



वै.औ.अ.प-राष्ट्रीय वनस्पति अनुसंधान संस्थान  
राणा प्रताप मार्गलखनऊ ,  
**CSIR-National Botanical Research Institute**  
**Rana Pratap Marg, Lucknow**



NIT No. 7/NBRI/WEBSITE/25-Gen.

**NAME OF WORK:** Design & Development of CSIR-NBRI Website with Bilingual, Security Audit, GIGW 3.0 Compliance & STQC Certificate.

**NOTICE INVITING E-TENDER**

On behalf of Director, CSIR – NBRI, tender is invited for the following work as detailed below. Interested firms/candidates may apply along with the required information and supporting documents. **The bids should be submitted through CPP Portal Only. Draft in respect of EMD is to be submitted in original before date/time of opening of tender.** The financial bid will be considered only for the bidders who fulfill the eligibility criteria in technical bid.

Sr. No.	Name of Work	Estimated cost (in Rs.)	Tender Fee	EMD	Start Date of tender downloading	Last date of Submission of tender	Date of tender opening
1.	Design & Development of CSIR-NBRI Website Bilingual, Security Audit, GIGW 3.0 Compliance & STQC Certificates	10 Lakhs	NIL	Rs.20000/-	18-07-2024 from 06:00 PM	25-07-2024 03:00 PM	26-07-2024 03:30 PM

The tender documents can be downloaded through website <https://etenders.gov.in> or [www.nbri.res.in](http://www.nbri.res.in).

The Income Tax and TDS-GST would be deducted @ 2% as per Income Tax Rules & other statutory deductions as per rules, applicable from time to time. If lesser deduction is applicable as per Income Tax Laws & Rules, documents in support of the claim may be provided.

- Incomplete tender or tenders received without requisite documents as per tender terms & conditions shall also be summarily rejected. Canvassing in connection with tender/quotation is strictly prohibited. The Director, CSIR-NBRI reserves the right to reject any or all the quotations or allot part of the work to different agencies without assigning any reason whatsoever.
- EMD to be deposited in form of Demand Draft issued by any scheduled bank in favour of Director, CSIR-NBRI payable at Lucknow. **(Firms registered under NSIC/MSME Act are exempted NSIC/MSME Certificates must be submitted along with the tender document, failing which the tender submitted, is liable to be rejected.)**

**Controller of Administration**

**CHECKLIST for Documents to be attached**

1.	Name of the Organization/ Firm, location of office with complete address with Telephone/ Fax nos. and e-mail address. (attach proof)	
2.	PAN/TAN Number of the firm	
3.	GST Registration Number of Firm (Copy of the same may be attached.)	
4.	Copy of the ITR for last three financial years (2020-21, 2021-22, 2022-23).	
5.	A copy of latest audited Balance Sheet for last three (03) financial years (2020-21, 2021-22, 2022-23).	
6.	Has the firm attached Annexure A containing description of work, terms, etc. Duly signed on all pages?	
7.	Has the firm attached an Affidavit in the prescribed format as per Annexure B ?	
8.	<p>Does the firm having experience of providing similar work in the Govt./Semi-Govt./Public departments in last three (03) years? (If yes, copy of the same may be attached.)</p> <p>Experience in similar work to the tune of at least Rs 8.00 Lacs and above per annum in a single contract of or two works worth at least Rs.5.00 Lacs. Each or three works worth at least Rs.4.00 Lacs each annually during last five years ending 31.03.2024.</p>	
9.	Has the firm attached the Undertaking by the bidder as per Annexure –C.? (on letterhead of firm)	
10.	Demand Draft for EMD (DD No. & Date)	
11.	Agreement Copy	
12.	Relevant documents as per Annexure A point 10 if applicable.	

Place:

Signature of Tenderer

Date:

Address.  
(duly Stamped)

**Description of Item:** Design and Development of CSIR-NBRI website with Bilingual, Security Audit, GIGW 3.0 Compliance and STQC Certificate.

