

Scope of Work

1.0 INTRODUCTION

CSIR is one of the largest publicly funded R&D organizations in the world. It has a network of 38 National Laboratories and their field Centre's spread across the country. Its range of activities covers the entire spectrum of industrial R&D making it a truly global R&D resource with its partners hailing from over 50 countries. CSIR in its endeavor to improve the impact of its policies, activities and achievements reaching to the citizens and various stake holders, through its Guidelines for Indian Government Websites (GIGW) compliant and dynamic website (www.csir.res.in).

1.1 INTENT OF THE SPECIFICATION

The CSIR website (<http://www.csir.res.in>) is "Guidelines for Indian Government Websites (GIGW)" compliant as issued by Government of India (GOI),as available at (<http://guidelines.gov.in>) and World Wide Web (W3C) Standards. The CSIR website is security audited and is a STQC certified website.

Comprehensive Annual Maintenance of the CSIR website with On-Site/Offsite support for a period of two years from the date of issuance of Purchase Order by CSIR.

CSIR website is bilingual and is developed using PHP-Drupal, Apache and My SQL under LINUX environment.

1.2 HOSTING ENVIRONMENT

The present website is hosted at NICSI Cloud Meghraj at NDC Bhubneshwar on Linux Servers using PHP-Drupal, My SQL and Apache. Being a dynamic web site, the bidder should indicate the minimum configuration of server(s) and related networking requirement for hosting in house and/or at any professionally managed Data Centre outside the CSIR building / NIC in Delhi /NCR if required in future.

1.3 SCOPE OF WORK:

CSIR website is bilingual and is developed using PHP-Drupal and My SQL under LINUX environment. The vendor is expected to manage and maintain CSIR website (English and Hindi). The vendor should deploy resources having extensive knowledge and background in utilizing Content Management System (CMS) to manage websites using PHP-Drupal and Linux environment.

The selected vendor shall monitor & Optimize CSIR website for performance (e.g. usurping site has enough storage space, are loading quickly etc.) and ensure adherence to the uptime guarantee, backup frequency and success, etc. Maintenance of all the pages, including new pages (English & Hindi) should necessarily be developed and maintained in the CMS and static HTML pages are to be avoided.

All the new development(s) should be in compliance to existing standards and should be free from all known vulnerabilities and Bugs. The service provider has to ensure that the modules being developed for the website should go through a mandatory Quality Control and QA testing.

All website updates are time bound. Generally, the website updates are carried out between Monday-Friday (9.00AM to 6.00 PM) however in order to meet certain statutory & regulatory compliance updates may be required post support hrs./ Public holidays as well. Hence the support should be available 24*7 for any urgent uploads and the Developer level resident engineer should be provided with adequate

infrastructure to carry out the tasks by the vendor itself.

The vendor is also required to perform the following activities but not limited to: -

- a) **Preventive Maintenance:** Bidder shall conduct preventive maintenance (including but not limited to inspection, testing and satisfactory execution of all diagnostics. The selected bidder is required to provide a preventive maintenance checklist along with a schedule (preferably Quarterly).

Maintain the CSIR website shall include following items, but not limited to: -

- i) Rectify the errors, broken Links and Files.
 - ii) Update the content as and when required.
 - iii) Carry out minor modifications to the layout, menu and web pages.
 - iv) Create new web pages.
 - v) Manage VMs for the website on NIC Cloud.
 - vi) Scheduled and Unscheduled backup/restore exercises.
 - vii) Accessibility testing.
 - viii) Dynamic functionality
 - ix) Update the content in English/Hindi or both as and when provided.
 - x) Maintain the website menus/links etc as bilingual.
 - xi) Graphics support.
 - xii) Administration of website.
 - xiii) Updated patches and updates to the Content Management Framework-patches as available free of cost on internet.
- b) **SSL Certificates:** The SSL will be provided by CSIR its deployment and management would have to be done by vendor and maintain the CSIR website on https.
- c) **Website Security audit:** Get CSIR website Third Party Security Audited annually starting from 2025 and onwards. Two security audits are to be conducted. It is vendor's responsibility to rectify the issues and provide the security audit certificate from a CERT-In empaneled vendor.
- d) **Help Desk Management:** All call Logs details (Website updates/issues etc.) are to be managed and maintained by the selected vendor. The knowledgebase of issue logs is to be maintained.
- e) **Deployment of server (if required):** The present website is hosted at NICSI Cloud Meghraj at NDC Bhubaneswar on Linux Servers using PHP-Drupal, My SQL and Apache. The bidder needs to redeploy the webserver as per GIGW requirement on NIC cloud / other hosting environment (if required). The configuration, coordination and maintenance etc. of the servers would be done by vendor without charging any extra cost.

