



Speed Post

वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्
Council of Scientific and Industrial Research
अनुसंधान भवन 2 रफी मार्ग नई दिल्ली 110001
Anusandhan Bhawan, 2 Rafi Marg, New Delhi-110001

No. 13-2(21)/09-10/Pur.

Dated: 13th August, 2009

From:

संयुक्त सचिव(प्रशा.)

Joint Secretary(Admn.)

To

Subject: Tender Enquiry for Support Services for Share Point Internet/Web Portal Installation, Development, deployment and Maintenance Integrated with Microsoft Products as per on-site residence support services.

Sir,

Sealed Tenders are invited for entering into a contract for procurement/hiring of Support Services for Share Point Internet/Web Portal Installation, Development, deployment and Maintenance Integrated with Microsoft Products as per on-site residence support services for period of 03 years (detailed technical specifications are attached herewith at Annexure-A). Terms and conditions are as under:-

Terms and conditions:-

1. Submission of quotations:- The quotations shall be submitted under Two Bid System i.e. Techno-Commercial/Un Priced Bid and Price Bid addressed to the Joint Secretary(Admn.), Council of Scientific and Industrial Research, Anusandhan Bhawan, 2 Rafi Marg, New Delhi – 11001. Both the envelopes should be supercribed with Un-Price Bid and Price Bid, tender number, subject due date and time, and date and time of opening of the bid. Both the envelopes should be kept in one envelope then sealed. The Technical bid should be submitted as per schedule of requirement attached as Annexure-A, alongwith the compliance statement. The Technical/Un-Price Bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who wish to be present at that time. The price Bids of the Technically qualified firms will be opened after the evaluation of technical bids. The date and time for opening the Price Bids will be intimated to the Technically qualified firms accordingly. In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at the prescribed time. Late/Delayed Tenders would not be opened at all. Conditional Tenders shall not be accepted.

2. Receiving and Opening of Tenders:-

2.1 Last date and time for submission of quotation: Upto **28th August, 2009 at 3:00 P.M**

- 2.2 Date and Time of opening of **Technical Bid**: - at 3:30 P.M on **28th August, 2009**.

3. Prices:-

- 3.1 The support service offer should be valid for three years and all prices should be quoted both in figure and words on per annum basis. No cutting, omission, deletion and overwriting should be made. The quoted prices must be inclusive of the Resident Engineer(R.E.) for portal administration, resident portal developer, back office support for both and if any.
- 3.2 Any discrepancy between quoted prices in figures and that in words, if noted, will be sorted out in the following manner:-
- 3.3 If there is a discrepancy between the unit price and the total price the unit price shall prevail and the total price will be corrected accordingly.
- (a) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- (b) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above.

4. Validity of Quotation:-

- 4.1 The quotation must be valid for minimum 90 days from the date of opening of quotations. CSIR reserves the right to request the firms for the extension of the validity of the quotations. The vendor will be at liberty to accept or reject CSIR request.
- 4.2 The details of Annexure-A compliance should be submitted as per proforma at Annexure-"B".

- 5. Taxes:-** The percentage of Tax & duties must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of taxes. Mentioning vague terms in the quotation like taxes extra or taxes as applicable or taxes at actual will not be considered and the quoted prices will be considered inclusive of taxes.

- 6. Earnest Money Deposit:** Bid should accompany an earnest money deposit of **Rs.1,00,000/- (Rupees One Lakh only)** in the form of a Demand Draft or Bank Guarantee from a Scheduled Bank as per Annexure"H" provided by CSIR and drawn in favour of "The Joint Secretary(Admn.), CSIR, New Delhi". **All tenders received without EMD would be summarily rejected.**

- 7. Performance Security:-** Successful Bidder will submit a Performance Security of 10% of the order value for period of 03 years within 21 days after the award of the contract.

- 8. Penalty:-** In case of any delay in providing support services and shutdown in operation/solution beyond 24 working hours during the period of contract, a penalty of 1% of invoice value (per annum) per week subject to the maximum of 10% of contract value would be deducted for delayed period.

- 9. Fall Clause:** In case, if it is found during the period of contract that the successful bidder has concluded a contract for support service under the contract on the conditions similar to CSIR contract at a price lower than the price charging from CSIR, the contract price will be automatically reduced and the same will be adjusted accordingly.

10. Payment:-

- 10.1 The payment will be released on quarterly basis after obtaining satisfactory services report (Preventive and Corrective maintenance) from the nodal officer of IT service.
- 10.2 No advance payment will be made.
- 10.3 Payment should be claimed through pre-receipted bills drawn in triplicate, original copy being signed over a revenue stamp.

11. Technical Bid Evaluation: The conditional Tenders will not be accepted. The Technical Bids will be opened first and analyzed for acceptability. The evaluation of the tenders will be done in a Scientific and logical manner. In case, certain details are missing in the quotation, which do not have appreciable bearing on the quoted prices, CSIR reserves the right to take/call the firms for technical discussions and clarifications along with necessary documents for the same to find out technically suitable vendor. The price bids of the technically qualified firms shall be opened after technical evaluation. The date and time of opening the price bid will be intimated to the technically qualified bidders and the same will be opened in the presence of the representatives of the technically qualified firms who wish to be present at the time of price bid opening.

12. Price Bid Evaluation : The price comparison will be made among the technically qualified firms and the order will be placed on lowest quoted rates out of the technically qualified firms.

13. Arbitration:- Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specification, and instructions herein before mentioned and as to the quality of materials, as to any question, claim, right matter of thing whatsoever, in any way arising out of or relating to the contract, specification, estimates, instruction, order of these conditions or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of a person nominated by the Director General, Council of Scientific and Industrial Research, New Delhi, and if he is unable or unwilling to act to the sole arbitration of some other person appointed by him unwilling to act as such arbitrator. The submission shall be deemed to the submission to arbitrator under the meaning of the Arbitration & Reconciliation Act, 1996 or any satisfactory modification of enactment thereof for the time being in force, conclusive and binding on all parties of the contract.