**CSIR-NBRI Detailed Specifications, Terms & Conditions: -**

Sl. No.	Description	Compliance Yes / No
1.	The CSIR-NBRI website should be Bilingual, GIGW 3.0 Compliance & STQC Certified and Complete Security Audit should be carried out by the Vendor with terms and conditions that the payment will be released only after conditions / certifications are fulfilled.	
2.	The Hindi content should be developed parallely along with the English Content.	
3.	Supporting Documents of Specifications, terms and conditions must be provided.	
4.	The website content would be Bilingual (Hindi & English) and should be GIGW 3.0 [Guidelines for the Indian Government Website ( <a href="https://guidelines.india.gov.in">https://guidelines.india.gov.in</a> )] compliant.	
5	Payment to the Vendor will be made only after completion of website along with Security Audit (for 1 year), GIGW 3.0 Compliance & STQC Certificates (for 3 years) and other Certifications required as per GoI instructions.	
6	The registered office of the vendor developing the website should preferably be in Lucknow.	
7	<b>The developer needs to visit CSIR-NBRI during development stage of Website as and when required by the Institute.</b>	
8	The Certification and Audit of Website should be carried by the Vendor through Agencies which are empanelled by the CERT-IN as per the guidelines of Government of India .	
9	The vendor is requested to present initially 05 Templates <b>within a week after award of Work</b> and out of this 01 template will be selected by the Website Committee for further development of website. The selected template may also be modified during the implementation phase.	
10	The Company / Vendor should who have already developed GIGW Compliance Websites along with Certifications and Audit of Websites would be preferred. Those who have worked with Research Organisations (particularly CSIR Institutes) will be given more preference. Relevant documents as proof shall be submitted.	
11.	The vendor / bidder should provide detailed activities time schedule, which represents the shortest practical time to complete	

	all necessary task and meet the obligations of the requirements. All significant activities must be included, including those associated with the delivery, acceptance testing and installation and commissioning of the products and quality certifications.									
12.	<p><b><u>Timeline :</u></b></p> <table><tr><td>1. Five templates of the website</td><td>Within 7 days after award of Work Order</td></tr><tr><td>2. At least 50% of website</td><td>Within 30 days after award of Work Order</td></tr><tr><td>3. Complete Website</td><td>Within 90 days after award of Work Order.</td></tr><tr><td>4. Necessary Certifications</td><td>Within 40 weeks after award of Work Order.</td></tr></table>	1. Five templates of the website	Within 7 days after award of Work Order	2. At least 50% of website	Within 30 days after award of Work Order	3. Complete Website	Within 90 days after award of Work Order.	4. Necessary Certifications	Within 40 weeks after award of Work Order.	
1. Five templates of the website	Within 7 days after award of Work Order									
2. At least 50% of website	Within 30 days after award of Work Order									
3. Complete Website	Within 90 days after award of Work Order.									
4. Necessary Certifications	Within 40 weeks after award of Work Order.									
13.	<p><b>(a) Requirement Study:</b></p> <p>The vendor will be expected to do a requirement study for the website, which when agreed upon by the CSIR-NBRI, will form part of the Agreement to be signed with CSIR-NBRI. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, Institute will also be open to design &amp; development suggestions from the successful Bidder. The Software Requirements Specification (SRS) document needs to be submitted to CSIR-NBRI before the start of the project.</p>									
14.	<p><b>(b) Information Collection:</b></p> <p>The vendor will have to depute (/post) persons for collection of information and pictures from the different departments / divisions and DRC of the Institute initially, apart from those that are available on the existing website. Once the website is commissioned, update of the information will be the responsibility of the departments/divisions. However, the vendor will be supposed to inform the Web Management Cell about the updates that are required to be made during the maintenance period.</p>									
15.	<p><b>(c) Image Enhancement Activities:</b></p> <p>Several images including those of documents will be required to be scanned and placed on the website. Vendor should ensure that quality of scanned images is enhanced up to the optimum level and required image enhancement activities like Deskew, Despeckle, contrast ratio setting etc. has been done on the scanned documents. In case the documents are not legible it'll be the bidder's responsibility to scan the scanned documents on high resolution i.e. 600 dpi or higher. In case if scanned documents are</p>									