Vendor must adopt industrial standard methodology for Change Management and Content Change Tracking for CSIR website.

The vendor will have to arrange for mobile/telephone/laptop facility to the engineer to facilitate immediate contact from CSIR personnel and carry on updations/modifications if required on public holidays/after office hours.

- **Audit Gap Closure:** The vendor is expected to undertake remedial action for all alerts /audit findings/ observation /guidelines raised by the security system or Government agencies etc.

The Vendor is expected to provide compliance for all CSIR audit observations as and when required and addressing of Audit Gaps. The vendor is also expected to extend its support during third party Audit, STQC Certification, if any for CSIR website.

- The successful bidder must perform the website Third Party Security Audit and perform Gap closure within the prescribed period. The Audit must be carried out by a Cert-In empaneled agency.
- **Content Management System (CMS) & Layout Updates:** Changes to Web Pages, Up-Loading/ removing/ creating /moving of web pages, banners, layout updates, modification/ development of graphic-animation, flash content, etc. Edit Optimize and incorporate content in the form of text, photographs, images and videos etc. provided by CSIR into the website. Providing links to other sites & URLs as and when required. Further development of Special Themes (for National Holidays, Foundation Day etc.) may be required to be developed.
- **Search Engine Optimization:** The vendor shall create SEO Program that results in an increase in overall visitors. Monthly, SEO report must be submitted by vendor.
- **Deploying on Staging Environment:** Vendor is required to deploy latest running copy of the website on the staging server. Vendor shall provide complete backup of source code changes carried out/ new code developed at the end of each enhancement as and when required.
- **Website Security & Performance Monitoring:** The selected Vendor must maintain the integrity of the site against spam, ransomware, hackers, viruses and electronic attacks via firewalls, security software and passwords etc. This would include checking the content given by CSIR itself for in-built vulnerabilities or if they would cause vulnerabilities. An indicative list is provided as below, however the vendor may propose the industry wise best approach ahead:
 - i) Review various Custom DLL's for potential security breaches
 - ii) Stop DDoS attacks
 - iii) Block Phishing Lure Pages
 - iv) Identity DNS & WHOIS Changes
 - v) Real Time and Zero Day Patching
 - vi) Monitor Changes to SSL Certificates
 - vii) Actively Detect & Remove Malware and Prevent Intrusions
 - viii) Web performance analysis, Tuning of Database and Operating Systems
 - ix) Review configurations for OS/IIS and .net, provide recommendations
 - x) Health Check and Space utilization
 - xi) Patch Updates.
- **Major Enhancements /Module Developments:** New module developments/enhancements within the CSIR website or changing the home page theme in the maintenance period would have to be done by the vendor catering to various business needs. Such requirements may be treated as change requests depending upon the complexity/effort required. Development of any new modules and enhancements to the existing modules will be the responsibility of the vendor. In the event of any major change/module to be developed, the vendor may be required to deploy additional resource onsite for understanding the requirements /trouble shooting /new module development etc. Further, on the bottom of every page information regarding copyright should be displayed. The enhancements of modules will include updation/modification/new development of employee corners, menus, etc. .and development of new webpages/portals, connectors for showing employee data like salary, GPF, NPS, Leave Status

etc. CSIR website, creation of input forms with validation and MIS reports etc.

Content (Hindi & English) shall be provide by CSIR. As far as possible the same will be in electronic form, however if required the agency will have to convert physical formats to electronic formats.

Conversion of content (English to Hindi) shall be CSIR responsibility.

- **Other Duties and functions:** Normally the website Quality Certification provided by STQC/designated agency is valid for three years. These payments required for such certification is made by the owner to certification or any other agency as required. However, it is required that the corrections/rectification of errors raised by STQC/any other agency nominated by the owner during annual surveillance is done to maintain GIGW compliance as per Govt. Guidelines. The vendor is required to address the errors/non conformities if any rose during the annual surveillance activities without any additional cost. The vendor will have to assist in obtaining the quality certificate for CSIR website (www.csir.res.in).

