



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5732774
Dated/दिनांक : 24-12-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	14-01-2025 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	14-01-2025 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Science And Technology
Department Name/विभाग का नाम	Department Of Scientific And Industrial Research (dsir)
Organisation Name/संगठन का नाम	Council Of Scientific And Industrial Research (csir)
Office Name/कार्यालय का नाम	Csir-institute Of Himalayan Bioresource Technology
Total Quantity/कुल मात्रा	1
Item Category/मद केटेगरी	Annual maintenance of GIGW compliant website
GeMARPTS में खोजी गई स्ट्रिंग / Searched Strings used in GeMARPTS	Annual Maintenance contract of GIGW Compliant website
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	Category not available on GeM for the text string uploaded by the buyer
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	<ul style="list-style-type: none">Website Application Security Platform Software
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	2 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	15 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Past Performance/विगत प्रदर्शन	80 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लभार्थी :

CSIR-IHBT

Csir-institute Of Himalayan Bioresource Technology, Department of Scientific and Industrial Research (DSIR), Council of Scientific and Industrial Research (CSIR), Ministry of Science and Technology (Director)

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	No
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM_No.1_4_2021_PPD_dated_18.05.2023](#) for

compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Annual Maintenance Of GIGW Compliant Website (1 set)

Technical Specifications/तकनीकी विशिष्टियाँ

Buyer Specification Document/क्रेता विशिष्टि दस्तावेज़	Download
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Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्र

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्र	Delivery Days/डिलीवरी के दिन
1	Anupama Saini	176061,CSIR-Institute of Himalayan Bioresource Technology.Palampur-176061	1	15

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

SCOPE OF WORK-

The AMC Agency shall be responsible for maintenance, monitoring (24*7* 365 days a year) and availability of the CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur Website. The website availability is mandate

d to be at 99.99% uptime when the network and without any hardware issues reported. The stakeholder's coordination and communication involved in the Web site management are to be carried out by the Selected Agency. The CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur web portal is already operational and hosted at Department Server, CSIR-IHBT, Palampur. The agency should consider following points: -

Current Technology Stack of CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur Website on CSIR-IHBT, Palampur server.

Environment: Linux

- **Environment: Ubuntu 8.0.40**
- **PHP Version: 7.4.33**
- **Framework: CodeIgniter 3**
- **Database Version: MySQL 5.2.1**
- **Size of Web Application: 10 GB Approx**
- **Size of Database: 10 MB Approx**

Expected Activities during the Maintenance Period

- 01-** 01 Year offsite Website monitoring, maintenance and availability services is required for the developed website for **CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur** .
- 02-** The agency is responsible -To set up and maintain the Disaster Recovery (DR) site by replacing it to a secondary region (provided by CSIR-IHBT). It involves configuring the servers to implement DR strategy by keeping the application availability during the planned and unplanned outages also for testing environment.
- 03-** The agency shall be responsible to get the Website audited two times on six monthly basis by any CERT-in empanelled security auditors during AMC period.
- 04-** The agency shall be responsible to install the wildcard SSL (one year validity) during AMC period.
- 05-** The agency will be responsible to resolve the vulnerabilities identified by the Vulnerability Assessment (VA) report every 3 months and Penetration testing (PT) tickets as and when generated. Also, all the vulnerabilities raised by CERT-IN or Server related to Security Clearance have to be fixed by the agency during the contract within specified timelines.
- 06-** The Website is developed with CodeIgniter Framework and MySQL. The agency is responsible for updating the version and its modules as and when required.