	not legible then document scanning shall be done in Grey Scale. No extra payment shall be made for the same.	
16.	<p><b>(d) Compatibility</b></p> <p>The site design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for three platforms: Desktop/Tablet or Notebook and Mobile form factors will also be required.</p>	
17.	<p><b>(e) Functionalities Required:</b></p> <p>The website will be based on a Web Content Management System. Facility to update content by multiple users from anywhere through browser based administrative module using editing tools like WYSIWYG allowing non-technical users to create and edit content.</p> <ol style="list-style-type: none"> <li>Separation of Design and Content – content to be stored in the database and designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.</li> <li>Development of Main site will include development of pages for intranet and guest house management.</li> <li>Search Engine Optimization (SEO)- The vendor shall create SEO Program that results in an increase in overall visitors. SEO friendly URLs should be created through WCMS. Every page should have dynamic meta tags (through WCMS).</li> <li>Website shall have facility to share the Live Streaming links (with embedded Video Player) of events.</li> <li>WCMS system should support user Groups, allowing the administrator to control how registered users interact with the site. A page on the site can be restricted to one or more groups.</li> <li>The WCMS site shall be able to create microsites/web portals within a main site as well.</li> <li>The solution should have user right based Content Management Solution.</li> <li>Automated templates shall be provided which are customizable.</li> <li>WCMS should allow administrator to set up rules for workflow management, guiding content managers through a series of steps required for each of their tasks.</li> <li>Admin section must be protected by username and password and using salted MD5 encryption. At</li> </ol>	

	<p>database level password should be stored in encrypted format. After consecutive wrong attempts the password should be sent to through email/sms.</p> <p>xi. The Website shall facilitate online payments/payment gateways (PayGov <a href="http://paygovindia.gov.in/index.html">http://paygovindia.gov.in/index.html</a>) (Internet Banking, Challan Mode, Debit and Credit Cards of multiple Banks) through the Portal. Provide interface and access to the external payment gateway for enabling the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through CSIR-NBRI.</p> <p>xii. The Bidder will provide an operational guarantee on the WCMS designed and also provide support for at least (1+4) years after the launch of our website with necessary valid certificates so that modification can be made by vendor, if Institute finds that WCMS is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder.</p> <p>xiii. Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.</p> <p>xiv. <b>Dynamic News/Events/Notification Management System:</b> Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWIG editor</p> <p>xv. <b>Dynamic Photo gallery/Video Management System:</b> Facility to manage photo gallery via an administrative control panel. i.e., add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.</p> <p>xvi. Graphical, Pictorial and audio video interfaces, wherever and whenever needed.</p>	
--	--	--

	<p>xvii. Approval process – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.</p> <p>xviii. User Management – Ability to create users, centres, students, Faculty/Department and define permissions for approval within a section.</p> <p>xix. Database Management – Ability to create new feature/utility and user interface to display dynamic content from the database during maintenance period.</p> <p>xx. Menu Management – Ability to add, move, delete, modify menus on the site.</p> <p>xxi. Multi-lingual content: Ability to create content in multiple languages. It is expected that the basic site will be in English and Hindi. If content is not translated, the link should show English content by default. Ability to add more languages in future.</p> <p>xxii. To design and develop the website as per GOI guidelines in Hindi and English with CMS and ability to add more languages (No Google translation to be used).</p> <p>xxiii. Comprehensive search facility of individual section of the website as well as entire website both in English and Hindi.</p> <p>xxiv. Conversion of content as per GOI guidelines in the approved time line by NBRI.</p> <p>xxv. To prepare the administrative interface for content entry by NBRI.</p> <p>xxvi. To prepare the administrative section of the website for bilingual content.</p> <p>xxvii. Addition of content as per the requirement.</p> <p><b>xxviii. Programming &amp; Database Features</b></p> <ul style="list-style-type: none"> <li>i. Unlimited MySQL Database with php My Admin Access</li> <li>ii. Programming Language CGI, Fast CGI, PHP, Ruby on Rails, Perl, Python SSI</li> <li>iii. Microsoft .net with SQL Server.</li> <li>iv. Programming Modules: Curl, CPAN, G D Library ImageMagick</li> <li>v. System Management: SSH Access and Cron job Scheduling</li> </ul>	
--	--	--