Scope of Content:

It is thus important that up to date, complete and correct information is made available over the website in an interesting manner so that the users could fetch the information required from the website easily. The website will have variety of contents available and the vendor should study the website of CSIR to have an overlook of the same.

- **Primary content-**

- a. **About Us –**

All information about the entity and their respective departments, useful for the citizens and other stakeholders, present in the "About Us" section and mechanism is in place to keep the information up to date. This includes the history of the ministry or the firm, its structure and other basic details.

- b. **What's new –**

Set of recent updates that are need to know for all the key personas for the websites with regular archival policy defined and implemented.

- c. **Slider, Events & Schemes –**

The information on any specific project, event or scheme need to be reflected. The webpage should provide complete description of the project/event schemes along with the procedure for obtaining the associated benefits.

Secondary content

Secondary content is generated from the assortment and restructuring of primary content to suit the requirements of different personas. Examples of such content are:

- a) **Advertisements/banners/media gallery-**

This encompasses and news item, press releases, videos, A/V profiles etc. used by the entity. Copyright checks should be done for the same. There should be option of automatic integration of banners in the website.

- b) **Usage Policy-**

Policies and guidelines for internal and external usage of the information available should be made available.

- c) **Related links-**

Links for related sites are provided with proper caveats added on each page.

- d) **Application forms –**

Forms for various vacancies which the entity publishes and the result of the same should be provided once the selection procedure is over. Open Data, Reports, publications etc.

e) Document gallery –

Act and Rules, Circular, Notifications, Tenders & Notices and other documents which need to be consolidated together with a categorization within the web page for clear demarcation of the document being uploaded.

f) Contact details –

Contacts need to be verified and should be kept up-to-date on regular basis.

g) Archival Sections-

Old/Obsolete Information to be moved to archival section of each page as per GIGW policies.

- **Tertiary content**

Information about the 'primary' and 'secondary' content forms a part of the tertiary content. This includes:

- a) **About the site.**
- b) **Navigation aids sections such as online help, Site map, Search.**
- c) Terms and Conditions with respect to usage of content on the site.
- d) **User Feedback.**
- e) **Help**
- f) **Disclaimers and Policies**
- g) **Accessibility Statement**

- **Developer Resident Engineer Service (Onsite):** The vendor will assign a Developer level Resident engineer onsite. Resident engineers posted by the contractor shall be available throughout the working hours on all working days. Replacement service engineer shall be posted, if the regular service engineer is on leave etc. In case of absence of any service engineer at the site, due to whatever reason, a penalty would be invoked. @ 400/- per day.

Qualifications for Developer Resident Engineer:

The Developer level support engineer should be at least B.Sc./ BCA / B.Tech. /MCA with as experience of at least 3 years or more in relevant areas related to this project. Support engineers shall be available in CSIR, New Delhi office from 9.00AM to 6.00PM hrs on all working days. If required, support engineer may be required to provide support service from CSIR, New Delhi office on weekends without any extra cost.

The indicative list of activities to be performed is as below:

- Content Updates (Addition, deletion and updating), Fixing broken links and images
- Check Compatibility of website Code with various browsers
- Test site functionality, ease of use and Load time.
- Backup Management Site Backup (Weekly)
- Scanning website and provide security against hackers and spammers.
- The Resource deployed Onsite would be governed by CSIR's Leave Calendar.
- Required Skill Set –Developer Resident Engineer:
 - He/she must have good knowledge of HTML/HTML5, CSS, XML, Java, JavaScript, .NET, PHP, Drupal and Web services, LINUX.
 - Knowledge of My SQL is a must.

- **Project Monitoring:** Following reports are required to be furnished as

- Website Performance Report (Monthly)
- Audit Report

Any payment would be release basis the availability of above reports along with demand raised.

1.4 On site User Support and Maintenance for AMC

- Vendor shall provide maintenance for two years and on-site support services which includes one onsite Developer Level Resident Engineer for all purpose technical work / maintenance related to CSIR website, which can be extended for another year on satisfactory performance.
- System monitoring and compliance to SLAs.
- Application support including minor modifications.
- Contingency Plans for application and data recovery.
- Bugs/Fixes management
- Software Change and Version Control
- Maintenance of system
- Compliance of security issues / GIGW compliance time to time.

1.4.1 Costs

Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the Bidder meets the obligations as set in the Change Control Note CCN.

1.4.2 Reporting

Change requests and CCNs will be reported as and when required to each Party's Project Managers who will prioritize and review progress.

