

Bhavnagar Municipal Corporation

“Corrigendum”

Name of Tender: WEB HOSTING SPACE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION’S WEBSITE FOR THE PERIOD OF 6 YEARS AND ORGANIZATION WILDCARD SSL CERTIFICATE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION’S ALL SOFTWARES/SUB-DOMAINS FOR THE PERIOD OF 6 YEARS.

Tender No: BMC/COMPUTER/12/2023-24

Subject: Dt.21/03/2024 Pre-Bid Meeting regarding above tender.

Sr	RFP Text	Quires	BMC Answers
1	Page 14 Point-25: Bidder should be capable of providing more physical server and VM’s within short notice of time (within a week).	In physical server or cloud server?	Bidder should be capable of providing more physical server and VM’s on cloud within short notice of time (within a week).
2		You have not mentioned Anti Virus in BOQ.	Microsoft’s Default Anti Virus Protection.
3	Page 14 Point-23: Successful bidder has to provide following things. 1. Firewall Management/IP Management	Kindly confirm shall we consider Windows default firewall or Cloud SAS firewall, Windows default firewall has no cost but Cloud SAS firewall has cost, so kindly confirm.	Windows default firewall.



Bhavnagar Municipal Corporation
Computer Department - Tender Notice



Computer Department, Bhavnagar Municipal Corporation invites tender for the following work as per tender provisions using two bid systems for the work shown in the schedule given below.

Sr. No.	Work Description	Tender fee Amt.	EMD Amount
1	PROVIDING WEB HOSTING SPACE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S WEBSITE FOR THE PERIOD OF 6 YEARS AND ORGANIZATION WILDCARD SSL CERTIFICATE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S ALL SOFTWARES/SUB-DOMAINS FOR THE PERIOD OF 6 YEARS	1500/-	48,000/-

Tender will be available online on the website: <https://tender.nprocure.com> from **Date: 07/03/2024 to 12/04/2024** for the process of filling online rates with e-tendering method. Also the tender of this work will be available on BMC website www.bmcgujarat.com only for download. All the required physical tender documents as per tender provisions will have to be reach at Computer Department, Bhavnagar Municipal Corporation by Register AD/POST on or before 18:00 PM dated: **16/04/2024**.

E.D.P. Manager,
Bhavnagar Municipal Corporation



BHAVNAGAR MUNICIPAL CORPORATION

Sir Mangalsinhji Road, Kalanala, Bhavnagar

TENDER DOCUMENT

FOR PROVIDING

WEB HOSTING SPACE & RELATED SUPPORT/SERVICES
FOR BHAVNAGAR MUNICIPAL CORPORATION'S WEBSITE
FOR THE PERIOD OF 6 YEARS

AND

ORGANIZATION WILDCARD SSL CERTIFICATE & RELATED SUPPORT/SERVICES
FOR BHAVNAGAR MUNICIPAL CORPORATION'S ALL SOFTWARES/SUB-DOMAINS
FOR THE PERIOD OF 6 YEARS

TECHNICAL BID (PART - I)

TENDER NO: BMC/COMPUTER/12/2023-24

COMPUTER DEPARTMENT,
BHAVNAGAR MUNICIPAL CORPORATION,
BHAVNAGAR, GUJARAT

MARCH- 2024

Tender Document

Bhavnagar Municipal Corporation invites tender for **PROVIDING WEB HOSTING SPACE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S WEBSITE FOR THE PERIOD OF 6 YEARS AND ORGANIZATION WILDCARD SSL CERTIFICATE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S ALL SOFTWARES/SUB-DOMAINS FOR THE PERIOD OF 6 YEARS**, Now here in after referred as "This Project" in two parts (Technical Bid & Price Bid).

In order to explore the best possible rates, BMC is inviting technical and financial offers from the interested bidders.

Sr No.	Details	Value
1	Tender Fee Rs.	1500/-
2	E.M.D Rs.	48,000/-
3	Start date of Tender Documents Downloading	07-03-2024
4	Last date of Tender Documents Downloading	08-04-2024
5	Last Date for Physical Submission Of Tender Documents	12-04-2024
6	Date of Pre-Bid Meeting	21-03-2024

- 1) Bidder shall submit their bids on <https://tender.nprocure.com>. In addition to that, self-attested (seal and signature on each page by authorized person) hard copy (spiraed copy of documents) for Technical bid to be submitted at BMC Office along with the Bid Processing Fees & EMD on or before last date of physical tender submission. However, Financial Bid must be submitted only online through e-Tendering website on <https://tender.nprocure.com> using digital signatures.
- 2) The tender will be available only for downloading on www.bmcgujarat.com between Date: **07-03-2024** to Date: **08-04-2024 up to 18:00 hrs.**
- 3) Last date of Physical submission of tender with EMD & Tender Fee by Registered A.D. / Speed Post to EDP Manager, Computer Department, BHAVNAGAR MUNICIPAL CORPORATION, Opp. Big Bazaar, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar - 364001 is **12-04-2024 up to 18:00 PM.**
- 4) Conditional tender shall not be accepted and will be treated as rejected.
- 5) Any offer, which does not meet the technical requirement, is liable for rejection. Commissioner, BMC reserves all rights to reject all the offers without assigning reason thereof. Commissioner, BMC reserves the right to accept or reject any or all tenders without assigning any reason thereof.
- 6) This Tender notice shall form a part of contract document.
- 7) Bhavnagar Municipal Corporation's decision to change the tender opening date will be final.

SECTION 1: -TECHNICAL BID CRITERIA

The Tenderer shall have to submit Technical Bid with related documents in “Hard Copy” through Regd.A.D. / Post. This cover must contain self-attested proofs/documents mentioned in third column against each criterion to qualify in technical bid.

