



## **Tamil Nadu Public Service Commission**

### **Tender No. 634/2022, Dated 30.09.2022**

#### **Limited Tender for Annual Maintenance of the Commission's Website and other connected activities**

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##### Time Schedule

Date of Tender Notice	30.09.2022
Clarification on the Tender Notice	@ 03:00 PM on 10.10.2022
Last Date for submission of Tender	@ 03:00 PM on 14.10.2022
Date of opening of Commercial Bids	@ 04:00 PM on 14.10.2022
Declaration of Qualified Bidder	15.10.2022

#### **Notice Inviting Tender**

Sealed Tenders in the prescribed format containing Technical Bid and Financial Bid are invited from reputed Firms for Annual Maintenance of the Commission's Website (**[www.tnpsc.gov.in](http://www.tnpsc.gov.in)**) and other connected activities as detailed in the Scope of the tender.

## **I. Scope of work**

- 1) The agency to which the contract will be awarded, shall be responsible for day-to-day maintaining and updating the contents in both English and Tamil versions of the Commission's website (viz. [www.tnpsc.gov.in](http://www.tnpsc.gov.in)). Daily maintenance would include adding features/links and Changes to web structure, design, navigation or functionality as and when required, uploading/updating the contents of all the pages of the website on timely basis and modifying the existing web pages so as to give a new facelift to the website as and when instructed, in coordination with the Nodal Officer concerned.
- 2) Developing API (Application Programming Interface) to communicate with Integrated Mobile application and share the data / functionality through a documented interface with proper authentication and transaction log.
- 3) All the static HTML web pages (roughly around 200 at present) have to be converted to dynamic web pages under Content Management System so as to enable the hosting by the staff of the Commission.
- 4) The maintenance of APP and DB servers of the website located at TNSDC, Chennai and TNDRC, Trichy including automated Mirroring of contents from servers at TNSDC, Chennai to TNDRC, Trichy from time to time.
- 5) Provision to create new menus and sub menus as per requirement by the Admin dynamically.
- 6) Developing provision to send Auto reminder/ Scheduler through website whenever and wherever required.

- 7) Developing provision to host the details of notification like Qualification(s), Service Rules, Scheme of Examination etc., with Web API and Token authentication return as JSON.
- 8) Developing option to test host the contents before publishing in the Commission's website.
- 9) Create new dynamic web pages according to future requirements and carry out the changes/updates as decided by the Commission.
- 10) Create/Integrate verified social media accounts in all the web pages.
- 11) Any other work not specified in the activities above, but required for maintenance of website shall also be done.

## **II. Terms and Conditions**

- 1) The Agency will be required to maintain the content management tool to make the website dynamic and interactive.
- 2) The agency will be required to find all the error regarding the websites and their removal.
- 3) The agency will be required to find all non-operative functions of website and make them operative.
- 4) The agency will maintain the website and incorporate mandatory elements as required by the Guidelines for Indian Government Websites (**GIGW**). If necessary, the agency will also be required to redesign the website in accordance with the mandatory requirements of such guidelines or the needs of TNPSC.
- 5) The agency shall undertake Security audit for the website, in case of any fresh module is introduced or, as and when necessary from TNEGA empanelled agencies/auditors.
- 6) The agency shall ensure that necessary certification is obtained from the concerned agencies nominated by the Government of

Tamil Nadu / Government of India for incorporating the mandatory provisions as per GIGW or for undertaking the Security audit from time to time.

- 7) Any other work not specified above but required for maintenance of website will be done by the agency.
- 8) A copy of CD/DVD under intimation to the Commission containing the backend software/source code shall be made available to TNPSC on installation and after every stage affecting the source code.
- 9) The agency shall have to provide security from virus/ vulnerable attacks and hacking of the websites. In case of Virus or Hacking or vulnerable attack, the agency shall have to re-create/restore the websites as per the requirements of TNPSC.
- 10) The agency shall ensure automated, periodical backup of data is done in the servers located at TNDRC, Trichy using mirroring concept.
- 11) The agency shall take instantaneous steps to resolve the issues/ vulnerabilities/ alerts, if any, pointed out by the CSA-TN/ CERT-TN/ CERT-IN or any other agency nominated by the Government.
- 12) The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by TNPSC. It shall ensure that there is no transmission of content in any form to any individual or institution outside the purview of website maintenance.
- 13) Till all the static web pages of the Commission's website are converted to dynamic web pages, the agency shall have to update the content/text/images/video clips or any other changes in static web pages as and when required. Updates to content of the web pages will be informed by TNPSC via email which shall be executed immediately as specifically required.