1.4.3 Obligations

The Bidder shall be obliged to implement any proposed changes once approval in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe. The penalty of 1% per week shall be applicable for delay in deliverable after agreed timeline. Such penalty shall not exceed 10% of the respective change control cost.

1.4.4 Bugs / Fixes Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. Bidder shall use standard bug management tools to log and track the reported issues. Fortnightly bug reports shall be shared with CSIR for the bug reported and fixed bug trends which shall include severity, bug root cause, fix provided etc. As the parties involved are Users / functional team members of CSIR, and Bidder, SLAs may not be directly defined. Bidder commits involvement in resolution on 'best of efforts' basis as per requirements. Following are the steps involved:

1.4.4.1 Problem(s) definition, classification and corrective measures.

1.4.4.2 Context definition (through functional teams as per requirements)

1.4.4.2 Request Analysis by Bidder Priority Categorization

1.5 Website Change and Version Control

The Bidder shall maintain version control and configuration information for any system documentation and Web portal. During the maintenance period the bidder shall submit an annual undertaking stating that the system version is current version and all system patches/upgrades have been deployed.

1.5.1. The website enhancements and modifications may be needed in the application. The bidder shall quote the effort equal to 75-Man Days of effort per year as part of tender quote which shall be used for the enhancements in the Website/Portal/Application.

1.5.2. All changes during the stabilization or support & maintenance phase shall be subjected to the comprehensive & integrated testing by the Bidder to ensure that the changes implemented in the Web portal meets the desired and specified requirements of CSIR and doesn't impact any other function of the system.

1.5.3 For any changes to the Web portal, Bidder shall submit a document indicating proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc.

1.5.4 The Bidder is required to keep all such documentation up to date to reflect the latest enhancements/modifications made to the application. All documentation should be prepared as per latest industry standards and Guidelines for Indian Government Websites (GIGW) and STQC guidelines and should incorporate necessary version control mechanism.

1.5 Eligibility Criteria

CSIR is looking for the bidder for “**Annual Maintenance Contract of CSIR- Website for the period of two years within the Guidelines for Government of India Websites (GIGW) with support services**”. The bidder shall be an established Company, registered in India having experience of developing web portals. The company shall be in operation for a period of 5 years in India as on date of submission of bid. Bidder should be registered under the Indian companies' act. The bidder must be NICSI empaneled Tier -1 / Tier 1A / Tier-2 company.

Bidder firm shall submit an undertaking stating its firm or its partners or its Directors have not been black listed or any case is pending or any complaint regarding irregularities is pending in India by any Indian State/Central Governments Departments or Public Sector Undertaking of India as on date of bid submission.

The details of eligibility criteria are mentioned below at Annexure - I of this document.

2.0 Penalty for delays in the Development, Installation and Commissioning

- Time is essence of the contract. The successful bidder must supply, install, test and commission all the components of the website as per the scheduled time frame. Failure to supply or commission or deployment of all or some of the deliverables on or before the stipulated date will entail a penalty equal to 1% of the value of contracted price per week subject to maximum of 10% of total contract value. Payment of liquidated damages does not affect the successful bidder's liabilities.
- In addition to (a) above in the case of delay in compliance with the stipulated time period, CSIR will have the right to cancel the order & forfeit the EMD/BSD / revoke the performance / any other bank guarantee etc.

- If at any time during performance of the Contract, the selected vendor should encounter conditions impeding timely performance of Services, the selected vendor shall promptly notify CSIR in writing of the fact of the delay, its likely duration and its cause(s).
- If the selected vendor is not able to fulfill its obligations under the contract, which includes non-completion of the purchase order, the CSIR reserves the right to accomplish the procurement through another vendor and EMD/BSD / Security Deposit of vendor will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be born by the selected vendor.
- In case of Page fault (missing links, fault due to designing / coding) maintenance payment for the particular month will not be released.
- An event which has been defined in the website, data must get updated within 24 hours. In case the updation is not done within 24 hours' penalty will be charged as per details given as follows: -

X1=	Delay beyond (in days)	% of X1
	2	5
	5	10
	10	15

Expenses relating to team members which are supposed to be dedicated for updation

Example of events include Award functions, Detail of Awardees, Proceedings of the conferences/workshops, Abstracts of Scientific papers / journals having high impact factors, grant of patent at international level, Announcements of major discoveries, coverage of CSIR in the event of scientific achievements in media, Policy announcement by Government, Retirement of scientists / Directors, Change in govt. etc.