Sr. No	Criteria	Proof Need to be submitted
1	EMD of Rs.48,000/- (Rupees Sixteen Thousand Six Hundred Only) shall be submitted in the form of Demand Draft of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks (operating in India having branch at Bhavnagar) in the name of “Commissioner, Bhavnagar Municipal Corporation.” payable at Bhavnagar and must be submitted along with the covering letter.	<ul style="list-style-type: none"> • Demand Draft
2	A Demand Draft of Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks (operating in India having branch at Bhavnagar) for Rs. 1500/- (Rupees Nine Hundred Only) against non-refundable tender fee in favour of the “Commissioner, Bhavnagar Municipal Corporation”.	<ul style="list-style-type: none"> • Demand Draft
3	Copies of documents defining the constitution of legal & stable power of attorney of the signatory of the tender to commit the Tender.	<ul style="list-style-type: none"> • Partnership Deed Or • Affidavit of signing Authority (as per Annexure-2 on Rs.50 Non judicial stamp paper. Bidder must have to submit original copy and it must be duly attested by Public Notary Or by the First class Magistrate) Or • Shop License
4	Bidder must have minimum avg. annual turnover of Rs. 25 Lacs during Assessment years [Either of (2020-21 & 21-22) or (2021-22 & 22-23)].	Single page CA certificate <ul style="list-style-type: none"> • (For the Assessment years [Either of (2020-21 & 21-22) or (2021-22 & 22-23)])

Sr. No	Criteria	Proof Need to be submitted
5	Income Tax returns	<ul style="list-style-type: none"> Income Tax returns(For the Assessment years [Either of (2020-21 & 21-22) or (2021-22 & 22-23)])
6	The bidder must have valid registration certificate of <ol style="list-style-type: none"> PAN Number GST Number EPF Registration Certificate ESIC Registration Certificate 	Self-Attested copy of PAN card AND GST Certificate AND EPF Certificate AND ESIC Certificate
7	<p>OPTION-(A) The bidder must have carried out minimum 2 works in last 5 years in web hosting of websites on Amazon AWS Server or any other cloud based hosting space using IIS with Windows Sever and MS SQL as database. Out of these 2 works, minimum 1 work must be from State/Central Government/ Semi-Government organization/ ULB's/ any other Government institutions/ nationalized bank Within last 6 YEARS.</p> <p style="text-align: center;">or</p> <p>The bidder must have carried out minimum 4 works in last 5 years in web hosting of websites on Amazon AWS Server or any other cloud based hosting space using IIS with Windows Sever and MS SQL as database.</p> <p>Note:</p> <ol style="list-style-type: none"> To take any PO/WO in consideration in this clause, above said AMAZON AWS or any other cloud based hosting service with Windows server must have been provided and mentioned explicitly in Purchase Order or Work Order or LOI/LOA or Tender Document or Completion Certificate or Satisfactory Ongoing Certificate. In completion certificate or Satisfactory Ongoing Certificate, PO/WO number or work name with work duration must be explicitly mentioned to take them in consideration. Without this information, Completion Certificate or Satisfactory Ongoing Certificate will not be considered. <p>OPTION-(B) The bidder must have carried out minimum 2 works in last 5 years in Providing SSL Certificates. Out of these 2 works,</p>	Work Orders AND Satisfactory Completion Certificate / Satisfactory Ongoing Certificate from competent authority

Sr. No	Criteria	Proof Need to be submitted
	<p>minimum 1 work must be from State/Central Government/ Semi-Government organization/ ULB's/ any other Government institutions/ nationalized bank Within last 6 YEARS.</p> <p style="text-align: center;">or</p> <p>The bidder must have carried out minimum 4 works in last 5 years in Providing SSL Certificates. Date will be calculated from the last date of applying/downloading tender.</p> <p>Note:</p> <ol style="list-style-type: none"> 1) To take any PO/WO in consideration in this clause, "new/renew service of SSL Certificate" must be explicitly mentioned in Purchase Order or Work Order or LOI/LOA or Completion Certificate or Satisfactory Ongoing Certificate. 2) In completion certificate or Satisfactory Ongoing Certificate, PO/WO number or work name with work duration must be explicitly mentioned to take them in consideration. Without this information, Completion Certificate or Satisfactory Ongoing Certificate will not be considered. <p>General Note regarding Point no-7</p> <ol style="list-style-type: none"> 1) Date will be calculated from the last date of applying/downloading tender. 2) If any bidder wants to participate only for WEB HOSTING SPACE & RELATED SUPPORT/SERVICES, then the bidder have to provide the proofs of OPTION (A) only. 3) If any bidder wants to participate only for SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then the bidder have to provide the proofs of OPTION (B) only. 4) If any bidder wants to participate for both WEB HOSTING SPACE & RELATED SUPPORT/SERVICES AND SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then the bidder have to provide the proofs of OPTION (A) and OPTION (B). 	
8	<p>The bidder should be authorized by its OEM (for Amazon AWS or Digicert or (Amazon AWS and Digicert)) to quote this bid. The bidder should have a back-to-back support agreement / arrangement for services including support and software license authentication etc. with the OEM. Please attach the copy of Authorization on OEM letter head and signed by authorized signatory for the item(s) to be offered in this bid.</p>	<p>OEM Authorization letter on OEM letter head with this tender number and tender work details mentioned in the letter</p>

Sr. No	Criteria	Proof Need to be submitted
9	The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government /Semi – Government/ ULB's/ any other Government institutions / Nationalized Bank in India for any reason as on last date of submission of the bid. See Annexure-1	Submit self-declaration (as per Annexure-1) on Rs.50 Non judicial stamp paper. Bidder must have to submit original copy and it must be duly attested by Public Notary Or by the First class Magistrate
10	The bidder must have main office or branch office in Gujarat compulsory. Main office or branch office must have existed since last 2 years in Gujarat. Date will be calculated from the last date of applying/downloading tender.	<ul style="list-style-type: none"> • Copy of shop license(New or renewal) (Must not be expired and must show 2 years of existence) Or • Professional tax paid receipt of last two financial year(two for each year) Or • Property tax paid receipt of last two financial year(two for each year) Or • Copies of electricity bills of last two financial year(two for each year) Or • Copies of Telephone bills of last two financial year(two for each year) Or • Lease/Rent agreement (which can shows bidder's presence in Gujarat since last two year)
11	List of recent jobs carried out in tabular format [with detail like Name of Assignment, Name of client, Address of client/organization, Contact details of client/organization, Client Type (Government/Non-Government), Work Order Number and Date, Approx. value of the contract (in Rupees Lacs), Duration of Assignment/project (months), Start date (month/year), Completion date (month/year)]	All details on companies letterhead with seal and sign.

