Any cost, which is not included in our format, must be indicated by the contractor separately.

4.2 This RFP is being issued with no financial commitment and office of the PCDA (CC) Lucknow Cantt reserves the right to change or vary any part thereof at any stage. Quotations received late, improperly sealed, or with incomplete marking or with overwriting / corrections in the quotation document is liable to be rejected. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

4.3 Rates per unit for the items/services must be quoted clearly and total value also be indicated in words without any scope for revision. The hardware may be checked/inspected with Annexure-1 for your satisfaction on any working day between 10 AM and 4 PM from 14-07-2017 to 27-07-2017 before tendering the rates.

4.4 Quantities may be increased / decreased at the time of placing the final supply order/contract document by this office.

4.5 The contractor should quote for the entire schedule of requirements/services as mentioned in Para 2 above. Part quotation will be rejected. Quotations should be valid for 90 days from the date of submission. Only one contractor will be selected for provision of all services.

4.6 The contractor should provide an EMD of Rs. 20,000/-(Rupees twenty thousand only) with their quotation by way of Demand Draft Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct govt. business as per DPM-13 (available in MoD website and can be provided on request in favour of " PCDA (CC) payable at Lucknow". EMD is not required to be submitted by these bidders who are registered for the same item/range of products/goods or services with the central purchase organization (e.g. DGS&D), NSIC. The bid security earnest money will be liable to be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect during the period between the deadline for submission of bids and expiry of bid validity period. **The EMD should be enclosed alongwith bid.** The tenders without EMD shall be rejected. EMD will be returned to unsuccessful contractors after finalization of the contract/order. The bid security is remain valid for a period of forty-five (45) days beyond the final bid validity period.

4.7 **Security Deposit.** 10% of the value of our Supply order/Contract cost will be deposited by successful bidder by way of Bank Guarantee.

4.8 Bids of those firms who do not fulfill the requisite qualifications are liable to be rejected. PCDA (CC) Lucknow reserves the right to accept or reject the tender without ascribing any reasons. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

5. **Payment Terms:** -

5.1 Payment will be made against pre-receipted bills after verification/inspection and acceptance of services.

5.2 There will be NO advance payment. The payment will be released on satisfactory service after the completion of quarter on Quarterly basis only.

5.3 Service provider company/Firm/Agency should have its own Bank Account, PAN No. TIN No. and GST registration no. Representatives of the vendors are required to be present during opening of the Financial bids PCDA (CC) Lucknow office. However, if the representatives of the vendors are not present at the time of opening of the quotations PCDA (CC) Lucknow will go ahead with opening of the bids.

6. **Termination Clause:** The Buyer shall have the right to terminate this contract in part or in full in any of the following cases without any Notice:

- a) The maintenance work is delayed for causes not attributable to Force Majeure for more than 15 days after it is brought to notice.
- b) The AMC holder is declared bankrupt or becomes insolvent.
- c) The maintenance work is delayed due to causes of Force Majeure by more than one month.
- d) The Buyer has noticed that the AMC holder has utilized the services of any Indian/Foreign agent in getting this supply and paid any commission to such individual/company etc.
- e) By giving 1 month notice for any/no reason whatsoever.
- f) In case at any stage, it is discovered that the bidder has provided false, misleading information for this RFP the awarded AMC will be cancelled and appropriate action will be initiated as deemed fit by the CFA.

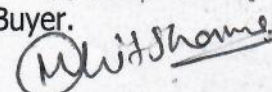
7. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specify called by this office after opening the tenders for technical discussions / price negotiations. Any violation of this will render the quotations invalid and the vendor is liable to be blacklisted.

8. **Evaluation Criteria & Price Bid issues**

8.1 Only those bids will be evaluated which are found to be fulfilling all the eligibility and compliance as mentioned in **Annexure 2, Annexure 3 and Annexure 4**. The Lowest Bid will be decided upon the lowest price quoted for required services as mentioned at para 2 of the RFP , by the particular Bidder as per the Price Format mentioned at Annexure 5.

I. If there is a discrepancy between the unit price and the total cost of the items, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

II. The Lowest Acceptable Bid will be considered further for placement of supply / Supply Order after complete clarification and price negotiations as decided by the Buyer.