- 14) One manpower resource shall be made available to attend to the work specified herein. The availability of said manpower resource shall be ensured for all seven days of the week including Government holidays. The resource shall be made available in the Commission's office on all working days during the official working hours. One more additional manpower resource shall also be provided whenever required (i.e.) in case of a situation where the existing resource is unable to attend to the work or when the existing resource requires any additional support. The manpower resources shall attend to the work specified herein at any time either within official working hours or beyond that without any excuse.
- 15) The agency has to monitor the website and ensure its availability 24\*7 in co-ordination with the Network Team at TNSDC, Chennai.
- 16) The agency shall have to provide the training to the Commission's staff regarding content management tool to host any content in the website.
- 17) The agency shall provide full support as mentioned in the scope even after the conclusion of AMC till a vendor is finalized by the Commission to carry out the AMC for further period and the agency shall also provide full co-operation for transfer of knowledge, data, credentials etc., to the vendor finalized for further AMC.

### **III. Eligibility**

- 1) The bidder should be a company registered under the Indian Companies Act 1956/2013 or firm.
- 2) Joint Ventures & Consortiums are not allowed to participate in the bid.
- 3) The bidder must have completed at least 5 years of operation in the field of website / software development.

- 4) The bidder must have a valid website.
- 5) The bidder should have an established set up in Tamil Nadu and Development / Support Center in Chennai.
- 6) The bidder should have experience of website development in Central or State Government departments or reputed private companies.
- 7) Should have valid PAN number and GST Numbers for their firms

#### **IV. Other Conditions**

- 1) Successful vendor shall accept the work order within 2 days of receipt of work order. Otherwise, the EMD will be forfeited.
- 2) Any additional development as required and informed by TNPSC shall be completed within stipulated time.
- 3) Only those firms which in their individual capacity, satisfy the eligibility criteria need to quote for this tender and the bids submitted by the bidders who do not fulfill the eligibility criteria will be summarily rejected.
- 4) The bidder should have required infrastructure and manpower.
- 5) Incomplete Tenders are liable to be rejected.
- 6) The agency shall engage Professional personnel with necessary experience for the development of the web pages and maintenance of the website.
- 7) TNPSC will award the contract to the Tenderer whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Tenderer is determined to be competent to execute the job satisfactorily. TNPSC shall however not bind itself to accept the lowest or any Tender, wholly or in part.

- 8) TNPSC, reserves the right to accept or reject any Tender, and to annul the Tender process and to reject all bids at any time prior to award of the contract, without thereby incurring any liability to the affected Tenderer or Tenderers on the grounds of its action. The decision of TNPSC in this regard would be final and binding.
- 9) Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
- 10) Corrupt or Fraudulent Practices: Bidders shall observe the highest standard of ethics during the execution of such contracts. TNPSC reserves the right to reject a proposal if it is found that the Bidder recommended for award has engaged in corrupt or fraudulent practice(s) while competing for the contract in question.
- 11) The company should not have been blacklisted by any State Government / Central Government Department / PSU for any reason.
- 12) Taxes as applicable shall be deducted at source.
- 13) The bidder should enclose copies of documents substantiating their claim in this tender document, failing which the tender will be rejected without any further information.
- 14) Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
- 15) AMC is initially for a period of two years and based on the performance of the vendor, the contract period may be extended for a further period of one year subject to the decision of the TNPSC.
- 16) The rate in the Financial Bid shall be quoted in respect of all activities (mentioned in the Scope) taken as a whole and not for each activity / component separately. The rate quoted in the Financial Bid shall be only for one year. Further, no escalation in the rate quoted shall be allowed during the contract period (Two years) or during the period of extension, if any.

- 17) Further, the Company shall continue the work for a specific period as required by the TNPSC, till the engagement of the next vendor after completion of the contract period.
- 18) No other amount shall be claimed other than that mentioned in the Price Bid for the work.

## **V. Submission of Bids**

**Cover-I** : The Technical Bid should contain the signed Tender Document and Annexure-I (duly filled in and signed) along with the copies of documentary evidence substantiating the claims in respect of each and every item mentioned in the Annexure-I.

**Cover-II** : The Financial Bid should contain only Price Bid as in Annexure-II.

Note:- The above said two covers containing Technical Bid and Financial Bid shall be sealed and kept in a single outer cover. This outer cover shall be sealed and addressed to the Secretary, Tamil Nadu Public Service Commission, Chennai-3 along with the superscription "Sealed Tenders for Annual Maintenance of the Commission's Website and other connected activities" as detailed in this Tender document.

## **VI. Evaluation of Bids**

### **Financial Evaluation and Comparison of Bids**

Financial bid will be opened on the date and time mentioned in this tender document at the office of TNPSC. The Bidder with the lowest rate would be awarded with the contract, subject to the fulfillment of tender conditions given in this tender document.

## **VII. Validity of Bids:**

The bids submitted for this tender shall be valid for 6 months from the date of submission of tender.



## **VIII. EARNEST MONEY DEPOSIT (EMD):**

- 1) The bidder should enclose the bid security (EMD) of Rs.25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft obtained in favour of the Secretary, Tamil Nadu Public Service Commission, Chennai.
- 2) EMD of the successful bidder will be adjusted in the Security Deposit.
- 3) The Earnest Money will be forfeited on account of one or more of the following reasons: -
  - i. Bidder withdraws its Bid during the validity period specified in Tender Document.
  - ii. In case of a successful bidder, the said bidder fails to sign the Agreement in time.
- 4) EMD of all unsuccessful bidders would be released by TNPSC within one month of the bidder being notified as being unsuccessful.
- 5) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

## **IX. Right to Terminate the Process**

TNPSC reserves the right to annul the Tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

## **X. Clarifications and amendments of Tender Document**

1. During the process of evaluation of Bids, TNPSC may, at its discretion, ask Bidders for clarifications on their bid. The Bidders are required to respond within the prescribed time frame for any such clarification. In case of non-compliance, their bids will be disqualified and rejected without further notice.

2. TNPSC may for any reason, modify the Tender Document from time to time. The amendment(s) to the Tender Document, if any, would be clearly spelt out hosted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

## **XI. Late Bids**

Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and shall be returned unopened. TNPSC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

### **Note:-**

Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through e-mail / fax / telephone / meeting or any other mode of communication. Such information has to be supplied within the set out time frame as provided by Evaluation Committee, otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the bid is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the Committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the Committee. The bidders shall also assist the Committee in getting relevant information from the bidders' references.

## **XII. Notification of Award of Contract**

TNPSC will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of the contract.

### **XIII. Signing of Contract**

After TNPSC notifies the successful bidder that its proposal has been accepted, the successful bidder shall sign the Contract within 10 working days. After signing of the Contract, no variation in or modification of the terms of the Contract shall be made.

### **XIV. Payment**

Payment shall be made on quarterly basis for 25% of the amount mentioned in the Financial Bid. The first payment of 25% of the bid amount shall be made after 3 months within which the activities mentioned in the scope shall be completed by the bidder. The second and third installment of 25% each shall be released after 6 and 9 months respectively. The last 25% will be released only after 12 months and after necessary training is imparted to the staff of TNPSC.

### **XV. Penalty**

1) If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subject to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.

2) If the delay or non-performance adversely affects the TNPSC in any manner, the security deposit will be forfeited and other legal action would be initiated as per terms and conditions of contract. The TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Selected Bidder.

Secretary

Tamil Nadu Public Service Commission

Chennai-600 003.