Sr. No	Criteria	Proof Need to be submitted
	Note: Provide details of only those PO which are attached in this tender to qualify in above Technical Bid Criteria->Point 7	
12	The Bidder must have to submit covering letter (must be as per Annexure-3) on their company's letter head with duly seal and signed by authorized person.	Covering letter as per Annexure-3 on bidder's letter head
13	The bidder has to submit the section 3 (A) - compliance sheet for Web Hosting on their letter head duly filled, sealed and signed by the authorized signature. Failing to submit the same or non-compliance in any item of section 3 (A) may result in rejection of the bid. (If any bidder doesn't want to participate for WEB HOSTING SPACE & RELATED SUPPORT/SERVICES, then it does not require to submit section 3 (A) - compliance sheet)	All details on company's letterhead with seal and sign.
14	The bidder has to submit the section 3 (B) - compliance sheet for Wildcard SSL Certificate on their letter head duly filled, sealed and signed by the authorized signature. Failing to submit the same or non-compliance in any item of section 3 (B) may result in rejection of the bid. (If any bidder doesn't want to participate for SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then it does not require to submit section 3 (B) - compliance sheet)	All details on company's letterhead with seal and sign.
<p>• Kindly read carefully technical bid criteria and submit only those proofs which are listed under the column name "Proof need to be submitted".</p>		

SECTION 2: - How to submit hard copy of Tender documents / Cover

1) TENDER FEE AND EMD COVER

The tender fee and EMD must be submitted in a separate cover and this cover must be superscripted as “Tender fee and EMD, Agency Name, Tender No and Tender Name”.

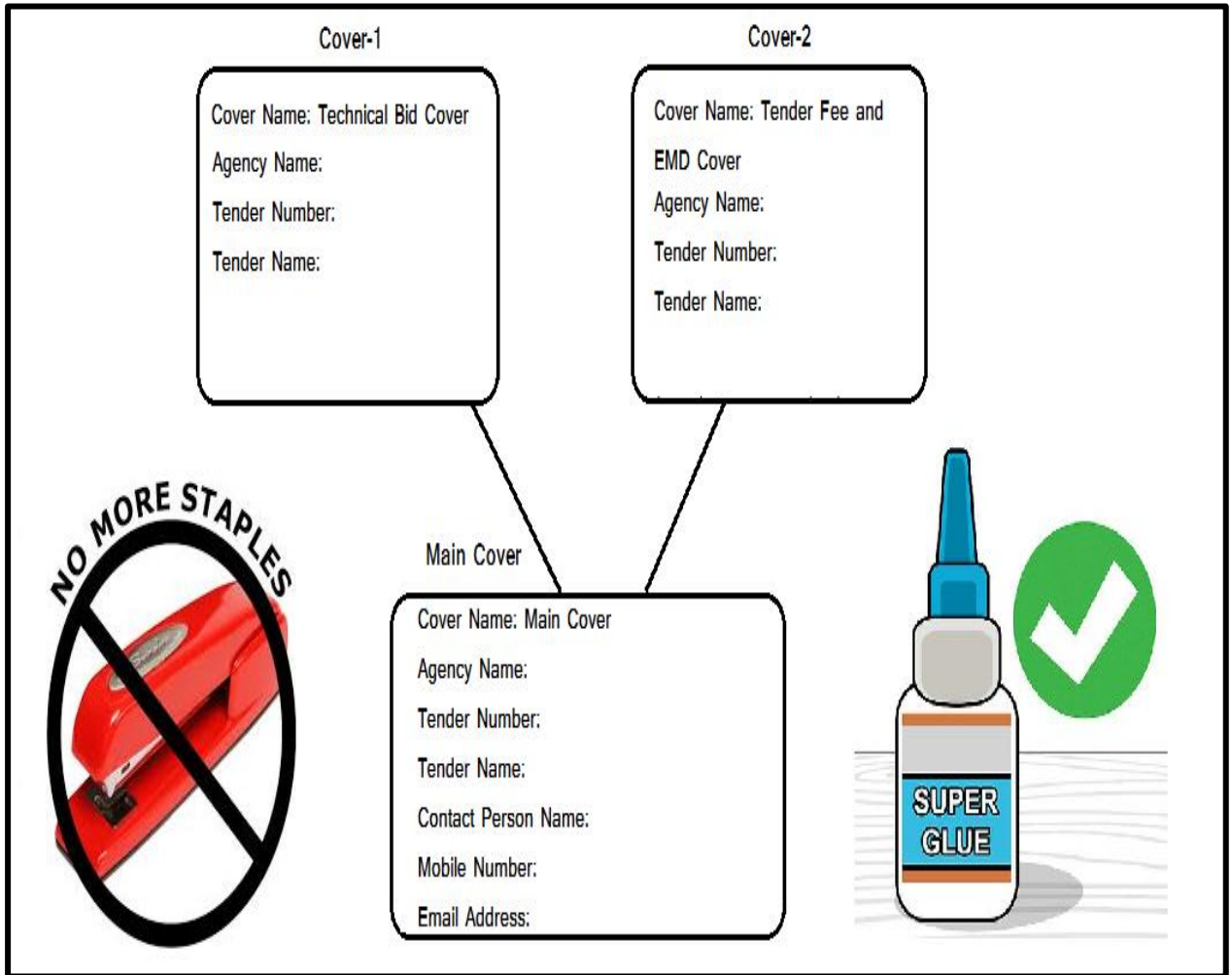
2) TECHNICAL BID COVER

The technical bid must be submitted in a separate cover and this cover must be superscripted as “Technical Bid, Agency Name, Tender No and Tender Name”.