2.1 On site User Support and Maintenance for AMC

- Vendor shall provide maintenance for two years and on-site support services which includes one onsite Developer level Resident Engineer for all purpose technical work / maintenance related to CSIR website, which can be extended for another year on satisfactory performance.
- System monitoring and compliance to SLAs.
- Application support including minor modifications.
- Contingency Plans for application and data recovery.
- Bugs/Fixes management
- Software Change and Version Control
- Maintenance of system
- Compliance of security issues / GIGW compliance time to time.

2.2 On site IT professional support services includes

- Provision of support services for Upkeep of CSIR website on 24x7 basis.
- Provision of IT professional at site on daily basis from 9.00 A. M. to 6.00 P.M. (if required, he may be called on holidays/ after office hours without extra cost).
- Responsibility of backups, archival, updation, configuring/maintenance of servers uploading of contents & any other client requirements.
- Updation & Maintenance of website databases.
- Generation of weekly & fortnightly report.
- Any other related technical operational support required to upkeep Website.

On-Site IT professional services includes

- Provision of services on 24x7 bases.
- Provision of IT professional support i.e.one Developer level resident engineers at site on daily basis from 9.00 A M to 6.00 PM (if required, he may be called on holidays/ after office hours).
- Responsibility of backups, archival, updations, configuring / maintenance of servers uploading of contents & any other client requirements
- Updation & Maintenance of databases and webserver.
- Generation of weekly & fortnightly report

Escalation Matrix:

The following will be the escalation levels followed within SERVICE PROVIDER to ensure support on Technical /Administrative issues arising out of the operations at premises:

ESCALATION LEVELS	Authority	Name & Contact details
1st Level	Project Team Leader	
2nd Level	Program Manager	

Proforma for CV for proposed professional staff

- Name of professional :
- Proposed position in the project :
- DOB :
- Years with firm :
- Membership in professional societies :
- Tasks assigned :
- Key qualification: -
(Give an outline of staff's experience and training. Mention degree of responsibilities held by staff member on relevant previous assignments along with dates and location.)
- Education: -
(Summarize, college/university and other specialized education/ professional education)
- Employment record: -
(Mention about every employment held in the past, positions held, period, name of employer, location, activities performed.)

**Sing. of Bidder/Auth. Representative Name
of Staff**

Signature

Eligibility Criteria

S. No.	Reference / item	Document enclosed with Bids (Yes/NO)	Page nos.
1.	NICSI Empanelment (Empanelment Letter to be enclosed)	Yes/No	
2.	Whether Earnest Money Deposit / Exemption certificate/Bid Security Declaration (BSD), if applicable, as prescribed in chapter 2 of this bid document enclosed?	Yes/No/Exempted	
3.	Proof / certificate for incorporation / Registration details of the bidding firm in India and in operation for past 5 years on the date of bid submission	Yes/ No	
4.	Proof / Certificate from Auditor/Company Secretary/ Chartered Accountant and counter signed by bidders authorized signatory for average annual turnover of Rs.1 crore for the last three financial years (i.e. FY 2020-2021, 2021-22 & 2022-23)	Yes/ No	
5.	Proof / Copies of work orders/completion Certificate(s)- along with references & contact no's of client for successfully developed at least three websites for Govt./PSU or reputed Public Organizations during the last five years.	Yes /No	
6.	Proof for satisfactorily completion of at least three similar work of value Rs.20 lakhs or above during the last five years.	Yes / No	
7.	The bidder should have ISO 9001:2015 certification or ISO 27001 Certification or higher (Certificate to be enclosed)	Yes/No	
8.	The bidder will not Sub-contract the work/contract awarded. An undertaking to this effect has to be submitted by the successful bidder.	Yes/No	
9.	Manpower strength- The Bidder should have minimum of 30 qualified support engineers having knowledge of Linux, CMS, Apache, PHP-Drupal) and My SQL Server (Administration and application development). The bidders must have a team on its own payroll with experience of designing and developing websites using above technology. (Details to be enclosed)	Yes/No	

10.	Whether detailed resume of the team leader and team members indicating the details of qualifications and professional experience along with documentary evidence enclosed.	Yes/ No	
11.	Whether certificate by the authorized signatory that all terms & conditions of the NIT are acceptable to the bidder enclosed. An undertaking in this regard to be submitted duly stamped and signed on bidders letter head.	Yes/ No	
12.	Undertaking on Company's Letterhead stating that all the tender conditions are acceptable to the bidder.	Yes/ No	

Price Bid

(On the letter head of the firm submitting the bid document)

TABLE – 1

S. No.	Item Description	Unit	Quantity (A)	Amount in INR (B)	GST in INR (C)	Total in INR D=(A X B) +C (D)
1	Annual Maintenance Contract of CSIR-Website for the period of two years within the Guidelines for Government of India Websites (GIGW) with Offsite and Onsite support for two years inclusive of Third Party Security Audit for two years from Cert-In Empaneled Vendor as per scope of work.	Per year	Two			
2	Grand Total: (In Words)					
3	Grand Total: (In figures)					

Note:

1. All items must be quoted.
2. All prices should be in Indian Rupees (INR) only.
3. Prices should be inclusive of all taxes, duties etc.
4. Prices should be inclusive of all services, Two year on-site comprehensive maintenance etc.
5. Lowest quote (LQ1) bidder will be decided on the basis of the **Grand Total i.e. Column (D) of the above price schedule table.**
6. Any cutting, erasures etc. should be duly attested with bidder's signature and company seal otherwise the bid will be rejected outright.
7. Prices should be mentioned in both figures and words. **In case of discrepancies in Amount in Words and Figures, the amount in figures will be treated as Final.**
8. Costs for all logistics like sample design, software, training booklets/ materials, photocopying, printing, binding, pre-requisite software etc., travelling, boarding, lodging etc. shall be borne by the bidder and are deemed to be included the bidders quote

Model SLA (Service Level Agreement)

This section describes the service levels to be established for the Services offered by the Bidder to CSIR. The Bidder shall monitor and maintain the stated service levels to provide quality service to CSIR.

Purpose

The purpose of this Service Level Agreement (SLA) will be to formalize an agreement between CSIR and the vendor to provide the technical support services, at agreed-upon cost. This document will be intended to provide support services with general terms & conditions as mentioned hereunder: -

Definitions-

1. Scheduled Maintenance Time shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. Further, scheduled maintenance time is planned downtime with the prior permission of CSIR.

2. Scheduled operation time means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the CSIR shall be 24x7x365.

3. System or Application downtime means accumulated time during which the System is totally inoperable within the Scheduled Operation time but outside the scheduled maintenance time and measured from the time a call is logged with the Supplier team of the failure or the failure is known to the Supplier from the availability measurement and monitoring tools to the time when the System is returned to proper operation.

4. Availability means the time for which the services and facilities are available for conducting operations on the CSIR system including application and associated infrastructure.

5. Helpdesk Support shall mean the 24X7 basis support center which shall handle Fault reporting, Trouble Ticketing and content updating and management support enquiries during this contract.

6. Incident refers to any event / abnormalities in the functioning of the any of IT Equipment's / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

7. Bugs and Issue refers to problem reported on the software or the services. Bugs and Issue can be categorized in following categories -

P0 - Critical: The issue affects critical functionality or critical data of the software. Intended user is not able to use the required feature or functionality. Such issue generally does not have a workaround. Example: Failure of a feature. **SLA for Resolution: 4 hours**

P1 - Major: The issue affects major functionality or major data. It has a workaround but is not obvious and is difficult. Example: Feature is partially working or with some work around. **SLA for Resolution: 16 hours**

P2 - Minor: The issue affects minor functionality or non-critical data. It has an easy and obvious workaround. **SLA for Resolution: 24 hours.**

P3 - Trivial: The issue does not impact the required functionality or data. It does not even need a workaround. It does not impact productivity or efficiency. It is merely an inconvenience. Example: Spelling/grammatical errors. **SLA for Resolution: 36 hours.**

Measurement of SLA-

- The following tables outlines the key service level requirements for the system, which needs be ensured by the Supplier during the operations and maintenance period. These requirements shall be strictly imposed by CSIR.
- The bidder must submit the resolution report in the end of every month which is to be shared with CSIR on a monthly basis. CSIR will verify the report and calculate the number of anomalies cleared during the month.
- Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the Supplier on a monthly basis, in the formats as required by CSIR.
- The bidder will appoint Cert-In empanelled Third Party for the audits based on the audit reports performed by the bidder on yearly basis. Audits will normally be done on regular basis or as required by CSIR. Bidder shall make provision that requisite permission is given to the Third Party Agency for carrying out the audit process on regular basis.