## **Annexure-I**

<b>Technical Bid/Eligibility Criteria (Check List)</b>			
<b>Sl. No.</b>	<b>Eligibility Condition</b>	<b>Yes / No (If No, Specify Reason)</b>	<b>Remarks/ Page Reference</b>
1	Is the firm/Company registered in India		
2	Whether the Bidder has completed at least 5 years of operation in the field of Website/software development?		
3	Whether the Service Provider has a valid website? If so, mention the URL		
4	Whether the Service Provider have registered Office / Operating Branch at Chennai		
5	Annual Turn Over of the company for the past 3 years; 2019-2020 2020-2021 2021-2022		
6	Whether the Service Provider has rendered service for atleast 5 years in Govt. Sector or similar work in reputed firms?		
7	No. of Similar Projects done (Details of projects have to be furnished)		
8	Do you have valid GST Registration No.?		
9	Do you have valid PAN / IT Number?		
10	Have you enrolled the employees in ESI/EPF?		
11	Is your firm certified; Specified the ISO category		
12	Do you have infrastructure in Chennai and Tiruchirappalli Districts of Tamil Nadu		
13	Have you ever been black-listed by any Government Organization / Department / PSU any other agency on the day of bidding		
14	Has a FIR been registered against your firm or the employee of the Firm for having involved in any malpractice?		

15	Is a court case pending against your firm / employee of the firm for having involved in any malpractice?		
16	Have you ever been imposed with any penalty for non-adherence of the tender conditions or fault / delay in execution of work?		
17	Have you enclosed all supporting document for your claims and eligibilities?		
18	Have you enclosed DD for EMD (DD.No. & Dated for the Amount of Rs.25,000/-)		
19	Have you submitted the financial bid in a separate cover (Cover-II)		
20	Are all pages of the tender documents signed by the authorized signatory?		
21	Any other Information/Details		

**Note :**

- i. Copies of documentary evidence have to be enclosed substantiating the claims in respect of each and every item mentioned in this Annexure.
- ii. If the answer for any of the questions in the above table (except Sl.Nos.13 to 16) is No, specific reasons have to be furnished by the bidder.

**Signature of the Bidder with seal :**

## Annexure – II

### Financial Bid

**[On the Letter head of Bidder and should be separately sealed as per instruction]**

Reference No. :

Date:

FILE No. :

To

The Secretary,  
Tamil Nadu Public Service Commission,  
TNPSC Road,  
Chennai – 600 003.

Sir,

I / We hereby submit our price bid for the Annual Maintenance Contract as indicated in the Tender No.634/2022, Dated 30.09.2022. The amount quoted for **one year** is as follows:

Item of Work	Rate in INR (Exclusive of the taxes applicable)	Rate in Words
<b>Scope of Work</b>		
1) The agency to which the contract will be awarded, shall be responsible for day-to-day maintaining and updating the contents in both English and Tamil versions of the Commission's website (viz. <a href="http://www.tnpsc.gov.in">www.tnpsc.gov.in</a> ). Daily maintenance would include adding features/links and Changes to web structure, design, navigation or functionality as and when required, uploading/updating the contents of all the pages of the website on timely basis and modifying the existing web pages so as to give a new facelift to the website as and when instructed, in coordination with the Nodal Officer concerned.		
2) Developing API (Application Programming Interface) to communicate with Integrated Mobile application and share the data / functionality through a documented interface with proper authentication and transaction log.		
3) All the static HTML web pages (roughly around 200 at present) have to be converted to dynamic web pages under Content Management System so as to enable the hosting by the staff of the Commission.		

<p>4) The maintenance of APP and DB servers of the website located at TNSDC, Chennai and TNDRC, Trichy including automated Mirroring of contents from servers at TNSDC, Chennai to TNDRC, Trichy from time to time.</p> <p>5) Provision to create new menus and sub menus as per requirement by the Admin dynamically.</p> <p>6) Developing provision to send Auto reminder/ Scheduler through website whenever and wherever required.</p> <p>7) Developing provision to host the details of notification like Qualification(s), Service Rules, Scheme of Examination etc., with Web API and Token authentication return as JSON.</p> <p>8) Developing option to test host the contents before publishing in the Commission's website.</p> <p>9) Create new dynamic web pages according to future requirements and carry out the changes/updates as decided by the Commission.</p> <p>10) Create/Integrate verified social media accounts in all the web pages.</p> <p>11) Any other work not specified in the activities above, but required for maintenance of website shall also be done.</p>		
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**Note :-**

The rate in this financial bid shall be quoted in respect of all the activities taken as a whole.

The rate shall be exclusive of the Taxes applicable. The Taxes Applicable are as follows:-

S. No	Name of the TAX	% applicable
1.	CGST	
2.	SGST	
3.	..... Specify	