3) MAIN TENDER COVER

- 3.1) Technical Bid cover and Tender Fee & EMD cover wrapped in main tender cover (Hard Copy) shall accepted by Bhavnagar Municipal Corporation by only Register A.D or Post.
- 3.2) Technical Bid and Tender Fee & EMD cover must be submitted in a single cover and **this cover must be superscripted as “Agency Name, Tender No, Tender Name, Contact person name, Mobile number, Email Address”** and shall be submitted to the EDP Manager, Computer Dept., BHAVNAGAR MUNICIPAL CORPORATION, Opp. Big Bazaar, Sir Mangalsinhji Road, Bhavnagar-364001 on or before Date: 12-04-2024 up to 18.00 hrs.
- 4) Tenders received after due date will be rejected. Tender received or due to be received after the time limit will be considered as rejected.
- 5) BMC can open tender main cover/technical bid (if tender fee and EMD is not found in separate cover as mentioned above) cover to process tender fee and to return EMD.
- 6) The tenders (which does not have any work related indication on envelop) which may get opened before the due date are liable to be rejected.
- 7) If EMD & Tender Fee are not found enclosed in any tender cover, then the tender will be out right rejected.
- 8) Tenderer MUST NOT mention rates in Technical Bid. Also tenderer MUST NOT mention rates via any offline mode/manner
- 9) Original tender documents must be submitted as it is without any modification, with duly sealed & signed on all the tender pages to confirm its reading and understanding clearly.
- 10) Each and every documents attached with the tender must be a self-attested. Kindly don't attach extra documents which are not required.

How to Prepare Tender Bid Covers



SECTION 3: Compliance Sheet

(A) Compliance Sheet of Web Hosting Space & Related Support/Services

Sr. No.	Description	Compliance (Only Yes or No)	Remarks
1	Hosting space provide : Amazon AWS Server		
2	DNS Server and Hosting Server must be located in India		
3	Hosting space provider must follow all the rules/requirements of central government's domain registration service		
4	OS : Windows server 2016 64 bit or Above		
5	Database : MS SQL Express Edition		
6	IIS 10 or Above		
7	8 Core vCPU (Intel)		
8	16 GB RAM		
9	Main Storage : <ul style="list-style-type: none">• 150 GB SSD• Data Transfer (In) : Internet – Free• Data Transfer (Out) : 50 GB per Month		
10	Snapshot Frequency : Weekly		
11	Snapshot Storage : 100 GB		
12	Simple Storage (S3 Bucket) : <ul style="list-style-type: none">• 300 GB• Data Transfer (In) : Internet – Free• Data Transfer (Out) : 50 GB per Month		
13	1 Secure Dedicated IP		

(B) Compliance Sheet Of Organization Wildcard SSL Certificate & Related Support/Services

Sr. No.	Description	Compliance (Only Yes or No)	Remarks
1	Certificate Name : DigiCert Secure Site Wildcard		
2	Compatible with All the Devices		
3	High 256-bit encryption 2048 bit root Certificate		
4	SSL Cert issued under the Controller of Certificate Authorities (CA) (Indian regulator), Ministry of IT, Government of India		
5	Number of Domains : Unlimited (Sub Domains-Unlimited)		
6	Compatible with 99%+ of all browsers		
7	Website malware scanning and detection		
8	Validation & Support : Priority Support 24x7x365		
9	Site Seal : DigiCert Secured Seal		
10	Fully Owned Roots (not chained)		
11	Domain Coverage		
12	Phishing alert		
13	Unlimited server licensing		
14	FREE lifetime, self-service reissues		
15	Installation Support Available		
16	RSA & ECC Public-Key must be available		

SECTION 4: Scope of work

Note:- If two different agencies are selected for both the work (Web hosting space and SSL Certificate), then both the agencies have to co-ordinate and complete their tender task within timeline mentioned in Section 5- Point-(1.15), otherwise Penalty will be executed against both the agency as per Penalty clause Section 5- Point- (1.32).

A. WEB HOSTING SPACE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S WEBSITE

- 1) Successful Bidder shall be responsible for setting up, installation, configuration, management, upgradation, and migration of application servers, database servers/storage.
- 2) Successful Bidder will be responsible for migrating to cloud and managing the cloud services.
- 3) Successful Bidder provides inter-operability support with regard to APIs and Data Portability.
- 4) Successful Bidder shall be responsible for managing services provided by third party vendors.
- 5) It is the responsibility of the successful bidder to do sub domaining of all the BMC software's as and when required.
- 6) The successful bidder must be providing administrative rights for hosting server.
- 7) The Web Hosting Service Provider should also provide standard control panel for hosting management facilities (like Plesk Control Panel). The Web Hosting Service Provider has to provide all the possible operations including any updates to the application, analysis of logs through the control panels. The modules required in the control panels are Access to server logs, Details of available and used web space and bandwidth, Email account configuration, Maintaining File Transfer Protocol users' accounts, managing database, Visitor statistics using web log analysis software and Web based file manager.
- 8) The Hosting service provider should take care of all the activities of mapping the domain names as per the requirement of BMC.
- 9) The hosting service provider should provide the end to end solution including installation, maintenance, monitoring and Reporting of BMC Website.

- 10) Must have to provide 24*7*365 days helpdesk support and uninterrupted services.
- 11) The Web Hosting Service Provider has to ensure that the Uptime for the application availability is at least 99.99% for the systems availability. Prior notification should be given for scheduled maintenance. Any issues with availability of Website should be dealt without any delay.
- 12) The Database must be in Microsoft SQL Express 2016 or above. The Web Hosting Service Provider should provide Database access to the Website. All the data like Master, Transaction, Server log and audit data should be stored in the Database.
- 13) Backup will be taken under Daily, Incremental, Weekly full policy. Archival should be maintain.
- 14) Successful Bidder has to provide complete User Manual and training for
 - 14.1) Installation and configuration of Web hosting space and related services
 - 14.2) Troubleshooting
 - 14.3) DNS Server configuration and setup
 - 14.4) Backup and archival.
- 15) The Web Hosting Service Provider should also ensure timely deployment of all latest update / upgrades of patches / versions /releases for all software / system software released by the developers.
- 16) The necessary hosting tools and access to these tools should be provided by the Web Hosting Service Provider at no additional cost to BMC.
- 17) The bidder has to provide the Technical Manual including Data Backup/ Archival Process.
- 18) Install custom software/database software/ front end tool (if any) as per requirement of the portal and on demand additional memory and storage space for up gradation.
- 19) The hosting server must support of SMS Integration, Email Integration and any third party API's integration.
- 20) Successful bidder must have to do sub-domaining of BMC's all other servers
- 21) The bidder has to provide Prompt and Efficient Web Hosting Services for a period of six years, extendable thereafter as per tender terms and conditions.
- 22) The Web hosting/server applications and database(s) shall be made available as per the requirement of the BMC.
- 23) Successful bidder has to provide following things.
 - Firewall Management / IP management

