

INVITING TENDER

**INDIAN INSTITUTE OF FOREIGN TRADE
IIFT Bhawan, B 21 Qutab Institutional Area
New Delhi – 110 016**

Ref No: Gen. Admin/Web Maintenance/2021-22

Dated: 12.05.2021

TENDER FOR MAINTENANCE OF INSTITUTE'S WEBSITE

Tenders are invited for IIFT, in two bids – technical and financial sealed in two different envelopes, superscribing '**Technical Bid**' and '**Financial Bid**' as the case may be and both duly sealed in a big single envelope superscribing '**Bid for Tender of Maintenance of IIFT Website**', from reputed agencies with proven competency for maintenance of **Hindi and English Website of IIFT** for a period of one (01) year.

Tender form along with terms and conditions is available on the websites of IIFT, New Delhi (www.iift.edu) and CPP Portal.

Schedule of Bidding

Tender form available at the Institute's Website	www.iift.edu
Last date for submission of bids	26.05.2021 by 5.00 P.M.
Opening of technical bids	27.05.2021 by 11.00 A.M

TENDER FOR MAINTENANCE OF INSTITUTE'S WEBSITE

I. Terms and Conditions: - The rate(s) quoted shall include the following works for which no extra charges shall be payable other than the AMC charge.

SCOPE OF WORK

The services covered under the AMC are as follows:

- a) Renewal and maintenance of the domains:
 - iift.edu
 - alumni.iift.edu
- b) For maintaining a web-space of 05 GB on high bandwidth & high data traffic (10GB per day), web server on a 24X7 basis for contingency is required so that IIFT can switch the basic functionality of the institute's primary website if the need arises, especially for Institute's parent website, www.iift.edu.
- c) It may also be noted that, Institute's parent website, www.iift.edu needs to be hosted on Linux Environment in case of contingency.
- d) Secured DNS server for DNS entries for the above listed domains.
- e) Managing and updating DNS records for the domains which include the MX settings for Google Apps, A-Pointers, TXT Records, etc. for various third party verifications of the ownership (players like Google, Microsoft and Others) of the above listed domains. These support are provided as and when required by IIFT's IT team.
- f) 24X7 monitoring of the websites availability.
- g) 24X7 support to the IIFTs technical team regarding server/ DNS, if required, on –site would be preferred.
- h) 24X7 support with respect to technical issues faced by IIFTs in case of any exigency such as Hacking of the IIFTs primary website hosted on IIFTs internal servers, if required, on –site would be preferred.
- i) Support for switching of IIFTs primary website on our servers from the internal server in case of emergency.

II. Eligibility Criteria:- The agency should enclose the following documents along with their quotation.

- 1) The total business turnover of the agency should not be less than Rs.50 lakh every year for last three years (Balance Sheet for the past 03 years may be enclosed with the quotation).
- 2) The agency should have ISO 9001-2000 certificate (enclose certificate).

- 3) The agency should have the experience of working in the government sector/reputed institutions like IIFT (enclose documents).
- 4) The agency should have a registered office in Delhi or NCR.
- 5) The agency should be registered with central or state Govt. agencies.

III. Payment:-Payment will be released quarterly on completion of satisfactory performance duly certified by Computer Centre of IIFT, New Delhi.

IV. Penalty:- In case of unsatisfactory performance during any time, IIFT may levy a penalty @ 10 % of the proportionate monthly amount of the 6 monthly charge.

- 1) IIFT will have the right to withhold payment of AMC or terminate the AMC at any time if the service of agency is not found satisfactory. The decision of the competent authority in IIFT in this regard will be final and binding.
- 2) In case of any major break down in any website(s), the agency shall have to rectify the problems within 24 hours. Deduction will be made from the monthly bill if the problem persists as under:-

Time Schedule	Penalty
From 24 hours to 36 hours	5% of the proportionate monthly amount
from 36 hours to 48 hours	10% of the proportionate monthly amount
from 48 hours to 60 hours	20% of the proportionate monthly amount
More than 60 hours	25% of the proportionate monthly amount

If the breakdown in website(s) lasts for more than 72 hours, IIFT reserves the right to terminate the contract suo-moto and transfer the work of maintenance to any other agency as deemed fit.

The Interested agencies/firms may drop their quotations in a box kept at security gate by 26/05/2021 by 05.00 PM addressed to:

The Section Officer,
Gen. Admin, Room No. 522,
IIFT Bhawan,
B 21 Qutab Institutional Area,
New Delhi -110016.

Quotations after the due date and time shall not be accepted.

