



# **Tamil Nadu Public Service Commission**

## **Tender No.607, Dated: 25.02.2022**

### **Limited Tender for Annual Maintenance of the Commission's Website and to develop additional features**

#### Contents

1. Notice of Inviting Limited Tender and Terms and Conditions.

2. Format for Bidder Details (Annexure-I)

Date of Tender Notice	25.02.2022
Clarification on the Tender Notice	09.03.2022 at 5.00 PM
Last Date for submission of Tender	16.03.2022 at 3:00 PM
Date of opening of Commercial Bids	16.03.2022 at 4.00 PM
Declaration of Qualified Bidder	17.03.2022 at 5.00 PM

### **Notice Inviting Tender**

Sealed Tenders in the prescribed format containing 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 to develop additional features in the Website as detailed in the Scope of the tender.

Secretary

Tamil Nadu Public Service Commission

## **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 website. 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. The following additional requirement are to be developed along with AMC
  - i) Development and Deployment of **Mobile Application** reflecting the contents of the Commission's website in a phased manner based on the requirements furnished by the Nodal Officer concerned from time to time.
  - ii) All the HTML web pages (roughly around 200 at present) have to be converted to dynamic web pages.
  - iii) The maintenance of APP and DB servers of the website located at Tamil Nadu State Data Centre (TNSDC), Chennai and Regional Data Centre (RDC),Trichy. Mirroring of contents from servers at TNSDC, Chennai to RDC,Trichy from time to time.
  - iv) Developing provision to host tentative answer keys relating to Departmental Examination in **dynamic** mode.
  - v) A new submenu and dynamic web page to be created to host the details of Grievance Redressal Officer and provision to update the contents dynamically.
  - vi) Provision to create new menus and sub menus as per requirement by the Admin dynamically.
  - vii) Developing provision to send Auto reminder/ Scheduler (SMS Package) through website whenever and wherever required.
  - viii) 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.
  - ix) Developing option to test host the contents before publishing in the Commission's website.
  - x) Carry out the changes/updates required as and when decided by the Commission.
  - xi) Create new dynamic web pages according to any future requirements as decided by the Commission.

- xii) Create/Integrate verified social media accounts in all the web pages.
- xiii) One manpower resource shall be made available to attend to the work specified herein. One more additional manpower resource may also be provided whenever required (i.e.) in case of a situation where the existing resource is unable to attend to the work or requires any additional support.
- xiv) The availability of manpower resource shall be ensured for all seven days of the week including Government holidays.
- xv) One manpower shall be made available in the Commission's office on all working days during the official working hours.**
- xvi) The manpower resources shall attend to the work specified herein at any time in either within official working hours or beyond that without any excuse.
- xvii) Any other work not specified in the activities above, but required for website shall also be done.

### **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. 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) Any other work not specified above but required for website will be done by the agency
- 6) 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.
- 7) The agency shall undertake Security audit for the website, in case of any fresh module as and when necessary from TNEGA empanelled agencies/auditors.
- 8) 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.

- 9) The agency shall take instantaneous steps to resolve the issues/ vulnerabilities/ alerts, if any, pointed out by the CSA-TN/ CERT-TN/ CERT-IN.
- 10) The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by TNPSC. It shall ensure there is no transmission of content in any form to any individual or institution outside the purview of website maintenance.
- 11) The agency shall have to update content text changes to static web pages, images and video clips. Updates to content of the web pages will be supplied by TNPSC via email and executed as specifically required by TNPSC.
- 12) The agency has to monitor the website and ensure its availability 24\*7 in co-ordination with the Network Team at TNSDC, Chennai.**
- 13) The agency shall have to provide the training to the Commission's staff regarding content management tool to host any content in the website.

#### **I. 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

#### **II. 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. The agency will be required to maintain the content management tool to make the website dynamic and interactive.

3. The agency will be required to find all the errors in the website and rectify them.
4. The agency will be required to find all non-operative functions of the website and make them operational.
5. The agency will maintain the website and incorporate mandatory elements as required by the Guidelines for Indian Government Websites. 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.
6. A copy of DVD containing the backend software/source code shall be made available to TNPSC on installation and after every stage affecting the source code.
7. The agency shall undertake Security audit for the website, in case of any fresh module is added or as and when necessary, from TNEGA empanelled agencies/auditors.
8. The agency shall have to provide security from Virus attacks and Hacking of the Websites. In case of Virus or Hacking attack, the agency shall have to re-create/restore the websites as per the requirements of TNPSC.
9. The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by TNPSC. It shall ensure there is no transmission of content in any form to any person outside the office.
10. The agency shall have to update content text changes to static web pages, images and video clips. Updates to content of the web pages will be supplied by TNPSC via email and executed as specified by TNPSC.
11. The agency shall have to provide 24X7 monitoring of the websites availability.
12. The agency shall have to provide the training to the Commission's staff regarding content management tool to host any content in the website.
- 13. Any other work essentially required for website shall be done by the agency under intimation to TNPSC.**
14. The additional development shall be completed within stipulated time.