18.	<p><b>(f) Security:</b></p> <p>The website should allow secured socket layer. After development of website, vendor needs to carry out security audit of developed website through NIC or CERT.IN empanelled agencies. In addition, vendor needs to get Website Quality Certificate for GIGW 3.0 Compliance and STQC Certificate in concurrence with guidelines of Govt. of India.</p>	
19.	<p><b>(g) Maintenance of the Website and De-bugging.:</b></p> <p>Vendor has to do the maintenance of the Website for a period of one year from the date of Commissioning of the website, which will include de-bugging of the website on their own as well as when reported. This maintenance will be considered part of the implementation process. On successful completion of the one-year period, the Vendor may be awarded the Annual Maintenance Contract for the website on payment basis, for which, the Vendor is expected to quote the rates separately in the Financial Bid.</p>	
20.	<p><b>(h) Training:</b></p> <p>Extensive training should be undertaken for users at CSIR-NBRI to handle web content related to their Department/ Faculty etc. Additionally, a separate training should be done for web administrators, which should include a technical session dedicated to explain the source code.</p>	
21.	<p><b>(i) Documentation:</b></p> <p>Complete documentation on the WCMS web site- User Manual and Technical Manual has to be provided.</p>	
22.	<p><b>(j) Deliverables:</b></p> <ol style="list-style-type: none"> <li>Hardware and Software requirements specifications required for the project.</li> <li>Work Plan Schedule</li> <li>Source Code with Complete Documentation (including System &amp; Operations Manuals)</li> <li>Tools used with licenses, if any</li> <li>Training</li> <li>BC &amp; DR Plan</li> <li>Licenses wherever required and commitment letter for non-infringement of Trademarks and Copy rights.</li> <li>Confidentiality and Non-Disclosure Agreement.</li> </ol>	

**Copyrights & Trademarks-** Bidder will hand over all the software and graphics to CSIR- NBRI for the purpose of copyright and intellectual ownership.

**Training:** The bidder shall provide trainings) and hand-holding for system admins and IT personnel after commissioning of websites at NBRI's server. The handholding will involve functioning of workflows by taking test/active cases in WCMS & Website.

#### Other Terms & Conditions

- **Development Duration-** The bidder shall complete all the designing, development and commission work of the website with GIGW 3.0 Compliance & STQC Certificates within 40 weeks from the date of award of work failing which Liquidated Damages shall be charged.
- Installation, commissioning, hand-holding & training carried out by the trained personnel of bidder/developer by visiting CSIR-NBRI premises.
- GIGW 3.0 Compliance & STQC certification for the main websites shall be done by the bidder. Further, bidder shall engage the CERT-empaneled agency for the GIGW 3.0 Compliance & STQC work. The cost for the GIGW 3.0 Compliance & STQC certification should be mentioned separately.
- **Experience-** Bidder should have previous work experience of Web Designing, Developing Websites, Web applications, and providing web related services.
- The bidder shall submit the PO/work completion certificates, of earlier websites developed by them for CPSUs/ Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies/University.
- **Dedicated Services-** The bidder shall provide dedicated web developer services after successful completion of all the designing and development work.
- The bidder will not sub-contract the work awarded. An undertaking to this effect has to be submitted by the successful bidder.
- Bidder should have adequate in-house infrastructural facilities for the said work including 24x7 technical support team.
- Response time against the complaint/issue raised on email etc. : 24 hours. Resolution time within 72 hours. Beyond this time, penalty clause shall apply.
- The 1 years Warranty & 4 years Maintenance period shall be deemed to start after the successful commissioning of the website with GIGW 3.0 Compliance & STQC certificate.

## Financial BID

Vendor should quote as per following table:

Sl. No.	Description	Rate
1.	Design and Development of CSIR-NBRI website with Bilingual, Security Audit, GIGW 3.0 Compliance and STQC Certificate a) Design and Development of Bilingual CSIR-NBRI Website with 1 year of warranty b) Security Audit for first time c) GIGW 3.0 Compliance & STQC of the Developed website first time d) AMC Charges for 4 years	a) b) c) d)
	<b>Total</b>	

### Terms and Conditions

- Bidder will ensure that rate quoted by him is inclusive of all the taxes (GST etc.).
- Warranty period of one year shall be continued after successful necessary commissioning, certification, auditing, GIGW 3.0 Compliance and handing over website.
- AMC charges will be applicable after end of warranty and the same will be paid annually after successful completion of maintenance period.
- This is the sole responsibility of the bidder, to whom the contract will be awarded, to renew the GIGW 3.0 Compliance & STQC Certificates and Security Audit Certificates before the expiry of initial period of certificates, so that CSIR-NBRI Website always has valid certificates for the duration of 05 years. Charges of the same will be paid on bill basis.
- Payment for 1 (a), to 1 (c) will be done after completion of website development and required certifications of website. Payment for 1(d) will be paid annually after successful completion of respective maintenance period.

**AFFIDAVIT**

I/We \_\_\_\_\_ (Name)  
Contractor/ Partner/ Sole Proprietor (strike out the word which is not applicable) of the (Firm)  
\_\_\_\_\_ do hereby  
solemnly affirm and declare that the individual firm/ companies are neither black-listed by the Union or  
State Government nor any Partner/ Shareholder thereof is directly or indirectly connected with or has  
any subsisting interest in business of my/our firm.