Yours faithfully,
(Karun Duggal)
Section Officer (Admn.)
Tel: 011-39147322
INDIAN INSTITUTE OF FOREIGN TRADE

TENDER FOR MAINTENANCE OF INSTITUTE'S

WEBSITE 'TECHNICAL BID' PROFORMA'

Tender No. & date	Gen. Admin/Web Maintenance/2021-22
Last Date and Time of 'Receipt of Tenders'	26.05.2021 (05.00 PM)

1. DETAILS OF AGENCY :

Name of the Agency	Address and other details of the Agency
Web site address (if any)	
Phone Numbers	
Fax Numbers	
Email	
Contact Person's Name	
Contact Person's Mobile Number	
Contact Person's email ID	

1. **ANNUAL TURNOVER** : Please enclose a copy of Income Tax Return or Audited Accounts in support of your claim :

Sl. No.	Financial Year	Turnover (in Rupees)
1	2017-2018	
2	2018-2019	
3	2019-2020	

2. **REGISTRATION PARTICULARS**: Please give details of registration wherever available / applicable, if any, with self-attested copy of original registration

Sl. No	Particulars	Copy attached? Yes / No	Remarks
1	IT Permanent Account No. (PAN)		
2	Central/State Sales Tax/Vat/TIN Registration		
4	Registration with Central/ state Government agencies		
5	The ISO 9001-2000 certificate		
6	The ISO certified CMMI Level-3 Company Certificate		

3. **REFERENCE LIST:** Tenderer may enclose a list of public / private sector firms to whom AMC service was provided for the last 3 years. Copies of order may be enclosed.

Sl. No	Name of Client(s)	Details of order(s) with value
1		
2		
3		
4		

Signature of CEO / Proprietor / Authorised Signatory)

DECLARATION:

The information furnished above is true and authentic. We have carefully read all the terms and conditions of the tender and agree with these conditions. We have signed on each page of this technical bid in token of acceptance of terms detailed in the tender.

(Signature of CEO / Proprietor / Authorised Signatory)

OTHER INSTRUCTIONS:-

- i) Fill all items. Please mention "NA" for items / clause not applicable.
- ii) Attach latest documents for all items.
- iii) The documents asked within this tender may only be submitted.

**INDIAN INSTITUTE OF FOREIGN TRADE
IIFT Bhawan, B 21 Qutab Institutional Area New
Delhi – 110 016**

**TENDER FOR MAINTENANCE OF INSTITUTE'S WEBSITE
'FINANCIAL BID' PROFORMA**

We hereby quote our rates on "All Inclusive" basis for the maintenance of **Hindi and English website of IIFT** for a period of one (01) year on monthly rate contract basis.

The agency /firm may submit rate in the following table-

Description of work	Rate per annual
AMC for MAINTENANCE OF Hindi and English Website:-	
lift.edu	
alumni.iift.edu	

(Signature of CEO / Proprietor / Authorised Signatory)

We have fully understood and accept all terms & conditions of the above tender and quote our rates. We have signed on each page of Technical Bid / Financial Bid as token of acceptance of terms and conditions detailed on each page.

(Signature of CEO / Proprietor / Authorized Signatory)

Name :

Date :

Place :

Seal :

Standard Clause:

1. Force Majeure: If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under obligation to perform the agreement under order after giving notice 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:

- a). Any law, statute or ordinance, or action or regulations of the Government of India.
- b). Any kind of natural disaster.
- c). Strike acts of the public enemy, war, insurrections, riots, lockouts sabotage.

2. Liquidated Damages: Half percent per week of the delay subjected to a maximum of 5% of the order value will be levied for delay in execution of the contract.

3. Penalty Clause: In the event of non-compliance of any of the terms and conditions of this contract and non-satisfactory performance of the agency, the penalty of maximum 10% of the order value will be imposed on the agency subject to the extent of actual damages/ qualities lapse as decided/ calculated by IIFT.

4. Arbitration: Any dispute of differences, whatsoever arising between the firms out of or relating to the tender shall be referred to the Director IIFT for referral of such disputes to a sole arbitrator, to be appointed by mutual consent of the parties to the contract. The arbitrator shall give reason (s) for the award. Subject to the above, the provisions of the Arbitration Act, 1996 and the rules made there under shall be deemed to apply to the arbitration proceedings under this clause. The venue of the arbitration shall be in IIFT, New Delhi.

5. Effect and Jurisdiction: The law applicable to this tender shall be the laws in force in India. The courts in New Delhi, shall have exclusive jurisdiction in all matters arising under and on account of this tender.

6. Bid Security Declaration: As per the Ministry of Finance, Department of Expenditure an amendment to GFR Rule 170 vide Office Memorandum No. F.9/4/2020-PPD dated: 12/11/2020, the bidders are requested to submit a Declaration instead of Earnest Money Deposit. Given at Annexure 1. Bids received without Bid Security Declaration shall stand rejected and thus shall not be considered for evaluation at any stage.

7. Performance Bank Guarantee: The firm will be required to submit performance security equivalent to 3% of the order value with validity beyond 60 days of the Contract Period. On expiry it will be refunded without any interest. The Performance Security may be in the form of DD or Bank Guarantee from a scheduled bank. The BG may be encashed by the Institute in case of services not found satisfactory.

Declaration of Bid Security

I _____ Son/ Daughter/ Wife of _____ on behalf of the _____
(Name of the Company) do hereby declare that if we withdraw or modify our bids for the
EOI during the period of validity, or if we are awarded the contract and we fail to sign the
contract, or to submit a Performance Security before the deadline defined in EOI, we will
be suspended for a period of 01 year from being eligible to submit EOI/ Proposal for
contracts with IIFT.

Name:
Company:
Signature: