

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Staff Selection Commission (NWR)

Kendriya Sadan, Sector-9A,
Chandigarh

NOTICE INVITING TENDER

FOR

“Annual Maintenance Contract for updating & maintenance of Website of Staff Selection Commission (NWR), Chandigarh”

FOR USE IN

Staff Selection Commission (NWR)
Chandigarh

Tender No. D.31015/1/2019

Dated: 17.07.2019

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NOTICE INVITING TENDER

Sealed quotations are invited by Staff Selection Commission (NWR), Chandigarh under Two Bid Systems i.e. Technical Bid and Financial Bid from reputed firms capable of providing services for the Annual Maintenance and updation of the official Website of Staff Selection Commission (NWR), at Chandigarh for a period of two years from the date of contract. The Notice Inviting tender is also available on the Website of Staff Selection Commission (NWR), Chandigarh (<http://www.sscnwr.org>).

The schedule of activity is as follows:

Sl. No.	Activity Description	Time Schedule
1	Time and last date of depositing quotations	30.07.2019, 4:00 PM
2	Date and Time of opening of technical bid	30.07.2019, 4:30 PM
3	Date and Time of opening of financial bid	30.07.2019, 5:00 PM
4	Services to be offered	Annual maintenance & updation of Website
6	Duration of contract	Two years from the date of award of contract which is extendable time to time mutually agreed upon terms & conditions for a period of one year at a time.
7	Amount of EMD to be deposited	Rs. 20,000/-
8	Tender Cost	NIL

Tender document can be obtained from the Website www.sscnwr.org. The demand draft of Earnest money should bear the date after date of NIT.

The interested Firms/ Agencies may submit the tender document complete with all necessary documents along-with Earnest Money Deposit (EMD) of Rs. 20,000/- upto **30.07.2019** by 4:00 PM in the o/o Staff Selection Commission (NWR), Kendriya Sadan, Sector-9A, Chandigarh. No tender shall be entertained after this deadline under any circumstances whatsoever.

SECTION-I

CHECK LIST FOR BIDDERS (QUALIFYING CREITERION)

SL. NO.	Documents	Yes/No/(NA)
i.	EMD DD No. Amt. Date	
ii.	All the Pages of the tender Documents are sealed and signed & properly tagged with all documents	
iii.	Bidder's Profile is filled up (Section-V)	
iv.	Self Attested copy of Registration of the firm is attached	
v.	Self-Attested copy of PAN card.	
vi.	Self-Attested copy of GST Registration certificate.	
vii.	Income tax/ Service Tax returns of the last five financial years are attached	
viii.	Experience certificate(s) of the last five years are attached	
ix.	Declaration towards Non -tampering of tender document (as per Section VII) is attached.	
x.	Certificate on Rs.20/-stamp paper notarized, regarding Blacklisting and Non- Blacklisting of firm/ company/ agency as per Section-VIII is attached.	

SECTION-II

Introduction

Staff Selection Commission recruits Group - C non-technical & Group B non-gazetted personnel for the government of India. Other non-mandated examinations and Proficiency Tests are also conducted by the Commission.

2. **SCOPE OF WORK:-**

Maintenance of Website (24x7 without interruption) like updating, downloading data of various examinations, uploading of Notices, Instructions, Requisitions for vacancies, Syllabus, certificates, Declaration, Admission certificates of candidates as per data of examinations and as per requirement of Staff Selection Commission (NWR), Chandigarh. The detailed scope of work (but not limited to) is given below:

1. Registration of Domain Name in the name of SSC (NWR), Chandigarh. User id and password for the website shall remain with the office of SSC (NWR).
2. Informing Application Status, Roll number, etc. to the candidates of various examinations on the basis of certain validation of data filled by candidates.
3. Facility for downloading e-Admit Cards/ Call letters for exams, PET-ME, Skill Test etc. by the candidates of various examinations on the basis of certain criterion as mentioned above and designing of Software as and when so required by the Commission.
4. Publication/Uploading of results of examinations for recruitment to various Selection Posts including designing of Software as and when so required by the Commission.
5. Renewal of Domain Registration.
6. Publication of schedule of various Examinations/Skill Test/PET-ME etc. those are to be conducted by the Commission.
7. Publication/ uploading of Nomination status of individual candidates (Exam-wise) qualified in written exam/ skill test/ PST-PET/ Medical Examination/ Document Verification.
8. Publication/ Uploading of various important notices related to various examinations.
9. Any official communication in any form is to be uploaded on the website under any particular tab as indicated by the Commission from time to time as required by the Commission.
10. All official communications that would be uploaded on website should invariably come in BULLETIN BOARD and the latest one should always come at the top of the BULLETIN BOARD.

11. Hosting of the official email address of the office along with facility of sending bulk e-mail to the candidates of various examinations as and when required.
12. Maintaining the static pages of the website and updating the pages whenever asked for by the authorized officers/officials of SSC (NWR) and in the manner as prescribed by SSC (NWR).
13. **The dynamic pages related to Roll number information and facility of downloadable admission certificate including publication of results for various Selection Posts is based on databases which may contain approximately 25 lakh records/data in a year having size 50 KB to 70 KB per record.**
14. Adequate measures to block Spams and other malwares have to be taken.
15. Preventive measures against hacking of Website/ server/ e-Mail are to be taken.
16. Periodic Maintenance of Website and backend of Website.
17. Splash designing (Unlimited number).
18. Trouble Shooting as and when required.
19. Always performance optimization.
20. Change of colour scheme as and when required.
21. Embedded security features along with provision of updated antivirus software.

SECTION-III

GENERAL INSTRUCTIONS

1. The tenderer must read carefully all the terms, conditions and specifications before filling up the tender schedule and his quotation.
2. In respect of the matters pertaining to this contract, tenderer shall not directly or indirectly bring or attempt to bring any political or outside influences or intervention through any association, union or organization. All disputes, differences, clarifications etc. Arising out of this contract will be represented by tenderer himself/ herself or by his/ her legal representative at Chandigarh only.
3. The tenderer shall be bound by all terms, conditions and specifications as detailed in this tender document.
4. Any tenderer participating in this tender shall make sure that he will be able to carry out the work in the contract.
5. It is implied that the tenderer has satisfied himself before making the offer. Unexpected difficulties or expenses shall NOT be considered as excuses for difficulties in performing the contract. The rate quoted should take all factors into consideration.
6. The tender schedule shall be read as a whole. The tenderer shall be deemed to have carefully examined all these documents. It is further understood and agreed that the tenderer by careful examination satisfied himself with the terms and conditions of the tender document.
7. Notwithstanding anything else contained to the contrary in this tender Document, the DRD SSC (NWR), reserves the right to cancel/withdraw/ modify fully or partially the 'Invitation to bidders' or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.
8. Proposals shall be submitted in English. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidders. For purposes of interpretation of the Proposal, the English translation shall govern.
9. Please Note that prices should not be indicated in the Eligibility criteria/Technical Proposal but should only be indicated in the commercial Proposal. The bid shall be rejected if found any prices indicated in Eligibility criteria/Technical Proposal.
10. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid
11. Conditional proposals in response to the NIT are liable to be rejected
12. The currency for the financial bid should be Indian Rupees.
13. The prices quoted shall be inclusive of all taxes, levies, duties and statutory payments incident upon the bidder.
14. Any upward revision in the rates quoted by the bidder w.r.t taxes, duties, charges and levies at a later date and during the tenure of the bid will not be allowed.
15. The vendor shall be responsible for the costs towards travel/stay, daily allowance or any other allowances including telephone charges with respect to their staff deployed for the execution of this project before or after the award of the contract.
16. At any time prior to the last date for receipt of bids, SSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the NIT Document by a corrigendum. Any such corrigendum shall be deemed to be incorporated into this NIT. In order to provide prospective bidders reasonable time for taking the corrigendum into account, SSC may, at its discretion, extend the last date for the receipt of Proposals.
17. SSC may terminate the Tender process at any time and without assigning any reason. SSC makes no commitments, express or implied, that this process will result in a

business transaction with anyone.

18. This Tender does not constitute an offer by SSC. The bidder's participation in this process may result in SSC selecting the bidder to engage towards providing services as defined in this document.
19. SSC reserves the right to modify and amend any of the stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments
20. Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.
21. The bidder shall bear all costs associated with the preparation and submission of its Proposal, including site visits, and the SSC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.
22. SSC is not liable for any cost incurred by the bidder in the preparation and production of the Proposal, the preparation or execution of any benchmark demonstrations, simulation or training service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the SSC and may be returned at its sole discretion. The content of each bidder's Proposal will be held in strict confidence during the evaluation process, and details of the Proposals will not be discussed outside the evaluation process.
23. The bidder will not make any reference to the SSC or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the authorized representative of the SSC. The bidder shall not perform any kind of promotion, publicity or advertising etc. At the SSC offices through any kinds of hoardings, banners or the like without the express prior written consent of the same.
24. Bidders shall be entirely responsible for payment of all taxes.
25. Any effort by bidders to influence the officials in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the bidder's Proposal. Queries, requests if any regarding the bid should be forwarded to the NIT issuing authority at the address/e-mail-id specified in this NIT.

26. SUBMISSION OF BIDS

The tenders should be submitted in sealed covers, super-scribed "Annual Maintenance contract for updating & maintenance of Website of Staff Selection Commission (NWR), Chandigarh. The document should be addressed to the Deputy Regional Director (NWR), Staff Selection Commission (NWR), Kendriya Sadan, Sector-9A, Chandigarh and should be dropped in the locked box available in the office.

27. Method of preparation of bid

Bid for each tender should be submitted in two sealed envelopes placed inside a main sealed envelope. The envelopes inside the main envelope should contain the following:

Envelope	Marked on the cover	Contents of Envelope
First	Technical Bid	Should contain EMD and documents as per Section - I & V of this NIT.
Second	Financial Bid	Rates duly quoted by the tender in the prescribed Format in Section-V .

On all these envelopes the name of the firm and whether "Technical" OR "Financial" bid must be clearly mentioned and should be properly sealed. Seal means wax sealed or sealed

with PVC tape/Adhesive tape. The document should not be sealed merely with gum or stapler pin. These envelopes are to be placed inside an outer envelope and properly sealed as mentioned above. The tenders which are not submitted in above mentioned manner shall be summarily rejected.

b) The tenderer will be bound by all terms, conditions & specifications as detailed in the tender documents.

c) Any tender with conditions other than those specified in the tender documents, is liable to be summarily rejected. No modification by the contractor in any of the conditions will be permitted after the tender is opened.

28. **LATE BIDS:**

Tenders will not be received after the specified time of closing of the tender and the same shall be rejected and returned unopened to the bidder. It is the sole responsibility of the tenderer that he/she should ensure timely submission of tender. SSC shall not be responsible for any kind of postal delay in receiving the tender Document and EMD. The SSC may, at its discretion, extend this deadline for any administrative reason.

29. The tenderer shall quote the rate in English only, both in words and figures only in the manner as specified for every mentioned item separately. The bidders shall quote the prices in price bid format only.

30. All corrections, additions and alterations in the entries and tender papers will be signed in full by the tenderer with official seal and date. No errors or overwriting shall be permissible.

31. The tender shall contain the name, address of residence and place of business of tenderer and shall be signed by the tenderer with his usual signature. Partnership firms shall furnish full names and addresses. In case the authorized representative signs it, the "power of Attorney" in original is to be submitted along with all tender documents. In case of the partnership firm, Self-Attested true copy of the partnership deed must be submitted along with the tender.

32. The tenderer shall certify and sign on each and every page of the tender document at the bottom and will also sign wherever required in the tender document as his acceptance of each terms and conditions of the contract.

33. Earnest Money shall be paid in the form of Demand Draft in favour of the Deputy Regional Director, Staff Selection Commission (NWR), payable at Chandigarh as mentioned in the notice inviting tender. **Earnest Money in cash or in the form of cheque or in any other form will not be accepted.**

34. Interest shall NOT be payable on the Earnest Money deposit.

35. The Earnest Money of the successful tenderer will be adjusted towards security deposit. Unsuccessful bidder's EMD (bid security) will be discharged / returned as promptly as possible as but not later than 60 days after the award of the contract to the successful bidder.

36. **REJECTION OF TENDERS**

The authority inviting tenders, at his sole discretion, shall reserve the right to reject or cancel consideration of any or all tenders:

- a) If the requisite Earnest Money Deposit in the manner does not support the tender provided therein.
 - b) If the tender is **not duly signed**, or **not found proper or complete** to the satisfaction of SSC in any of the requisite matters, particular(s) or formalities or for any reason(s) which shall not be disclosed to the tenderer(s).
 - c) If the tenderer seeks changes in terms and conditions, specifications or time limits as envisaged in the contract.
 - c) If tender consists of unwarranted comments, conditions, deviations in specification or any other omissions or commissions compared to documents.
 - d) Without assigning any reason thereof.
37. The tender submitted by tenderer will remain valid for acceptance for a period of 90 (Ninety) days from the date of opening of the tender. Tenderer shall not be entitled during this period of Ninety days, without the consent in writing of SSC to revoke or cancel his tender or to modify his bid submitted or in thereof. The SSC shall communicate the acceptance of tender to the successful tenderer(s). Due to administrative reasons, extension of the time period, if requested by the SSC in writing, the tenderer shall accede to such request for extension and communicate his acceptance to the SSC in writing.
38. Tender will be accepted and Contract will be finalized only with that tenderer, who in the opinion of SSC shall have the capacity and resources to execute the contract assigned in the prescribed time as per the time schedule.

SIGNING OF THE CONTRACT AGREEMENT

39. The acceptance of a tender, subject to contract, will be communicated in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder, should therefore be promptly notified to the SSC.

The successful tenderer shall be required to enter into an Agreement with SSC within 10 (Ten) working days of being called upon on a non-judicial stamp paper of Rs. 100/- (One hundred only) at his/her own cost. Such agreement must conform to all the terms and conditions of NIT and other such condition in the tender offer as may be agreed upon by the DRD (NWR), SSC, CHANDIGARH.

40. The SSC reserves the right to cancel the agreement executed without any compensation whatsoever to the contractor any time before the award of the work. The action of SSC under this clause shall not construe any breach of contract.

FORFEITURE OF EARNEST MONEY

41. In the event of failure of the tenderer to execute the Agreement or failure to remit the required security deposit within seven working days of being called upon to do so, the amount of Earnest Money shall stand forfeited. The acceptance of the tender will be re-considered or revoked or cancelled at the discretion of SSC which will not amount to imposing of penalty.
42. The EMD may be forfeited:
- a. If a bidder withdraws its bid or increases its quoted prices during the period of bid validity or its extended period without the explicit consent of the SSC, if any; or
 - b. During the whole process, if prospective/ successful bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of

evaluation and finalization of offer.

- c. Violates any of such important conditions of this document or indulges in any such activity as would jeopardize the interest of the SSC.
43. The decision of the SSC regarding forfeiture of bid security shall be final & shall not be called upon question under any circumstances
 44. Any clarification on details of the contract can be obtained from Assistant Director, O/o the Regional Director (NWR), Chandigarh before the date specified for opening of the tender.
 45. Any attempt to negotiate directly or indirectly by tenderers with the authority to whom the tender is submitted or with the authority who is competent to accept the tender or endeavors to secure interest for actual or prospective tender or to influence by any means will disqualify the tender and same will be summarily rejected and action to black-list the tenderer will be taken by the competent authority.
 46. SSC (NWR) reserves the right to postpone the date of opening of tender or to cancel the tender notice without assigning any reasons thereof. Any request from tenderers to postpone or to change date of opening of the tender due to any reason, whatsoever, will not be considered.
 47. These instructions to the tenderer shall be deemed to form part of the Agreement/Contract for the work.
 48. The contract will be in force for a period of Two Years, commencing from the date of award of contract which is extendable from time to time, for one-year period at a time, on mutually agreed upon terms & conditions.
 49. In case the date of opening of tender is declared a holiday, the tender will be opened on the next working day.
 50. **SECURITY DEPOSIT**
 - a. Earnest Money of Rs. 20,000/- (Rupees Twenty thousand only) deposited at the time of submission of the tender, will be converted into Security Deposit on the acceptance of the tender.
 - b. The successful tenderer will have to deposit a Performance Security Deposit of Rs.1,00,000/- (Rupees One Lakh only) including EMD of Rs. 20,000/- (Rupees Twenty thousand only) at the time of signing of agreement within 10 working days of the issue of the letter.
 - c. The Performance Security will be furnished in the form of the Demand Draft in favor of Deputy Regional Director (NWR), SSC payable at CHANDIGARH. The Performance Security should remain valid for a period of 90 days beyond the date of completion of all the contractual obligations of the service provider.
 - d. Security Deposit shall not bear any interest for any period whatsoever, and therefore, interest shall not be payable by the SSC on the Security Deposit or on amounts payable to the Contractor under the contract.

51. **OPENING AND EVALUATION OF TENDER**

1. The bidder is at liberty either to be present himself or authorize any one representative (as in Section-VI) to be present in the time of opening of tender on **30.07.2019 at 4:30 PM** and he must produce a proof of identity at that time.
 - a. A duly constituted Tender Opening Committee will open the Technical Bids in the presence of bidders or their authorized representatives who choose to attend, at the specified date and time. The bidder's representatives who are present shall sign on the attendance sheet/register. Authority letter to this effect shall be submitted by the bidders' representative before they are allowed to participate in bid opening.
 - b. The decision of the Tender Opening Committee in the evaluation of responses to the NIT shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee
 - c. Only one representative for any bidder shall be authorized and permitted to attend the "bid opening".
2. Financial bids of only technically qualified bidders, who are short-listed after technical evaluation, will be opened and evaluated by Tender Opening Committee.
3. The decision of the Deputy Regional Director, Staff Selection Commission, NWR on evaluation and selection of bids shall be binding and final.
4. Staff Selection Commission, NWR reserves the right to cancel the tendering process at any stage without assigning any reasons.

52. PAYMENT TERMS

The payment shall be done on quarterly basis after audit of Invoices internally by this office and deduction of any applicable penalties on successful completion of assigned work.

53. TERMINATION OF CONTRACT

SSC, without prejudice to any other remedy for breach of Contract or non-compliance with service levels, by written notice of default sent to the bidder, may terminate the Contract fully or in part:

- If the selected bidder fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the selected bidder fails to perform any other obligation(s) under the Contract as per the contract timeline and for the period of contract, or
- If the bidder/ selected bidder has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

In the event SSC terminates the Contract in whole or in part, it may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the selected bidder shall be liable to SSC for any excess costs for such similar services. However, the bidder may continue performance of the Contract to the extent not terminated. SSC would not be liable to pay any damages to the selected bidder in cases comprising termination for default.

54. CONTRACT AMENDMENT

No variation in or modification of the terms of the Contract shall be made except by

written amendment signed by both the parties.

55. RESOLUTION OF DISPUTES

- A. SSC and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- B. In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with the contract, the same shall be referred to the DRD SSC (NWR) for final decision and the same shall be binding on all parties.
- C. It is an express condition of the agreement that no suit in regard to any matter whatsoever arising out of this agreement shall be instituted, in any Court save a court of competent jurisdiction at Chandigarh (under territorial jurisdiction of High Court of Punjab & Haryana).
- D. The Client may terminate this contract by giving a written notice of termination of minimum 30 days to the bidder, if the bidder fails to comply with any decision which has become final and binding after exhaustion of remedies of appeal and objection reached.
- E. Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under the contract to ensure continuity of operations.