**DEPONENT**

Address: \_\_\_\_\_  
\_\_\_\_\_

Verification:  
Verified that the contents of above affidavit are true and correct to the best of my knowledge and beliefs.  
No part of it is false and nothing has been kept concealed therefrom.

**DEPONENT**

Place : \_\_\_\_\_  
Dated : \_\_\_\_\_

(Note: To be furnished on non-judicial stamp paper duly attested by the Oath Commissioner)

**UNDERTAKING BY THE BIDDER**

To

The Director,  
CSIR – National Botanical Research Institute,  
Lucknow

**Tender Ref. No. :**

**Name of Tender:** Design & Development of CSIR-NBRI website with Bilingual, Security Audit, GIGW 3.0 Compliance and STQC Certificate.

**Sub:** Acceptance of Term & Conditions for Pre-Qualification Criteria –reg.

Sir,

I/We assure the availability of adequate in-house infrastructural facilities for the said work including 24X7 technical support team and I/We assure that the project/work awarded by CSIR-NBRI, Lucknow shall be maintained for (1+4) years on the same rates given in the price bids. I/We understand that in case the said undertaking is found to be false at any time. I/We are liable to penal action including but not limited to the recovery of penalty as per the terms and conditions of the NIT. I/We hereby accept all the terms & conditions of the Tender unconditionally. I/We also assure that at any stage of the awarded contract, the work or its part shall not be sub-let to another agency(ies).

Authorized Signatory  
(Signature of the Bidder, with Official Seal)

## **AGREEMENT FOR DESIGN & DEVELOPMENT OF WEBSITE**

This AGREEMENT made on this day \_\_\_\_\_ between the COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH, a Society registered under the Societies Registration Act and having its office at "Anusandhan Bhawan", Rafi Marg, New Delhi (hereinafter referred to as CSIR) which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the ONE PART.

And

\_\_\_\_\_ (hereinafter referred to as Contractor) which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the OTHER PART.

WHEREAS the CSIR-National Botanical Research Institute, Lucknow is desirous of giving a job contract for design and development of website for CSIR - NBRI at **Lucknow** which is a constituent unit of CSIR (hereinafter referred to as CSIR-NBRI), and whereas the Contractor has offered to provide the services on the terms and conditions hereinafter stated.

WHEREAS Contractor has represented that he is a registered Contractor under the provisions of The Indian Contract Act, 1872 and has further represented that he is eligible to get this contract and there is no legal or any other bar for him in this respect. Any obligations and/ or formalities which are required to be fulfilled under the said Act or any amendment thereto for the purpose of entering into and/ or execution of this contract shall be carried out by the contractor at his own expenses, etc. and the contractor shall report the compliance thereof to the CSIR-NBRI. The contractor shall be solely liable for any violation of the provisions of the said Act or any other Act.

WHEREAS CSIR-NBRI has agreed to award the contract of work of Design & development of Website of CSIR –NBRI.

AND WHEREAS the contractor has agreed to furnish to the CSIR-NBRI a security deposit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only ) (10% of total value) by way of Bank Guarantee or Fixed Deposit Receipt.

NOW THEREFORE BY THESE ARTICLES AND ON THE PREMISES mentioned above, the parties have agreed to as under: -

### **A. GENERAL CONDITIONS**

- **Government Regulations-**
  - (a) Websites and Content Management System should comply with W3C web content accessibility guidelines i.e. should be accessible to all irrespective of technology, platforms, devices or disability of any kind.
  - (b) Websites should be responsive for desktop, laptop, tablet and mobile.
  - (c) Getting the Security Audit by CERT-IN empaneled contractor and obtaining all necessary certificates and to ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' will be the responsibility of the contractor.
  - (d) The website should comply fully with the guidelines issued from time to time by the Government of India for the development of the new website, till the contract period.

**Website Hosting-** The website shall be hosted at CSIR-NBRI's servers housed at NBRI premises. The website may be developed using latest standards and platform versions

compatible with Windows. The websites should be hosted on staging and production servers.