14. Technical Terms and conditions:-

1. The services are required for three years and the amount will be payable within the quarter after obtaining the satisfactory report from the Coordinating Officer of the IT Division.
2. The services comprise of preventive and corrective maintenance (cover all sort of OS/System SW, MOSS and related problems for running the internet/web portal services).
3. All type of support related to the Portal Service will be attended immediately by the resident support staff deputed onsite immediately or through back office support within four hours.
4. Minimum one onsite Engineer for Portal Server Administrator and one resident Portal Developer should be made available in CSIR Hqrs. from Monday to Saturday from 9.00 A.M. to 5.30 P.M. and in case of emergency on holidays should be made available at no extra charges. And the quoting firm should have sufficient back office support for any major/critical support required for the service by the deputed staff. The resident engineer & developer will be interviewed time to time by CSIR. There will not be any change of resident engineers barring emergency situations. The bidder will replace the resident engineer/developer in case the quality of services is not good as per CSIR's standards.


(R.C. Gupta)

Stores & Purchase Officer

Annexure-"A"

Sl.no	Support Services for Share point Intranet / Web Portal installation, development, deployment and maintenance with onsite resident support & Back office Support.
	<p><u>Scope of Work Corporate Portal(WEBSITE)</u></p> <ul style="list-style-type: none"> ○ Complete information on the corporate ○ Corporate Blogs ○ Wiki ○ Document Repository with workflows for approval ○ Picture Libraries ○ Discussion Forum ○ Surveys ○ Forms • Department Portal(INTRANET) <ul style="list-style-type: none"> ○ Complete information on the department ○ Department Blogs ○ Wiki ○ Document Repository with workflows for approval ○ Picture Libraries ○ Discussion Forum ○ Surveys • Search, People Search Metadata Search
1.	The firm should depute administrator and developer in MOSS 2007 with excellent communication and customer skills onsite to work on component applications in a distributed environment.
2.	Ability to build, configure and manage MOSS 2007 is mandatory.
3.	Strive to always promote high quality, results-driven, prompt and professional customer service and support.
4.	Good Knowledge of .net, Share point basics and advanced (WSS and SPS features, Administration, knowledge on lists and document library)
5.	The Firm should demonstrate working experience on Application programming, development, configuration, deployment and maintenance. (Site Configuration, backup, Restore and Template manipulation.
6.	To adapt and work on new version of Share Point (MOSS).
7.	Extensive Knowledge of MOSS architecture and its supporting infrastructure including ADS, DNS, IIS, OCS, Exchange etc..

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8.	To have sufficient skills to implement and troubleshoot Microsoft Office Share Point Server 2007 in intranet and websites on MOSS and external (extranet) environments with sufficient understanding of underlying technologies such as CAML
9.	Proficient with tools such as Share Point Designer
10.	Working knowledge of other tools such as Visual Studio, VSTO, Windows Workflow Foundation
11.	Good knowledge on advance topics like OCS integration with MOSS, single sign-on, InfoPath, etc
12.	Strong experience of designing and implementing applications using SharePoint Portal Server
13.	Good experience of working with .NET
14.	Experience working with data retrieval from SQL Server 200x
15.	Good experience in designing content management solution.
16.	Understanding of SharePoint product, including taxonomies, hierarchies, document lifecycle, business processes, etc that are needed to drive a successful project.
17.	Good and working knowledge of SharePoint application deployment and environment management – with lot of hands on experience.
18.	Excellent client facing skills, communication skills, interpersonal skills, and multi-tasking capabilities
	Technical Terms and conditions : The Services are required for three Years and the amount will be payable within the quarter after obtaining the satisfactory report from the Coordinating Officer of the IT Division.
	The services comprise of preventive and corrective maintenance (Cover all sort of OS/System SW, MOSS and related problems for running the intranet /web portal services)
	All type of support related to the Portal Service will be attended immediately by the resident support staff deputed onsite immediately or through back office support within four hours.
	Minimum one onsite resident Engineer for Portal Server Administrator and one

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resident Portal Developer should be made available in CSIR HQ from Monday to Saturday from 9.00 to 5.30 P.M and in case of emergency on holidays should be made available at no extra charges. And the quoting firm should have sufficient back office support for any major /critical support required for the service by the deputed staff. The resident engineer & Developer will be interviewed time to time by CSIR. There will not be any change of resident engineers baring emergency situations. The bidder will replace the resident engineer / developer in case the quality of services is not good as per CSIR's standards.

Handwritten signature
17/10/18
17/10/18

COMPLIANCE STATEMENT

Parameters of CSIR Specifications/Terms & Conditions of the CSIR Tender	Quoted Parameters and Terms and Conditions	Complied/Deviations/Remarks

Signature of the vender with rubber stamp.

Annexure "H"

MODEL BANK GUARANTEE FORMAT FOR FURNISHING BID SECURITY (EMD)

Whereas (hereinafter called the "tenderer") has submitted their offer dated.....for the supply of (hereinafter called the "tender") against the Purchaser's tender enquiry No.KNOW ALL MEN by these presents that WE.....of having our registered office at..... are bound unto(hereinafter called the "Purchaser") in the sum of for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of20.....

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) If the tenderer fails to furnish the performance security for the due performance of the contract.
 - b) Fails or refuses to accept/execute the contract.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser (CSIR/Lab) having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due to it owing the occurrence of one or both the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the bank not later than the above date.

Signature of the authorized officer of the bank

Name and designation of the officer

Seal, name and address of the Bank and address of the Branch.