- 07- Protection against defacement and hacking of the web application and implement security features to protect the site from session hijacking, SQL Injection, Cross Scripting, Denial of Services etc. In case of a virus or hacking attack, the agency shall have to recreate/restore the Website within 4 hours of Service Level Agreement (SLA) when the hardware and backup are provided.
- 08- Implementation of Archival policy in the application to improve the efficiency of the Website.
- 09- Maintenance & checking for dead links/broken of static/ dynamic pages.
- 10- Application and Database backup/logs should be monitored daily and resolve if any issue is raised including the CodeIgniter log report as well. The audit trails/logs should be maintained for audit purposes.
- 11- The agency is required to make updates/changes to the existing developed website only after seeking formal approval from **CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur Website.**
- 12- Maintenance of Static Pages information and uploading Content as per requirements (Content will be provided by **CSIR-IHBT**). Content modification/links on the existing website and designing of new pages as per the requirement of **CSIR-IHBT.**
- 13- Publishing and updating would include regular upgradation of data, reports, announcement and other relevant information etc. on a daily, weekly, fortnightly or monthly basis as may be required.
- 14- Regular web promotion activities in line with Search Engine Optimization.
- 15- Support for cross-browser compatibility of Website of **CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur.**
- 16- Hosting and make live access of old **CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur** portal and integrate it with existing **CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur** Portal.
- 17- Total hits to be indicated in the bottom home page of the web site.
- 18- Data Related- Manage Database availability, backup, archival, availability, restoration and Management of Database. The agency shall be required to undertake full responsibility for the safe custody and security provided by **CSIR-IHBT.**

Troubleshooting & Resolution time priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)	Reporting/updates Frequency
High	Out of Service-Website is not functioning	15 Minutes	4 Hours	30 Minutes
Medium	Partial/Intermittent service interruption e.g. System. N/W performance degraded but the Website still functioning etc.	30 Minutes	8 Hours	1 Hour

Low	All changes requests, access requests etc.	1 Hour	24 Hours	4 Hours
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- 19-** Troubleshooting-The successful agency will provide immediate maintenance support and assistance in the event of any disruption to the website. The manner and time frame for troubleshooting and the timelines for the resolution of the problems will be as follows:
- 20-** Penalty-The Agency will provide system-generated reports in support of 99.99% uptime on monthly basis on the last working day of every month. There will be a penalty of Rs 2000.00 per hours for downtime up to maximum of 10 % of AMC if it is other than a hardware and network problem (verified by **CSIR-IHBT** Server).
- 21-** Payment - Maintenance support charges shall be made at pro-rated rates on half yearly basis (at the end of each half year) to the agency upon satisfactory services provided to **CSIR-Institute of Himalayan Bioresource Technology (CSIR-IHBT), Palampur** Website on support activities for Website Maintenance during the period
- 22-** Termination of Agency-Director, **CSIR-IHBT** have the right to terminate the AMC Agency without any prior notice. It may also be noted that in case of the agency backing out in midstream without any explicit consent of **CSIR-IHBT**, they will be liable to recoveries, vis-à-vis, those contracted with it, which may have to be incurred by **CSIR-IHBT** on maintenance of the website from the remaining period of contract through alternative means.
- 23-** Maintenance is expected by agency to maintain the complete website for 01 Year (24*7*365) subject to satisfactory performance of the agency which will be evaluated half yearly. The application management will include any content update, upload or any other minor changes to the Website. The agency will have to provide security from virus attack/hacking attack, the agency shall have to recreate/restore the Web site immediately.
- 24-** The firm must have previous experience of website monitoring/ maintenance is organization of the State Govt/ Dept Public Sector undertaking of GOI (certificate from at least two (2) such organizations where the firm is holding the holding the AMC indicating satisfactory performance / service providing by the firm.
- 25-** On requirement Data Flow Diagram (DFD) of programme methods used in various modules on the website/ DFD of database include tables hierarchy, tables linking must provide by the AMC Agency. Agency must also assist in development of PPT related to any modules of website
- 26-** The AMC contract period may be extended for one year and then another one year subjected to satisfactory performance.

3. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

DIRECTOR CSIR-IHBT

payable at

Palampur Himachal Pradesh

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

4. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

Director CSIR-IHBT Palampur

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

5. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Director CSIR-IHBT

Account No.

30268795419

IFSC Code

SBIN0003632

Bank Name

STATE BANK OF INDIA

Branch address

HPAU BRANCH PALAMPUR

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

6. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.

7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---