- **Requirement Study-** The contractor will be expected to do a requirement study for the website, which when agreed upon by the CSIR-NBRI. The contractor is encouraged to visit the existing website of CSIR-NBRI. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful contractor prior to start of work and on regular basis during the design & development work.
- **Language Support-** CSIR-NBRI website will be in two languages – English as well as Hindi. If content is not available, the link should show English content by default. Ability to add one more language in future.
- **Content Migration-** During development of website, the contractor should migrate the existing content from old website and place it at required place in new website, in discussion with designated personnel at CSIR-NBRI.
- **Information Collection-** The contractor will decide the template for the collection of information in concurrence with designated personnel at CSIR-NBRI, images, files and other media files from the different departments and scientists of the CSIR-NBRI.
- **Template Options-** Minimum 5 Templates of the website will be developed by the bidder for the presentation. A draft structure of website will be shown, discussed. Based on the feedback and got approved from the concerned authority before finalizing. This may involve re-designing/re-visiting of the homepage or other pages iteratively as per suggestions the personnel at CSIR-NBRI.
- **Intuitive Layout-** The website should have neat UI/UX with simple and easy navigation (at max 3 clicks from the home page to the information), appropriate colors, white spaces, and fonts should be used.
- **Adware free platforms/technologies-** There shouldn't be any advertisement in the form of text or image on website by any software or third-party application.
- **No Copyright Violations** There must be no violation to any copy rights or licensing with any third-party software on any module.
- **Hyperlinking-** All the website links in the current website and in intranet website should be maintained in new website. No backlinks in CSS or templates to other websites should be there.
- **Application Backup and restore-**
  - (a) A parallel copy of website is to be managed in different server for redundancy purpose that would be work as backup server.
  - (b) There must be periodic backup of website code, database and logs on daily, weekly and monthly basis.

- (c) Biweekly review of server for health and functioning.
- (d) Old data restore / Access
- (e) A backup and restore interface in CMS for the admin to take the complete backup (includes databases).
- **Report Generation-**
  - (a) Admin should be able to view and download the reports in different format like csv, pdf, docx. and also, able to download the reports on time basis like daily, weekly and monthly.
  - (b) Automatic report generation for audit logs/access logs/ error logs etc. should be available through WCMS on daily, weekly and monthly basis.
- **Security-** Website should be secure from any cyber-attack, intrusion, SQL injection or any other security issues on both coding and server level. There should be secure cookie and session management. SSL Certificate management also implement. SSL will be provided by CSIR-NBRI.
- **Preferred Development Technology-** All the technology that would be used for development should be in latest and stable version. The technology & platform should have support for next 5 years.
- **Search Engine Optimization (SEO)-** The contractor shall create SEO Program that results in an increase in overall visitors. SEO friendly URLs should be created through WCMS. Every page should have dynamic meta tags (through WCMS).
- **Testing-** Contractor will carry out testing of workflow of WCMS in close coordination with system admin. The feedback from system-admin shall be incorporated in an iterative manner for implementation of smooth & desired functioning of work-flow in the WCMS.
- **Warranty & Maintenance-** WCMS and websites shall be maintained for (1+4 years) by the bidder after the date of the completion of development of the websites. This will include on-site Warranty, and Technical Support for the websites & WCMS during this period. Further, Maintenance will include (i) de-bugging of the websites by bidder on their own as well as whenever reported. (ii) Troubleshooting of software level issues that may arise on the server.
  - (ii) changes in the coding/scripting for up keeping of complete functioning of the website.
  - (iv) updating and patching of the technologies used in developing the WCMS and websites.
  - (v) Taking care of reported vulnerability, security threat or attack incident in 24 hours' time.

Bidder shall work in close-coordination with the CERT empaneled agency for GIGW 3.0 Compliance & STQC certification.

- **Performance-** Loading time should be less than 5 seconds, and Caching should be enabled.
- **Documentation Required-**  
**The developer shall provide the following documentations in soft copies-**
  - (a) Detail Project Plan

- (b) System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
- (c) Complete Source Code with required documentation.
- (d) Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)
- (e) Website Installation & Configuration Manual
- (f) Systems Administration Manuals
- (g) CMS Tool Manuals

Documents mentioned in Pt (a) to (g) are required to be submitted at the time of commissioning of the website)

- **Training-** The contractor shall provide training(s) and hand-holding for system admins and IT personnel after commissioning of websites at NBRI's server. The handholding will involve functioning of workflows by taking test/active cases in WCMS & websites.
- **Copyrights & Trademarks-** Contractor will hand over all the software and graphics to CSIR-Institute of Microbial Technology for the purpose of copyright and intellectual ownership.