Measurement Details for SLA -

Service Level Description	Severity of Violation	Measurement	
System Uptime and resolution of bugs / issues. SLA for bugs / issue as Defined above	High	Availability of Application solution components measured within the Data Center shall be at least 99.9 % This service level will be monitored on a weekly and monthly basis.	
		Availability over the Quarter	Violations for Calculation of penalty
		Uptime: > 99.9% and Issue resolution SLA met for P0 to P3 > 99.9%	Nil
		Uptime: > 98% and < 99.9% or Issue resolution SLA met for P0 to P1 > 99.9% or Issue resolution SLA met for P2 to P3 > 98%	2% of AMC Cost
		Uptime: > 96% and < 98% or Issue resolution SLA met for	5 % of AMC Cost

		P0 > 99%	
		or	
		Issue resolution SLA met for P1 to P3 > 96%	
		Uptime: > 95% and < 96%	10% of AMC Cost
		or	
		Issue resolution SLA met for P0 > 98%	
		or	
		Issue resolution SLA met for P2 to P3 > 95%	
		Uptime: < 95%	Breach of Contract
		OR	
		Issue resolution SLA met for P0 and P1 < 98%	
		OR	
		Issue resolution SLA met for P2 to P3 < 95%	
		Amount of Penalty for SLA during the AMC period can be recovered from PB. Thereafter, bidder need to submit PBG as per the agreement. The system should be available all the time. The system should be made available within 2 hours of downtime.	
Note: In case, noncompliance for the uptime and issue resolution falls into two different categories of penalty, then higher amount of penalty shall be paid by the bidder.			

Violations and Associated Penalties

- Non- Compliance of SLAs due to Hardware/Network/Bandwidth issues shall not be binding on the SI/Bidder.
- The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- A three monthly performance evaluation will be conducted using the Quarterly reporting periods of that period.
- Penalties, if any, for non-compliance of SLAs; shall be adjusted in the same or next quarter. The Final payment will be released after all SLA deductions.
- It is to be noted that if the overall penalty applicable for any of the review period during the contract exceeds 25% of the quarterly payment or if the overall penalty applicable for any of the successive Quarterly periods during the contract is above 15%; then CSIR shall have the right to en-cash the Warranty/ Guarantee or terminate the contract or both.

The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.

Technical Support Services Requirements:

Vendor warrant and represents to the CSIR that:

There shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property, consequent to jobs undertaken by the contractor.

Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity other than between the respective Parties to this Agreement or the SLA, as the case may be.

Excusable Calls:

Any Failure, which is agreed due to uncontrollable parameters, like Power. Network Jam, etc...

Downtime planned for prescheduled changes / Maintenance activities

Any failure that is due to end user operational errors, non-standard products

Unavoidable natural / unnatural calamities, accidents etc...

Contract Period:

The contract will be signed for the period of 1 year from the date of deployment, which can be extended for further period of one-year subject to the satisfactory performance and approval by CSIR.

The contract can be terminated at any point of time, without any notice Period, if the performance is found to be unsatisfactory.

CSIR reserves the right to change of resources if not found capable or Competent to perform the assigned functions.

Preventive Maintenance & Breakdown in services

Regular preventive measures shall be made by the firm at least once in a month to ensure upkeep of the website This would involve required services, upgradation of Software version etc. Any fault brought to the firm's notice either during such routine calls or otherwise informed by CSIR officials, shall be arrange to be responded.

The preventive maintenance of the system should be carried out in the presence of the CSIR's personnel.

A schedule for preventive maintenance will be drawn by the contractor and submitted to the IT Division well in advance. It will be in such a manner that all the equipment falling within the purview of the contract is covered in a systematic manner every three months.

Suitable reports will be submitted to the CSIR at weekly intervals or intervals as specified by the CSIR.

Unscheduled on-call corrective and remedial maintenance services are to be given to rectify the malfunctioning of the website.

Other General term & Conditions

For provision of the above maintenance services, Service Engineer shall attend to the service calls within

CSIR and its premises. The charges quoted shall include the cost of the services of resident engineers. No TA/DA is admissible.

CSIR reserves the right to qualify the service engineer. Before posting the Developer level resident service engineer to CSIR's site, clearance should be taken, duly furnishing the bio-data of the engineer to be posted along with his experience particulars.