- Control panel / Web host manager
 - Cloud Server management
 - Upgrade / Downgrade Capacity (CPU/RAM/Disk)
 - Start / Stop Servers
 - Online Real-time Performance Utilization Reports
 - CPU Reports/ RAM Reports
 - Network Bandwidth Reports
 - Backup Reports
- 24) Successful bidder has to do all kind of work regarding web hosting management assigned by BMC Officials without any charge or cost in given deadline by BMC Officials.
- 25) Bidder should be capable of providing more Physical Servers and VM's within a short notice of time (within a week).
- 26) Amazon AWS account registration and renewal
- Successful bidder has to do Registration/renewal of BMC's Amazon AWS account at the cost as quoted in price bid of this tender. BMC will not pay any extra cost.
 - Amazon AWS registration or Renewal must be in the name of "Commissioner, Bhavnagar Municipal Corporation".
 - Details of Amazon AWS Account Credentials (Username and Password) must be handed over to EDP Manager, Computer Department, Bhavnagar Municipal Corporation from day 1 of the Registration. Proprietorship of this account will be of BMC.
- 27) Reports & Monitoring
- The following website report would required on monthly basis:
 - Uptime/downtime of website
 - No. Of hits
 - Bandwidth Usage
 - Detailed access reports
 - Page-wise
 - Country wise
 - India-state wise
 - Any other report required by BMC
- 28) Proposed system administration services are as follows:
- Operating System Management

- Database Management / Replication
- Web Server Management
- Backup Management
- Security Management
- DNS Management
- Installation of Firewall and It's Maintenance
- Data Migration, if required.
- Vulnerability Assessment /Penetration Testing of all Servers
- Proactive Maintenance Services Data Migration.
- Installation of SSL certificate and Digital Signature Certificate

B. ORGANIZATION WILDCARD SSL CERTIFICATE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S ALL SOFTWARES/SUB-DOMAINS

- 1) Proprietorship of Digicert Root Certificate is on the name of "Commissioner, Bhavnagar Municipal Corporation".
- 2) Successful bidder must have to installing SSL certificate in all the BMC software's as when required.
- 3) The successful bidder must have to provide administrative rights for SSL root certificate.
- 4) Fully Owned Roots (not chained)
- 5) FREE lifetime, self-service reissues
- 6) Installation Support Available
- 7) 24X7 Customer Support
- 8) Trusted Secure Site Seal
- 9) Unlimited FREE Re-issues
- 10) Increase rating in Google.
- 11) Secure Online Payment Transactions
- 12) SSL Cert issued under the Controller of Certificate Authorities (CA) (Indian regulator), Ministry of IT, Government of India
- 13) Successful bidder has to integrate SSL certificate in Amazon AWS server and also integrate the SSL certificate in all the sub domain of Bhavnagar Municipal Corporation's software's without any extra cost.
- 14) Successful Bidder has to provide complete User Manual and training for installation & configuration of SSL Certificate and related services.

SECTION 5: TERMS AND CONDITIONS OF THE TENDER

1) General Terms and Conditions

- 1.1) **EMD of Rs.48,000/- (Rupees Sixteen Thousand Six Hundred Only)** shall be submitted in the form of **Demand Draft** of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks (operating in India having branch at Bhavnagar) in the name of “Commissioner, Bhavnagar Municipal Corporation.” payable at Bhavnagar and must be submitted along with the covering letter.
- 1.2) Bidder must have to apply online on <https://tender.nprocure.com>. Last date of online applying for this tender is 08-04-2024 18:00 Hrs. Last date of physical tender document submission Date is 12-04-2024 18:00 Hrs.
- 1.3) Physical Tender Bid will be rejected because of following reasons:
 - 1.3.1) Conditional tender
 - 1.3.2) Physical Tender Bid without EMD and Tender fee
 - 1.3.3) Tender submitted after due date and time
 - 1.3.4) Tender not submitted via Register A.D./post or submitted face to face
 - 1.3.5) Incomplete tender
- 1.4) Original tender documents must be submitted as it is without any modification, with duly sealed & signed on all the tender pages to confirm its reading and understanding clearly. Each and every documents attached with the tender must be a self-attested. Kindly don't attach extra documents which are not required.
- 1.5) **Bidding Process:-**
 - 1.5.1) The bidder has to provide all the proofs as mentioned in Section 1: Technical Bid Criteria to qualify in technical stage.
 - 1.5.2) The bidder must have to submit physical documents as defined in Section 2 in different covers.
 - 1.5.3) The bidder has to fill the Financial bid only online through e-Tendering website on <https://tender.nprocure.com>.
 - 1.5.4) If price Bid submitted in physical form or any offline way/form, then tender will be out right rejected.