15. 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.
16. The bidder should have required infrastructure and manpower.
17. Sufficient man power shall be deployed in this project and atleast one / two developers shall be deputed and made available in the office of TNPSC till the completion of project/contract.
18. Incomplete Tenders are liable to be rejected.
19. The agency shall engage Professional personnel with necessary experience for the development of the web pages and maintenance of the website.
20. 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.
21. 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.
22. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
23. 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.
24. The company should not have been blacklisted any State/Government/ Central Government Department /PSU for any reason.

25. Income Tax as applicable shall be deducted at source.
26. The bidder should enclose copies of documents substantiating their claim in this tender. Failing which the tender will be rejected without any further information.
27. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.

### **III. Submission of Bids:**

The Financial Bid should contain only Price Bid as in Annexure-I.

### **IV. Evaluation of Bids:**

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

Financial bid will be opened on the date and time mentioned in the fact sheet 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 documents.

### **V. Validity of Bids:**

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

### **VI. 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; or furnish Performance Bank Guarantee.

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.

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

TNPSC reserves the right to annul the Tender Document 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.

## **VIII. 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 posted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

## **IX. Late Bids**

1. 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:-**

i. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through email /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.

**X. 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 after submission of performance bank guarantee by the successful bidder.

**XI. Signing of Contract**

After TNPSC notifies the successful bidder that its proposal has been accepted, the successful bidder shall sign the Contract within 16 working days. After signing of the Contract, no variation in or modification of the terms of the Contract shall be made.

**XII. Payment:**

75% Payment will be made to the bidder after success full completion of the projects. Balance 25 % shall be made after completion of full-fledged training to the Staff of the Commission.

### **XIII. 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.

**Annexure - I**  
**Financial Bid**

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

Reference No. :  
FILE NO. :

Date:

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

Sir,

I/ We hereby submit our price bid for the Activities and Annual Maintenance Contract as indicated in the Tender document

Item of Work	Rate in INR	Rate in Words
<p>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 website. 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 <b>new facelift</b> to the website as and when instructed in coordination with the Nodal Officer concerned.</p> <p>2. The following additional requirement are to be developed along with AMC</p> <p>1) Development and Deployment of <b>Mobile Application</b> reflecting the contents of the Commission's website in a phased manner based on the requirements furnished by the Nodal Officer concerned from time to time.</p> <p>2) All the HTML web pages (roughly around 200 at present) have to be converted to dynamic web pages.</p> <p>3) The maintenance of APP and DB servers of the website located at Tamil Nadu State Data Centre (TNSDC), Chennai and Regional Data Centre (RDC),Trichy. Mirroring of contents from servers at TNSDC, Chennai to RDC,Trichy from time to time.</p> <p>4) Developing provision to host tentative answer keys relating to Departmental Examination in <b>dynamic</b> mode.</p> <p>5) A new submenu and dynamic web page to be created to host the details of Grievance Redressal Officer and provision to update the contents dynamically.</p>		

<p>6) Provision to create new menus and sub menus as per requirement by the Admin dynamically.</p> <p>7) Developing provision to send Auto reminder/ Scheduler (SMS Package) through website whenever and wherever required.</p> <p>8) 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>9) Developing option to test host the contents before publishing in the Commission's website.</p> <p>10) Carry out the changes/updates required as and when decided by the Commission.</p> <p>11) Create new dynamic web pages according to any future requirements as decided by the Commission.</p> <p>12) Create/Integrate verified social media accounts in all the web pages.</p> <p>13) One manpower resource shall be made available to attend to the work specified herein. One more additional manpower resource may also be provided whenever required (i.e.) in case of a situation where the existing resource is unable to attend to the work or requires any additional support.</p> <p>14) The availability of manpower resource shall be ensured for all seven days of the week including Government holidays.</p> <p><b>15) One manpower shall be made available in the Commission's office on all working days during the official working hours.</b></p> <p>16) The manpower resources shall attend to the work specified herein at any time in either within official working hours or beyond that without any excuse.</p> <p>17) Any other work not specified in the activities above, but required for website shall also be done.</p>		
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*Note: Any other work not specified in the activities above, but required for website shall also be done.*

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

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