Developer Level Resident engineers posted by the contractor shall be available throughout the working hours on all working days. Replacement service engineer shall be posted, if the regular service engineer is on leave, not well etc. In case of absence of any service engineer at the site, due to whatever reason, a penalty as per the terms of the tender will be levied.

On-Site IT professional services includes

- Provision of services on 24x7 bases.
- Provision of IT professional support i.e. one Developer Resident engineers at site on daily basis from 9.00 A M to 6.00 PM (if required, he may be called on holidays/ after office hours).
- Responsibility of backups, archival, updations, configuring / maintenance of servers uploading of contents & any other client requirements
- Updation & Maintenance of databases and webserver.
- Generation of weekly & fortnightly report

All leave and/or absence of the Service Engineer posted at CSIR will have to be planned in advance and proper replacement to be made available. In order to meet the contingency arising out of sudden and unplanned absence, the Service Provider may get the profile of panel of Engineer proposed to be substituted, approved from CSIR at the commencement of the contract and at such intervals as required.

The maintenance charges for any additional development will be as per the rates quoted and will be on pro-rata basis where the period of maintenance support is lesser than the contract period of 01(one) year. In case of withdrawal of services by CSIR, from the purview of the contract, the maintenance charges will be reduced as per the rates quoted for such items for such periods. Acceptance of this condition shall be clearly mentioned with the quotation.

CSIR also reserve the right to upgrade the website to meet its changing needs, as and when required. The website and related development and monitoring tools, being assets of CSIR may be subjected to intra-departmental transfer of assets including relocating them at a different place. The bidder should extend the service to redeploy the website at the new location without additional cost. The tenderer should undertake such up-gradation/ replacement/ transplantation of such new requirement without additional cost.

Safety Norms:

The Following Safety Norms must be followed by the Contractor.

The contractor should take all precautionary measures in order to ensure the protection of his own personnel moving about or working on the CSIR premises, and should conform to the rules and regulations of the CSIR.

The Contractor should abide by all CSIR regulations in force from time to time and ensure that his representatives, agents or sub-contractors or workmen follow the same.

The contractor should ensure that unauthorized, careless or inadvertent operation of installed equipment, which may result in accident to staff, and / or damage to equipment does not occur.

The Contractor should indemnify and keep the purchaser indemnified and harmless against all actions, suits, claims, demands, costs, charges or expenses arising in connection with any accident, death or injury, sustained by any person or persons within the CSIR premises and any loss or damage to property belonging to the CSIR, sustained due to the acts or omissions of the contractor irrespective of whether such liability arises under the workmen's compensation act or the fatal accidents act or any other statute in force from time to time.

Technical Scoring Criteria

S. No.	Evaluation Parameters	Max. Marks	Sub Criteria	Marks	Documentary Evidence Required	Marks Awarded
1.	Experience in development of GIGW compliant Websites / Web Applications for Central Government / State Govt. / PSUs / Govt. Autonomous bodies, having PO value of Rs. 20 lacs. for last 5 years	20	More than 10	20	Completion Certificates from the client; OR Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client. (Include URL for Live)	
			8-10	15		
			4-7	10		
			1-3	5		
2.	Experience in AMC of Websites / Web applications for different government organizations like Central government / State government / PSU's / Autonomous bodies for last 5 years.	20	More than 10	20	Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client. (Include URL for Live)	
			8-10	15		
			4-7	10		
			1-3	5		
3.	The Bidder must have skilled manpower with Professional experience in Design, Development of Web Applications or Website Maintenance in PHP-Drupal and My SQL on LAMP (Linux, Apache, My SQL and PHP).	10	More than 20	10	Details of Manpower to be enclosed.	
			15-20	5		
4.	Safe to Host: the bidder should have experience of getting the website Audited from CERT-IN Empaneled vendors in the last 5 financial years.	20	More than 15	20	Security Audit Certificates.	
			10-15	15		
			8-10	10		
			5-10	5		
5.	Experience in development of GIGW compliant Websites for Central Government / State Govt. / PSUs / Govt. Autonomous bodies with STQC Certification in last 5 years	10	More than 10	10	GIGW Compliance certificate (STQC) is required.	
			8-10	8		
			5-8	5		
			3-5	3		
5.	Proposal methodology solution for this project	20			Need to submit proposal for the AMC project.	
	Total Marks Obtained	100				

Note: Minimum Technical Score required is 65. Bidders who score less than 65 will not be considered for commercial evaluation. Bidders who score 65 marks or more will be declared qualified for opening of "Financial Bids".