

RFP for Annual Maintenance Contract (AMC) for the Website of

Ministry of Skill Development and Entrepreneurship (MSDE)

MSDE intends to take services through GeM from **Tier-2/Tier-3, NICSI Empanelled** firms/agencies having experience in developing and maintaining Websites as per Government of India Guidelines for a period of 1 year. The contract extension beyond 1 year will be subject to assessment and feedback from MSDE.

Website URL: <https://www.msde.gov.in>

Alias: <https://skilldevelopment.gov.in>

Technology Stack of MSDE Website

Server : RHEL 7
Drupal Version: 8
Web Server : Apache
PHP Version : 7.4
Database Version: MySQL

Scope of Work

After completion of the bidding process and work order issuance to the selected vendor, the vendor with the awarded AMC shall be responsible for maintenance, monitoring (24*7*365 days a year) and availability of the MSDE Website. The Website availability is mandated to be at 99.99% uptime when the network is available and without any hardware issues reported. The stakeholder's coordination and communication involved in the Website management are to be carried out by the selected Vendor.

Expected Activities during the Maintenance Period

- **Duration**
 - 01 Year of offsite Website monitoring, maintenance and availability service is required for the developed Website of the Ministry of Skill Development and Entrepreneurship (MSDE)
- **DR Setup**
 - The vendor is responsible to set up and maintain the Disaster Recovery (DR) site by replicating it to a secondary region provided by NIC. It involves configuring the servers to implement DR strategy by keeping the application available during planned and unplanned outages.
- **Compliance**

- Conducting & coordinating security audits and STQC certification as per the guidelines issued by the Government of India from time to time. The Vendor shall be responsible to get the Website audited by any CERT-in empanelled security auditors.
- **Security:**
 - The vendor will be responsible to resolve the vulnerabilities identified by the **Vulnerability Assessment (VA) report every 3 months and Penetration testing (PT) tickets as and when generated.** Also, all the vulnerabilities raised by Cert-IN or NIC related to Security Clearance have to be fixed by the Vendor during the contract within the specified timelines.
 - The Virtual Machines (VMs) and applications should be regularly audited and updated for updates and latest patches/patchsets. The Vendor should also incorporate any third-party tool or repository advised by NIC related to server security from time to time.
 - The website is developed with Drupal. The Vendor is responsible for updating the Drupal version and its modules as and when suggested by NIC.
 - Protection against defacement and hacking of the web application and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc. In case of a virus or hacking attack, the Vendor shall have to re-create/**restore the Website within 4 hours of SLA when the hardware and backup are provided.**
- **Archival Policy**
 - Implementation of Archival policy (as defined by the Ministry) in the application to improve the efficiency of the Website.
- **Links**
 - Maintenance & checking for dead links/broken links of static pages.
- **Logs**
 - Application and Database backups/logs should be monitored daily and resolved if any issues are raised including the Drupal log report as well.
 - The audit trails/logs should be maintained for audit purposes.
- **SSL Management**
 - The Vendor is responsible for configuring the SSL for both the domains of the Website i.e., <https://msde.gov.in> and its alias <https://skilldevelopment.gov.in>.
- **Content and UI related**
 - The Vendor is required to make updates/changes to the existing developed website only after seeking formal approval from MSDE.

- Maintenance of Static Pages information and Uploading Content as per requirement (Content will be provided by MSDE). Content modification/links on the existing website and designing of new pages as per the requirement of MSDE
 - Publishing and Updating would include regular upgradation of news, data, reports, tender announcements, recruitment and other relevant information etc., on a daily, weekly, fortnightly or monthly basis as may be required.
 - Re-design of any Pages (as and when required) and all inputs shall be provided by MSDE.
 - Regular web promotion activities in line with Search Engine Optimization.
 - Support for cross-browser compatibility of Websites of MSDE.
 - Total hits for English as well as Hindi pages separately and to be indicated in the bottom homepages of English and Hindi Version of the WebPages.
- **Data related**
 - Manage Database availability, backup, archival, availability, restoration, and health management of Data and the Database.
 - The Vendor shall be required to undertake full responsibility for the safe custody, and security of data provided by MSDE.
- **Onsite visits**
 - Monthly onsite visits of the Vendor to MSDE with the activities report, performance reports, feedback, service improvements plans etc. are mandatory, the visits will not be carried over to the next month. An onsite support visit every month by the Vendor is compulsory to undertake proactive maintenance activities at the Website hosted site.
- **Troubleshooting**
 - The successful vendor will provide immediate maintenance support and assistance in the event of any disruption to the Website. The manner and time frame for troubleshooting and the timelines for the resolution of the problems will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)	Reporting/ Updates Frequency
High	Out of Service – Website is not functioning	15 Minutes	4 Hours	30 Minutes
Medium	Partial/intermittent service interruptions e.g. System, N/W performance degraded but the Website still functioning etc.	30 Minutes	8 Hours	1 Hour
Low	All change requests, access requests etc.	1 Hour	24 Hours	4 Hours

- **Penalty**
 - The vendor will provide system-generated reports in support of 99.99% uptime on monthly basis on the last working day of every month.
 - There will be a penalty of Rs.2000.00 per hour for downtime up to a maximum of 10% of AMC if it is other than a hardware and network problem.