56. INTERPRETATION OF CLAUSES

- ✓ In case of any ambiguity in the interpretation of any of the clauses in the bid document, SSC (NWR)'s interpretation of the clauses shall be final and binding on all parties.

57. LIMITATION OF LIABILITY

- ✓ This refers to the aggregate liability of the Successful bidder to SSC in contract or tort or under statute or otherwise, for any loss or damage suffered by SSC arising from or in connection with the services. However, if the loss or damage is caused, including due to Successful bidder's negligence but not fraud or other deliberate breach of duty, shall be limited to the amount of loss or damage suffered by SSC.

58. APPLICABLE LAW

- ✓ The contract shall be governed by the laws and procedures established by Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

59. EXIT MANAGEMENT

During the exit management period:

- ✓ The bidder will allow SSC or its nominated agencies access to information

reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered;

- ✓ Promptly on reasonable request by SSC or its nominated agencies, the bidder shall provide access to and copies of all information held or controlled by it, which have been prepared or maintained in accordance with the contract. SSC or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The vendor shall permit SSC or its nominated agencies and/or any Replacement vendor to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the vendor and to assist appropriate knowledge transfer.
- ✓ Before the expiry of the exit management period, the bidder shall deliver to SSC or its nominated agencies all new or up-dated materials from the categories set out in point (A) above, and shall not retain any copies thereof, except that the Vendor shall be permitted to retain one copy of such materials for archival purposes only.
- ✓ The bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by SSC, out of office premises without prior written permission from SSC.

60. CONFIDENTIALITY

Neither party will disclose to any third party without the prior written consent of the other party any information which is received from the other party for the purposes of providing or receiving services which if disclosed in tangible form is marked confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. The data and details of candidates is confidential and to be kept strictly confidential by Service Provider.

61. RESPONSIBILITY FOR SAFE CUSTODY AND INTEGRITY OF DATA

- A. The bidder shall not, without prior written consent from SSC (NWR), disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of SSC in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- B. The bidder shall not, without prior written consent of SSC (NWR), make use of any data, document or information made available for processing/ uploading, except for purposes of performing the Contract.
- C. All project related documents issued by SSC, other than the Contract itself, shall remain the property of SSC and shall be returned (in all copies) to SSC on completion of the bidder's performance under the Contract if so required by SSC.

TERMS AND CONDITIONS

Description of the website:

The website of Staff Selection Commission, NWR is www.sscnwr.org. The website contains the following static information:

- i) Organizational chart
- ii) Requisition for vacancies
- iii) Syllabus
- iv) Tenders/Quotations
- v) Certificates/Declarations
- vi) Right to Information Act
- vii) Public Grievances
- viii) Hindi content

Apart from the above static information the Website provides several web based services to the candidates of various examinations conducted by the Commission as stipulated under the Scope of Work. Accordingly, the following terms and conditions would have to be adhered to by the bidder:

1. The agency to which the contract will be awarded will be bound to provide all the relevant documents in connection with the website of this office viz. www.sscnwr.org along with all credentials and applications/coding for construction/re-designing of the website of SSC(NWR) to the designated officer(s) of SSC (NWR) who are to be authorized by the Commission.
2. The agency to which the contract will be awarded shall be responsible for the maintenance and updating of website. Daily maintenance would include adding new modules, features/links as and when required, integrating other services, uploading data of various examinations, Tentative Programmes, Notices, Instructions, Requisitions for vacancies, Syllabus, certificate, Declaration.
3. To arrange adequate hardware and software requirements/ licenses to run the SSC (NWR) website efficiently and effectively. Vendor should have its own in-house Physical server. The bidders must be in possession of backup server for any contingency.
4. The bidder must have experience for maintenance of at least two websites for last five years for similar nature of work related to conduct of recruitment examinations including uploading /downloading of at least 5 lakh candidates in a year. Certificate should be enclosed.
5. Minimum Average Annual Turnover for the last five financial years should be Rs. 15 Lakhs per year.
6. The agency should have knowledge of GIGW compliance guidelines for management of website, as per extant guidelines and instruction of the government.
7. The schedule down time of server should not be during any working day or in day time and approval for down time will be given by SSC (NWR).