ACDA (IT&S)

Annexure “1”

About Website	
URL	https://paoamc.gov.in
Title (Description)	Pay Accounts Office (Other Ranks) Army Medical Corps, Lucknow
Class/Owner	Principial Controller of Defence Accounts (Central Command), Lucknow
Hosting Platform	Linux
Components	PHP, JSP Servelet
Database	PostGreSQL
Site is Multilingual?	Yes (English, Hindi)
Audio/Video Components?	No
Whether Files are uploaded?	Yes
Location of files	Both Database and Webserver
Types of Files: 1. Web Server 2. DB Server	1. PDF 2. mdf
Site Developed by	PCDA (CC), Lucknow)
Size of the Site	Database- 150 GB, Web application- 50 GB
Location of the Server	NIC Cloud
Main Page	https://paoamc.gov.in/index.html
Static/Dynamic	Dynamic
HTTPS/SSL	Yes
User Login/Registration	Yes
Cert-In Empaneled Audited	Yes

Annexure "2"

Para No. refers to our tender Letter No.EDP/183/OAS/Part-VI dt 10.07.2017			
Sl.No.	PARTICULARS	Compliance	Remarks if any
Para 2.0	Scope of work/Services-		
Para 2.1(Repair & Maintenance services):-			
	Para 2.1		
	Para 2.2		
	Para 2.3		
	Para 2.4		
	Para 2.5		
	Para 2.6		
	Para 2.7		
	Para 2.8		
	Para 2.9		
	Para 2.10		
	Para 2.11		
	Para 2.12		
	Para 2.13		
	Para 2.14		
	Para 2.15		
	Para 2.16		
	Para 2.17		
	Para 2.18		
Para 3.0 General Terms:-			
	Para 3.1		
	Para 3.2		
	Para 3.3		
	Para 3.4		
	Para 3.5		
	Para 3.6		
	Para 3.7		
	Para 3.8		
	Para 3.9		
	Para 3.10		
	Para 3.11		
	Para 3.12		
Para 4.0	Other Terms & conditions		
	Para 4.1		
	Para 4.2		
	Para 4.3		
	Para 4.4		
	Para 4.5		
	Para 4.6		
	Para 4.7		
	Para 4.8		
Para 5.0 Payments Terms			
	Para 5.1		
	Para 5.2		
	Para 5.3		
Para 6.0 Termination Clause			
Para 7.0			

Competency Parameters & Information
(to be submitted along-with the bid)

S.No.	Parameter	Min. desired (work ex.)	Offered by vendor	Remarks
1	The Registered Office or one of the Branch Office of the Service provider company/ Firm/ Agency should be located in UP.			Proof to be enclosed(self certification on letter head with sign and seal)
2	Experience of firm for AMC (maintenance of website)	2 (Two years)		Proof in terms of contract copies should be submitted
3	Attach copy of NEFT mandate form			
4	Undertaking that the bidder accepts the condition laid down in the RFP.			

Date :

Signature of Authorised Person

Place :

Full Name & Designation

Seal

Documents to be attached for eligibility criteria

1. Attach copy of NEFT Mandate Form (YES/NO)
2. PAN/GIR No. (Attach Copy) (YES/NO)
3. TIN No. (Attach Copy) (YES/NO)
4. GST Registration No.(Attach copy) (YES/NO)
- 5 (i) Whether the firm registered with CPO (YES/NO)
(i.e. DGS&D), NSIC, Department of MoD
or MoD itself for supply of same items

(ii) If YES, please attach copy of the registration
certificate.

(iii) If NO, Details of Earnest Money Deposit
Rs. 20,000/- Instrument: (DD/FD/BG etc.)
Instrument No. & Date Drawn on Bank
7. Additional information, if any, :
(Attach separate Sheet, if required)
8. Undertaking that bidder accepts the (YES/NO)
conditions laid down in the RFP

Signature of Authorized Person

Full Name & Designation:

Date:

Seal:

Place:

Annexure "5"

Financial bid

(To be Submitted on letter head of Firm)

S.No.	Service Categories as given in scope of work	Cost in Rs.	
		Figures	Words
1	Basic Price for Maintenance of Website as per scope of work (for one year period)		
2	Taxes (GST in %)		
3	Total		

Date :

Place :

Signature of Authorised Person

Full Name & Designation

Seal