#### **Terms & Conditions**

- **Development Duration-** The Contractor shall complete all the designing, development and commission work of the website with GIGW 3.0 Compliance & STQC certificate within 40 weeks from the date of award of work.
- Installation, commissioning, hand-holding & training carried out by the trained personnel of bidder/developer by visiting CSIR-NBRI premises.
- GIGW 3.0 Compliance & STQC certification for the main websites shall be done by the contractor. Further, contractor shall engage the CERT-empanelled agency for the GIGW 3.0 Compliance & STQC work. The cost for the GIGW 3.0 Compliance & STQC certification should be mentioned separately.
- **Experience-** Contractor should have previous work experience of Web Designing, Developing Websites, Web applications, and providing web related services.
- The contractor shall submit the PO/work completion certificates, of earlier websites developed by them for CPSUs/ Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies/University.
- **Dedicated Services-** The contractor shall provide dedicated web developer services after successful completion of all the designing and development work.
- The contractor will not sub-contract the work awarded. An undertaking to this effect has to be submitted by the successful bidder.
- Contractor should have adequate in-house infrastructural facilities for the said work including 24x7 technical support team.
- Response time against the complaint/issue raised on email etc. : 24 hours. Resolution time within 72 hours. Beyond this time, penalty clause shall apply.
- The 1-year Warranty & 4 years Maintenance period shall be deemed to start after the successful commissioning of the website with GIGW 3.0 Compliance & STQC certificate.

**B. CONTRACTOR'S OBLIGATIONS**

1. That the contractor shall carefully and diligently perform the work assigned to him as per requirement of CSIR-NBRI and in consultation with the CSIR-NBRI.
2. The contractor shall complete all the designing, development and commission work of the website with GIGW 3.0 Compliance & STQC certificate within 40 weeks from the date of award of work.
3. The contractor shall provide training after commissioning of the website.
4. The contractor shall have to submit the Security Deposit (10% of the contract value) in form of Performance Bank Guarantee issued from any scheduled bank in favour of Director, CSIR-NBRI, Lucknow valid for the period of contract and shall be released within one month of the successful commissioning of the website including GIGW 3.0 Compliance & STQC certification.

**C. PAYMENT TERMS**

As mentioned in Tender Documents.

**D. PENALTIES/ LIABILITIES**

1. The Contractor shall be responsible for faithful compliance of the terms and conditions of this agreement. In the event of any breach of the agreement, the same may be terminated and security deposit will be forfeited and further the work may be got done from another agency at the risk and cost of the contractor.
2. In case of the failure on the part of successful bidder to meet the response and resolution timelines as prescribed, the Director CSIR-NBRI reserves the right to apply penalty at the rate of a minimum of 0.5% per week subject to maximum of 10% of the total of development & the maintenance costs excluding GIGW 3.0 Compliance & STQC charges for every such instance.
3. The above said penalty is over and above the Liquidated Damages for delay in successful commissioning which shall be at the rate of 0.5% per week subject to maximum of 10% of the total of development & the maintenance costs excluding GIGW 3.0 Compliance & STQC charges.

**E. COMMENCEMENT AND TERMINATION**

1. That this agreement shall come into force w.e.f.....and shall remain in force as per terms and conditions of the tender.
2. This agreement may be terminated on any of the following contingencies: -
  - a) On the expiry of the contract period.
  - b) On account of:
    - (i) Committing breach by the contractor of any of the terms and conditions of this agreement.
    - (ii) Assigning the contract or any part thereof to any sub-contractor by the contractor without written permission of the CSIR-NBRI.
    - (iii) Non-responsiveness of the contractor for fifteen consecutive days.
  - c) On contractor being declared insolvent by competent Court of Law.

The contractor shall continue to provide services as before till such time the new/alternate working arrangement is made by the office.

**F. ARBITRATION**

1. In the event of any question/dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to **the Indian International Arbitration Centre (IIAC), New Delhi** for appointment of Arbitrator to adjudicate the dispute.
2. The award of the Arbitrator shall be final and binding on the parties. The Arbitrator may give interim award(s) and /or directions, as may be required.
3. Subject to the aforesaid provision, the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

IN WITNESS WHEREOF the parties hereto have signed these presents on the date, month and year first above written.

For and on behalf of CSIR-NBRI, Lucknow

For and on behalf of The Contractor

WITNESS

1.

1.

2.

2.