8. Admission certificates of candidates are to be uploaded and downloaded and provisioning of additional server space as per data of examinations and as per requirement of Staff Selection Commission (NWR), Chandigarh.
9. The agency will maintain the website and incorporate mandatory elements as required by the guidelines for Indian Government Website. If necessary, the agency will also be required to redesign the website in accordance with the mandatory requirements of the guidelines or the needs of the Staff Selection Commission (NWR), Chandigarh.
10. Any other work not specified above but required for website will be done by the agency.
11. Information/ notice/ admit cards etc. has to be uploaded on the web-site frequently, at anytime of the day or night and at eleventh hour. To cater to such type of requirement. The agency has to provide email and telephone/mobile numbers which should be attended to round the clock and in case of any such instructions by the commission the agency has to immediately act as per the instructions. Any laxity on the part of the agency will be treated as lapse for which decision of Deputy Regional Director (NWR) will be final and binding on the bidder.
12. The agency shall have to provide hosting facility, technical support, and security from hacking etc. which are vital for the proper and unobstructed running of the website. The hosting of website must be done on a fully secured server as per the guidelines for Indian government Websites.
13. The agency shall have to provide Security from Virus & Hacking of the Website. In case of Virus & Hacking attack, the agency shall have to recreate/ restore the website as per the requirement of Staff Selection Commission (NWR), Chandigarh.
14. The agency should be able to upload data/ instruction/ important notices/ Admission certificates etc. Within the time limit and direction of Staff Selection Commission (NWR), Chandigarh.
15. The data and information exchanged between the SSC and the agency to which the contract will be awarded should be treated as of strictly confidential nature and cannot be publicized or shared with any third party, except with the written permission of the SSC. The Agency shall be responsible for taking due care in protecting the data of candidates from unauthorized person, bodies, etc.
16. It shall be the responsibility of the agency to provide uninterrupted service of the website.
17. The terms and conditions or items/ activities required to be carried out may be modified depending upon the circumstances/ technology/ change requirements as per mutual consent and prevailing market rates.
18. **PENALTY:**
In case of unsatisfactory performance or any deviation from maintaining the priority of work, Staff Selection Commission (NWR), Chandigarh may levy a penalty at the following rate from any bill: -

Description	Rate of Penalty
1 st lapse/default	5% of quarterly bill amount
2 nd lapse/default	10% of quarterly bill amount
3 rd lapse/default	15% of quarterly bill amount
More than 3 rd lapse/default	20% of quarterly bill amount

Staff Selection Commission will have the right to withhold payment of AMC or terminate the AMC at any time if the service of the agency is not found satisfactory. The decision of the competent authority, SSC in this regard, will be final and binding. In case of any major break down in any website(s), the agency shall have to rectify the problems within 12 hours. If the agency is not able to rectify the problem, the deduction will be made from the monthly bill asunder: -

Time schedule	Rate of Penalty
From 6 hours to 12 hours	5% of quarterly bill amount
From 12 hours to 18 hours	10% of quarterly bill amount
From 18 hours to 24 hours	15% of quarterly bill amount

If the breakdown of website(s) lasts for more than 24 hours, SSC reserves the right to terminate the contract suo moto with forfeiture of security deposit in addition to normal penalty and transfer the work maintenance to any other agency as deemed fit.

SECTION-V

TENDER FORM

(Technical Bid/Eligibility Conditions)

NOTE: Read the instructions/terms & conditions carefully before filling the form.