- 1.5.5) If any bidder wants to participate only for WEB HOSTING SPACE & RELATED SUPPORT/SERVICES, then the bidder will have to fill 0 in Item no-2 and fill the price in Item no-1.
- 1.5.6) If any bidder wants to participate only for SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then the bidder will have to fill 0 in Item no-1 and fill the price in Item no-2.
- 1.5.7) If any bidder wants to participate for both WEB HOSTING SPACE & RELATED SUPPORT/SERVICES AND SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then the bidder will have to fill the price in both Item no-1 and 2.
- 1.5.8) After the Last Date for Physical Submission of Tender Documents for this tender, Tender fee and EMD stage and Technical bid stage is opened online and physically.
- 1.5.9) Each Agency's Technical Scrutiny/Evaluation happened at BMC based on physical documents provided against each point of Section 1: Technical Bid Criteria.
- 1.5.10) The financial bid will have to be opened only for those agencies which are technically qualified.
- 1.5.11) After opening Price bid on Nprocure, Item wise L1 will be decided and each work will be allocated to L1 agency for that item.
- 1.6) Municipal Commissioner has all the rights reserved to reject/accept any tender and no clarification need to be given to the party.
- 1.7) **Company/agency has to maintain "This Project" as per the exact requirement of BMC. Agency must have to do all kind of work regarding "This Project" during contract period without any extra charges.**
- 1.8) **Price Bid must only be filled online on <https://tender.nprocure.com>. (Must be submitted only online through e-Tendering website on <https://tender.nprocure.com> using digital signatures.)**
- 1.9) Party must sign the agreement within 30 day from the date of LOI (Letter Of Intent) issued by EDP Department. (The party will have to bear the Agreement paper expense)
- 1.10) The contractor MUST NOT Sublette the work to any other agency.
- 1.11) **Pre-Bid meeting:**
- 1.11.1) The Pre-bid meeting will be held at BMC Head Office on **21-03-2024, 12:00 Hours.**

- 1.11.2) The interested vendors will have to submit their queries in writing at least 5 days before the date of pre-bid meeting date.
- 1.11.3) The answers of the pre-bid queries will be published on the website www.bmcgujarat.com and <https://tender.nprocure.com>.
- 1.11.4) No queries will be allowed after the pre-bid meeting.
- 1.12) **Amendment of Bidding Documents :**
- 1.12.1) At any time prior to the deadline for submission of bids, BMC may, for any reason, whether its own initiative or in response to the clarification requested by a prospective bidder, modify the bidding documents.
- 1.12.2) The corrigendum/amendment if any will be published on website <https://tender.nprocure.com> and www.bmcgujarat.com.
- 1.12.3) In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids BMC, at its discretion, may extend the deadline for the submission of bids.
- 1.13) **The E.M.D. may be forfeited:**
- 1.13.1) If a Bidder withdraws its bid during the period of bid validity
- 1.13.2) In case of a successful Bidder, if the Bidder fails:
- To sign the Contract as mentioned above or
 - To furnish Security Deposit as mentioned or
 - If the bidder is found to be involved in fraudulent practices.
- 1.14) **Security deposit:**
- 1.14.1) Successful bidder will have to separately submit Security deposit of 10% of the final contract amount in the form of DD/cheque/Bank guarantee of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks (operating in India having branch at Bhavnagar) in the name of "Commissioner, Bhavnagar Municipal Corporation." payable at Bhavnagar. **(Note :- Security Deposit as a Bank Guarantee or FD of SBI Bank should not acceptable as per BMC Paripatra- Account Outward No-657, Date-12/07/2023)**
- 1.14.2) Successful bidder will have to separately submit security deposit within 30 days from the date of LOI.
- 1.14.3) Successful bidder will have to submit the Security Deposit and it will be kept with BMC till the expiry of service period of 6 years and 3 Months.

1.14.4) Security deposit will be repaid without interests after completion of said work of this RFP.

1.14.5) If the bidder/agency fail to complete the work or if the work is left incomplete in between BMC will forfeit the security deposit and black list the agency.

1.15) Project Timeline:

Work Description	Time Limit (No of Days)
Agreement Process	30 Days
Procurement	20 Days
Installation	3 Days
Testing by Successful Bidder	10 Days
Testing by BMC Officials	5 Days
Total	68 Days

1.15.1) Agency have to work parallel for each item and complete the tasks as per above timeline.

1.15.2) Above mentioned Project timeline will start from the date of LOI (“Letter of Intent”) issued by BMC to the successful bidder.

1.16) The successful bidder must be responsible for all the web security related aspect of server during contract period.

1.17) **Modification and Withdrawal of Bids**

1.17.1) No bids will be allowed to be modified subsequent to the final submission of bids.

1.17.2) No bid will allowed to withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder’s E.M.D.

1.18) Tenders submitted by Tenderer shall remain valid for acceptance for a period of 180 days from the date of opening of the tender.

1.19) The comprehensive AMC includes:

1.19.1) On-site maintenance/modification as per BMC requirement

1.19.2) 24 x 7 X 365 services

1.19.3) Quick online & offline technical support from engineer

1.19.4) Prompt services

1.19.5) The agency will have to provide training any number of times as and when requested by the staff of BMC for any existing or new features to concerning staff and authorities without any extra cost.

1.20) This Project's (Each item's) Timeline/Deadline will start from the date of "LOI" issued by EDP department, Bhavnagar Municipal Corporation.

1.21) **Computer Department will provide "Go Live Certificate" for each item/work of this project based on below norms:**

1.21.1) **OPTION A :- Go Live Certificate for "AWS hosting space Supply, Installation & Configuration":**

When the Selected bidder will complete below tasks successfully, then Computer Department will issued "Go Live Certificate" for AWS Amazon web hosting space procurement & related work:

- Successfully Hosting and Launching BMC's newly designed Website and Mobile Application on hosting space with SSL Certificate integration.
- All task of section 4 -> (A).

1.21.2) **OPTION B :- Go Live Certificate for "SSL Supply and Installation ":**

When the Selected bidder successfully integrates SSL Certificate with below mentioned BMC's software, then Computer Department will provide "Go Live Certificate" for SSL Certificate integration related work:

- SSL Certificate integration with BMC's newly designed website
- SSL Certificate integration with BMC's newly designed Android mobile application
- SSL Certificate integration with Publicly hosted all BMC's Software/Modules
- SSL Certificate integration with 50 + BMC's Intranet Software/Modules
- All task of section 4 -> (B).