- **Evaluation of Bids**
 - The weightage of the Technical and Financial bid will be considered in the 70:30 ratio for arriving at the final identification of qualified bidders. MSDE reserves the right to call for such clarifications confined to the contents of the bids submitted by the firm/agency. All the bidders fulfilling the criteria of technical bids will be shortlisted for penning the Financial Bids

- **Opening of Financial Bids**
 - After the completion of the evaluation of technical bids, the financial bids of all the qualified bidders will be opened. The MSDE will inform the NICS I about the shortlisted/identified Vender for placing the work order.

- **Payment**
 - Maintenance support charges shall be made at pro-rated rates on half yearly basis (at the end of each half-year) to the Vendor upon satisfactory services provided to MSDE on support activities for Website maintenance during the period.

- **Maintenance**
 - The vendor is expected to maintain the complete websites both technical and application for 1 year (24*7*365) subject to satisfactory performance of the agency which will be evaluated half yearly. The application management will include any content update, upload or any other minor change to the Website. The agency will have to provide security from virus attacks and hacking of the Website. In case of a virus or hacking attack, the agency shall have to re-create/restore the Websites immediately.

- **Termination of Contract**
 - MSDE shall have the right to terminate the contract without any prior notice. It may also be noted that in case of the Vendor backing out in midstream without any explicit consent of MSDE, they will be liable to recoveries, vis-a-vis, those contracted with it, which may have to be incurred by MSDE on maintenance of the Website from the remaining period of contract through alternative means.

Criteria for technical evaluation

During technical evaluation, Bidders may be asked for an interview interaction with Technical Evaluation Committee. Minimum qualifying marks for Technical evaluation will be **75 out of 100**. Proposals will be evaluated as per following technical criteria.

S.No.	Criteria	Max Marks	Cut-Off Marks	Documents for submission
1	Proposed Design (at least 3 design options for homepage and inner pages) 10 marks each	30	18	Presentation
2	Proposed CMS: Features and Functionalities Proposed Administration Aspects (5 marks) Proposed Security aspects (5 marks) Proposed Performance aspects (10 marks) Proposed UI/UX enhancements (5 marks) Proposed Backup and Business Continuity (10 marks)	35	21	Presentation
3	Credentials of the Website maintenance team Experience of web designer (5) Experience of developer (5) Experience of system administrator (5)	15	9	CV of team members *team members should be on the payrolls of the bidder *CV shall be signed by Individuals
4	Agency credentials Bidder should have CMMI level 3 certificate	10	10	Valid certificate
5	Experience in the field Bidder should have experience in the development/maintenance of STQC-certified Website of Govt. of India At least 2 Websites with STQC – 3 3 to 7 Websites with STQC – 6 >7 Websites with STQC – 10 marks	10	6	Work order and STQC certificate

Bid Document

Bid Details	
Bid End Date/Time	14-01-2023 15:00:00
Bid Opening Date/Time	14-01-2023 15:30:00
Bid Offer Validity (From End Date)	50 (Days)
Ministry/State Name	Ministry Of Skill Development And Entrepreneurship
Department Name	Na
Organisation Name	N/a
Office Name	Na
Item Category	Custom Bid for Services - AMC of MSDE Website through NICS I Empaneled Vendors
Contract Period	1 Year(s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Type of Bid	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation	3 Days
Estimated Bid Value	500000
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

1. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

2. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Introduction about the project /services being proposed for procurement using custom bid functionality:[1672821684.pdf](#)

Instruction To Bidder:[1672821689.pdf](#)

Scope of Work:[1672821697.pdf](#)

Service Level Agreement (SLA):[1672821703.pdf](#)

Payment Terms:[1672821706.pdf](#)

GEM Availability Report (GAR):[1672822095.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Technical Criterias as mentioned in RFP	100	75	View File

Total Minimum Qualifying Marks for Technical Score: 75

QCBS Weightage(Technical:Financial):70:30

Interview Venue:Interview Interaction may be required during Technical Evaluation by Committee.

Presentation Venue:Presentation may be required during Technical Evaluation by Committee.

Custom Bid For Services - AMC Of MSDE Website Through NICSI Empaneled Vendors (1)

Technical Specifications

Specification	Values
Core	

Specification	Values
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	AMC of MSDE Website through NICS Epaneled Vendors
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement
1	Arpit Srivastava	110001,Shram Shakti Bhawan, Rafi Marg, New Delhi-110001	1	N/A

Buyer Added Bid Specific Terms and Conditions

1. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Only NICS Epaneled Vendors will be considered for Technical Evaluation.

3. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---