1. Particulars of Tender :

- i. Name of the Firm: _____
- ii. Year of Establishment: _____
- iii. Type of firm (Proprietary/Private/Public/Govt.): _____
- iv. Office Address with Tel. No. & Email id: _____
- v. Name(s) of the Proprietor/Partner(s): _____
- vi. Details of premises :Owned/Rented: _____

2. Past experience (Last five years)

S.No.	Name of Organization	Volume of work handled	Period	Remarks

3. Whether the firm has ever been debarred: _____

Black listed by any Organization?
(if 'Yes' the details and reasons thereof) _____

4. GST Registration number : _____

5. Annual Turnover for the last five years:

S.No.	Year	Date from	Date to	Amount

6. EMD Amount: _____

SIGNATURE OF THE TENDERER
WITH OFFICIAL SEAL & COMPLETE ADDRESS

TEL NO. _____ MOBILE NO.: _____

FAX NO. _____ PAN NO.: _____

DATE: __/__/2019

PLACE:

ENCL:

1. Copies of work orders showing adequate experience.
2. Copy of declaration of not having been blacklisted/debarred/etc.

TENDER FORM

(Financial Bid)

Rate Schedule

S.No.	Job-Description	Unit Price (Rs.)
i.	1 GB Web space (Linux) with My SQL Support, PHP Support, ODBC Support, DSN Support Excel, Access Database Support, Cold Fusion Support for one year	
ii.	Domain Registration for one year	
iii.	Monthly charges for servicing and updating of website (per month) including re-designing of website, modification of data and uploading of all kinds of file. This shall include sending of emails, as and when required, to candidates.	
iv.	Rate of bandwidth consumed per 1 GB per month	
v.	Rate for per examination according to features uploading and downloading of Admission Certificate with Scanned photograph and signature	
vi.	Additional Server Space per 1 GB per 15 days	

Note: GST will be paid separately as applicable from time to time.

The terms and conditions appended with the tender form are acceptable to me/us. I/we submit my/our rates exclusive of taxes as applicable.

SIGNATURE OF THE TENDERER
WITH OFFICIAL SEAL & COMPLETE ADDRESS

TEL NO. _____ MOBILE NO.: _____
FAX NO. _____ PAN NO.: _____
DATE: __/__/2019
PLACE:

SECTION-VI

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

(Must be submitted to on or before date of bid opening)

To,

The Deputy Regional Director,
Staff Selection Commission (NWR),
Kendriya Sadan, Sector-9A,
Chandigarh.

Sub: Authorization for attending bid opening on ____ (date) in the Tender of ____

Following person is authorized to attend the bid opening for the tender mentioned above on behalf of ____ (bidder).

Name of the Representative

Specimen sign

1. _____

Signature of the bidder

(Maximum one representative will be permitted to attend the bid opening)

SECTION-VII

DECLARATION FOR NON-TAMPERING OF TENDER DOCUMENT

I/ We/Proprietor/ partner(s)/Director(s) of M/s _____ hereby declare that I/ we have not tampered the tender document issued vide TENDER NO. _____ dated: _____, which is downloaded from the website www.sscnwr.org or from the O/o the Staff Selection Commission (NWR), Chandigarh.

Signature.....

Name.....

Name& address of the firm:.....

SECTION-VIII

**DECLARATION REGARDING BLACKLISTING/ NON-BLACKLISTING FROM TAKING PART
IN GOVT. TENDER BY SSC/GOVT. DEPT**

(To be executed on Rs.20/- Stamp Paper & attested by Public Notary/ Executive Magistrate by the bidder)

I/We Proprietor/Partner(s)/Director(s) of M/S..... hereby declare that the firm/company namely M/S..... has not been blacklisted or debarred in the past by SSC or any other Government organization from taking part in Government tenders.

Or

I/We Proprietor/Partner(s)/Director(s) of M/S..... hereby declare that the firm/company namely M/S..... was blacklisted or debarred by SSC or any other Government Department from taking part in Government tenders for a period of..... Years w.e.f..... The period is over on..... and now the firm/company is entitled to take part in Government tenders.

In case the above information is found false, I/We are fully aware that the tender/ contract will be rejected/cancelled by the O/o the Deputy Regional Director(NWR), Staff Selection Commission, Chandigarh and EMD/SD shall be forfeited. In addition to the above, the Deputy Regional Director (NWR), Staff Selection Commission, Chandigarh will not be responsible to pay the bills for any completed/partially completed work.

Signature.

Date:

Name-.....

Capacity in which as signed-.....

Name & address of the firm:-

.....