1.22) **Computer Department will provide "Completion Certificate" for each item/work of this project based on below norms**

1.22.1) **OPTION A :-"AWS hosting space Supply, Installation & Configuration Completion Certificate":**

Computer department will issue "AWS hosting space Supply, Installation & Configuration Completion Certificate" to agency, only after successfully running BMC's Website, Mobile App & other associated/operated BMC's software from AWS hosting space, for minimum 60 days from the date of Go Live. (As per point number 1.21.1)

OPTION B :- “SSL Supply and Installation Completion Certificate”:

Computer department will issue “SSL Supply and Installation Completion Certificate” to agency, only after all the BMC’s software and modules in which SSL certificate was integrated, run minimum 60 days without any major issue, from the date of Go Live. (As per point number 1.21.2)

- 1.23) It is agency’s responsibility to request “Go-Live Certificate” and “Completion Certificate” for “This Project” in written form from EDP department.
- 1.24) Each of the item’s timeline of 6 years will start from the date of “Go-Live Certificate” issued by EDP department, Bhavnagar Municipal Corporation.
- 1.25) **Payment terms & conditions**
- 1.25.1) No Advance Payment will be done
- 1.25.2) **Breakup of Payment**
- **80 % payment of each Item/work of “This Project” will be released after BMC will provide “Go-Live Certificate” to Agency as per point Section 5-(1) -1.21.**
 - **Remaining 20 % payment of each Item/work of “This Project” will be released after BMC will provide “Completion Certificate” to Agency as per point Section 5-(1) -1.22.**
- 1.25.3) Agency has to raise bills with GST for each payment break up separately as mentioned above.
- 1.25.4) Successful bidder has to submit following documents to process of final/last bill payment:
- Invoice copy in duplicate
 - Delivery Challan
 - Installation/Service Report
 - Proof of Warranty
- 1.25.5) Agency do not have any rights to challenge delay in payment due to financial or terms/conditions/law related issue at BMC side.
- 1.25.6) As per Municipal Rules and Regulations.
- 1.25.7) The authority reserves all the rights related to payments.

- 1.26) During 6 years of period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time, Security Deposit will be forfeited and agency will be black listed, if decided by higher authority.
- 1.27) Responsible person mobile no and email address must be mentioned on main cover. So that we can inform on this mobile no or email address regarding Technical bid opening, tender opening and all other concern details of tender. If mobile no and email address is not mentioned, BMC will not be responsible for missing any important details by agency regarding this tender.
- 1.28) Agency will have to visit BMC without fail for any meeting/requirement analysis of “This Project” whenever asked/required by BMC officials at cost and responsibility of their own.
- 1.29) At the End of this 6 years period, if the issues related to the services are found pending, then the agency will have to complete and solve the issues without any extra charge. Unless the work is completed, BMC will not release the Security Deposit of the agency.
- 1.30) During technical bid scrutiny, date calculation will be calculated from the last date of applying/downloading tender.
- 1.31) Other information regarding the work can be available from Computer department BMC.
- 1.32) **Penalty**

1.32.1) Penalties for failure in Supply or in implementation/installation

- 1.32.1.1) In case the successful bidder fails to execute the project as stipulated in the project timeline (Point No. 1.15) with the required quality, Commissioner, BMC, reserves the right to procure the similar services from alternate sources at the risk, cost and responsibility of the successful bidder.
- 1.32.1.2) In case, the selected bidder does not supply the ordered items for any reason, the successful bidder will be liable to pay the difference amount to the purchaser, over and above the security deposit, which indenter department has to pay to the next or other selected bidder for purpose of the said items.
- 1.32.1.3) If the successful bidder does not supply or install/implement/complete project work as per this RFP after the

issue of the LOI (“Letter Of Intent”), then BMC will terminate the contract with the successful bidder and procure the similar services from alternate sources at the risk, cost and responsibility of the successful bidder.

1.32.1.4) In above cases, BMC will terminate contract with successful bidder and the Security Deposit of the successful bidder will be forfeited and the bidder will be black listed.

1.32.2) Penalty for Delay in Supply or in implementation/installation

1.32.2.1) If the successful bidder do delay in supply OR implementation/installation of project work as per schedule mentioned in Section – 5 point no (1.15) “Project Timeline” after issue of the LOI (“Letter Of Intent”), then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.

1.32.2.2) The amount of penalty (liquidated damages) shall be subject to a maximum limit of 25% of the total contract value.

1.32.2.3) Partial work will be considered as incomplete work for penalty calculation.

1.32.2.4) Delay in excess of 10 weeks will be sufficient cause for termination of the contract. In this type of case, Commissioner, Bhavnagar Municipal Corporation, reserves the right to terminate the contract, Security Deposit of the successful bidder will be forfeited.

1.32.3) Performance Penalties for Delay in Support during 6 years of contract period

1.32.3.1) During Support period, if the complaint is not resolved within 24 hrs then the penalty of Rs. 500 per day per complaint will be levied. The amount of penalty will be recovered from the Security Deposit during Support period.

1.32.3.2) Any pre intimated maintenance works shall not be considered as downtime for penalty calculation.

1.32.4) Penalty will executed from any bill or Security Deposit which successful bidder has submitted to BMC.

1.33) Force Majeure

- 1.33.1) The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, riot, terrorist or military action, industry wide or state wide or India wide strikes or industrial action which prevent execution of pick up stand / queue shed, strikes or boycotts (other than those involving the Bidder or their respective employees/representative or attributable to any act or omission of any of them) interrupting supplies and services, either in fires, floods, strikes, lock-outs and freight embargoes.
- 1.33.2) If a Force Majeure situation arises, the Bidder shall promptly notify the Commissioner, Bhavnagar Municipal Corporation, in writing of such conditions and the cause thereof within 10 calendar days. Unless otherwise directed by the Municipal Commissioner in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 1.33.3) In the event of delay lasting over two months, if arising out of cause of Force Majeure, BMC reserves the right to cancel order.
- 1.33.4) Delivery & Issue resolution period may be extended due to circumstances relating to Force Majeure by the BMC. Bidder shall not claim any further extension for delivery & issue resolution or completion of work.
- 1.33.5) Notwithstanding above, the decision of the Commissioner, Bhavnagar Municipal Corporation, shall be final and binding on the Bidder.

SECTION 6:- SPECIAL CONDITION OF THE TENDER

- In order to explore the best possible rate and ensure completion of the work in the stipulated time limit, BMC is inviting technical and financial offers from the interested bidders.
- Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof. Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.
- During AMC period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time. Also Commissioner, Bhavnagar Municipal Corporation reserve the right to forfeit the EMD of successful bidder and agency will be black listed, if decided/required.

SECTION 7:- ALL QUERIES CORRESPONDENCE TO

- If you find any difficulty in filling the tender then kindly contact on below mention address:
EDP Manager,
Computer Department,
BHAVNAGAR MUNICIPAL CORPORATION,
Opp. Galaxy Cinema, Sir Mangalsinhji Road,
BHAVNAGAR-364001
- Phone: 0278-2431887
- Email: itmanager.bmc@gmail.com

SECTION 8:-Financial Bid Format

Sr. No.	Item	Period of Service	Rate in Rs. (Without all kind of taxes)
			In figure
1	PROVIDING WEB HOSTING SPACE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S WEBSITE FOR THE PERIOD OF 6 YEARS	6 Year	
2	ORG DIGICERT WILDCARD SECURE SITE SSL CERTIFICATE 6 YEARS VALIDITY & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION	6 Year	
Total Amount			

Note:

1. Bidder must have to fill price of each item mentioned above. If price is not mentioned for any above item, tender will be out right rejected.
2. If any bidder wants to participate only for WEB HOSTING SPACE & RELATED SUPPORT/SERVICES, then the bidder have to fill 0 in Item no-2 and fill the price in Item no-1.
3. If any bidder wants to participate only for SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then the bidder have to fill 0 in Item no-1 and fill the price in Item no-2.
4. If any bidder wants to participate for both WEB HOSTING SPACE & RELATED SUPPORT/SERVICES AND SSL CERTIFICATE & RELATED SUPPORT/SERVICES, then the bidder have to fill the price in both Item no-1 and 2.
5. Item wise L1 agency is selected for each item/work.
6. The quoted components must be supplied with 6 Year comprehensive validity & support (24x7x365).
7. All rates must be exclusive of tax and tax will be as per the government rules.
8. **This Price Bid must be submitted only online through e-Tendering website on <https://tender.nprocure.com> using digital signatures.**
9. **If price Bid submitted in physical form or in any offline way/form, then tender will be out right rejected.**

SECTION 9: Annexures

ANNEXURE-1 Anti-Blacklisting Certificate

(On Non judicial Stamp paper of Rs.50 duly attested by the First class Magistrate/Notary Public)

I M/s. _____ (Bidder),
_____ (the names and address of the registered office)
hereby certify and confirm that we or any of our promoter/s /director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a sub-contractor as on the _____ - (Bid submission Date), rejection in case any material misrepresentation is made or discovered with regard to the requirements.

We further confirm that we are aware that our Application for the captioned Project would be liable for of this Tender at any stage of the Bidding Process or thereafter during the agreement period. Dated this _____ Day of _____ 2024.

Name of the Bidder _____

Signature of the Authorized person _____

Name of the Authorized Person _____

ANNEXURE-2:- Format for Letter of Authorization

(On Non judicial Stamp paper of Rs.50 duly attested by the First class Magistrate/Notary Public)

To,
Commissioner,
Bhavnagar Municipal Corporation,
Sir Mangalsinhji Road,
Kalanala, Bhavnagar – 364001

Shri _____ domiciled at
_____(Address), acting
as _____ (Designation and name of the firm), and whose signature is
attested below, is hereby authorized on behalf of to negotiate and settle terms and conditions,
finalize, approve, sign and execute Agreements, Documents, Endorsements, Writings etc. as may
be required by BMC for the work of **“PROVIDING WEB HOSTING SPACE & RELATED
SUPPORT/SERVICESFOR BHAVNAGAR MUNICIPAL CORPORATION’S WEBSITE FOR THE PERIOD
OF 6 YEARS AND ORGANIZATION WILDCARD SSL CERTIFICATE & RELATED
SUPPORT/SERVICESFOR BHAVNAGAR MUNICIPAL CORPORATION’S ALL SOFTWARES/SUB-
DOMAINS FOR THE PERIOD OF 6 YEARS”** and is hereby further authorized to sign and file relevant
documents in respect of the above.

Table 1: Details of authorized person who gives authority to person mention in table 2 to execute tender	
Name:	
Signature:	

Table 2: Details of person who received authority from person mention in table 1 to execute tender	
Name:	
Signature:	

ANNEXURE-3 Covering Letter

(On agency's letter head with duly seal and signed by authorized person)

Date: dd/mm/yyyy

To:

The Commissioner,
Bhavnagar Municipal Corporation,
Sir Mangalsinhji Road, Bhavnagar-364001

Subject: Tender bidding for **PROVIDING WEB HOSTING SPACE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S WEBSITE FOR THE PERIOD OF 6 YEARS AND ORGANIZATION WILD CARD SSL CERTIFICATE & RELATED SUPPORT/SERVICES FOR BHAVNAGAR MUNICIPAL CORPORATION'S ALL SOFTWARES/SUB-DOMAINS FOR THE PERIOD OF 6 YEARS** in Bhavnagar Municipal Corporation

Respected Sir,

We here by submitting our offer in full compliance with terms & conditions mentioned in this tender. The offer is submitted the offer in two separate and sealed envelopes marked as Technical Bid & Tender Fee and EMD and we have submitted Financial Bid online through e-Tendering website on <https://tender.nprocure.com> using digital signatures. We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the bidder. We here by agree with that non-compliance in any terms & conditions mentioned in this tender document will result in rejection of our bid and we will abide by any decision taken in this regards by BMC authority.

We hereby certify that the person signing the tender is fully complying the 3rd clause of SECTION I: TECHNICAL BID CRITERIA.

We are aware that Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof and Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Name : _____

Designation : _____

Address : _____

Date : _____

Mobile No : _____

Place : _____

E-mail address : _____