



कृषि वैज्ञानिक चयन मंडल
(भारतीय कृषि अनुसंधान परिषद)
कृषि अनुसंधान भवन-1, पूसा, नई दिल्ली 110 012.
AGRICULTURAL SCIENTISTS RECRUITMENT BOARD
(INDIAN COUNCIL OF AGRICULTURAL RESEARCH)
Krishi Anusandhan Bhavan-I, Pusa, New Delhi-110012
Tele : 25841928, 25848172; Fax : 25846311



F.No. 3(5)/2017-GA

Date: 15th October, 2018

E-Procurement Tender Notice

Agricultural Scientists Recruitment Board (ASRB) invites online bids for maintenance and hosting of official website of ASRB for the period of two years, extendable upto 2 more years on same rates, terms and conditions, subject to mutual agreement of the parties.

1. Details of Tender Deposits:-

Cost of Tender Form : Rs 1000/- (Rupees one thousand Only)
Earnest Money Deposit : Rs 50,000/- (Rupees fifty thousand only)

The tender documents contains the following:-

Schedule-I : Technical Bid. (page no. 12)
Schedule-II : Financial Bid. (page no.13)
Annexure-I : Undertaking. (page no. 14)
Annexure-II : Draft of Agreement. (page no. 15-20)

2. Tender schedule:

Tender id	
Tender No.	F.No. 3(5)/2017-GA
Date of release of Tender through e-procurement	At 3.00.00 PM
Pre Bid meeting date/time/venue	02.11.2018 (Monday)/1500 hours/Room No.101 GA Section, ASRB, Krishi Anusandahan Bhawan-I, New Delhi-12
Last date & time for submission of bid	15.11.2018 (Thursday) at 1500 hours
Date & time for opening of technical bid	16.11.2018 (Friday) at 1600 hours
Date & time for opening of financial bid	Will be intimated after scrutiny of Technical Bid
Address for Communication	Room No 101, Section Officer (GA), ASRB, Krishi Anusandhan Bhavan-I, Pusa, New Delhi 110012

On-line bids are invited under two-bid system through e-procurement system from registered/well-established/reputed firms, hereinafter call "the Supplier" for maintenance and hosting of official website of ASRB for a period of two years, extendable upto 2 more years on same rates, terms and conditions subject to satisfactory performance, at ASRB located at Krishi Anusandhan Bhawan-I, Pusa, New Delhi-12. The instructions for uploading the tender/bid/quotation may be obtained from the website of CPP portal i.e. <http://eprocure.gov.in>.

Tender form, terms & conditions and draft agreement can be downloaded free of cost from the website <http://eprocure.gov.in> and www.asrb.org.in upto 1300 hours of 15.11.2018. On-line bids completed in all respects should be submitted through CPP portal <https://eprocure.gov.in/eprocure/app> only on or before the last date and time i.e. 15.11.2018 at 1500 hours. The documents which are required for evaluation of in technical bid shall be uploaded on the CPP portal. **The original Demand Draft or Banker/s Cheque must be deposited in the Board in General Administration Section, Room No. 101, ASRB, KAB-I, Building, Pusa, New Delhi before the closing day and time of the tender.**

In case, holiday is declared by the Government on the day of opening of bids, the bids will be opened on the next working day at the same time. The Board reserves the right to accept or reject any or all the tenders without assigning any reason.

Please note that only online bids will be accepted. However, a hard copy of the documents uploaded by the firm may also be deposited with this office before the date of opening of technical bid.


(Ajay Gautam)

Under-Secretary, ASRB

AGRICULTURAL SCIENTISTS RECRUITMENT BOARD
KRISHI ANUSANDHAN BHAVAN-1,
PUSA, NEW DELHI-110012.

NOTICE INVITING TENDER

On-line e-tender is hereby invited on behalf of Secretary, **AGRICULTURAL SCIENTISTS RECRUITMENT BOARD (ASRB)** towards the Maintenance and Hosting of official website (Hindi & English) of ASRB for a period of TWO years, extendable upto 2 more years, from website Developers/ IT organizations, for managing and providing all support of maintenance, updation & Hosting.

A. General:

1. Tender Document can be downloaded from the website (www.asrb.org.in)

2. **Details of Bid:-**
 - a) Bid Reference : Tender No. 3-5/2017-GA
 - b) Last date & time of receipt of bids : 15.11.2018 (Thursday) at 1500 hours.
 - c) Opening of Technical Bids : 16.11.2018 (Friday) at 1600 hours.
 - d) Opening of Financial Bids : To be intimated.
 - e) Cost of tender document : Rs. 1000/- (Rupees one hundred only) (DD/bankers Cheque)

 - f) EMD : Rs. 50000/- (Rupees fifty thousand only) (DD/bankers Cheque)

 - g) Place of receiving the EMD/cost of Tender Form : Room No.-101, ASRB, Krishi Anusandhan Bhavan-I, Pusa, New Delhi-12

 - h) Performance Security : 10% of the AMC contract (After awarding contract)

 - i) Contact person : Sh. Ashish Verma , Dr. Suresh Pal
Ph. 011-25840251, 011-25848172

B. General Terms & Conditions

1. Bidding Procedure:

- a) On line bids are invited in **two Bid systems**, (1) Technical and (2) Financial. Both the bids shall be uploaded at C PP Portal. Off line bids shall be summarily rejected.
- b) The “**Technical Bid**” must be also accompanied by a **bid security (EMD)** of an amount of Rs. 50000/- (Rupees fifty thousand only). The EMD should be in the form of Bank draft/Banker’s Cheque only issued by any commercial Bank in favour of secretary, ASRB payable at New Delhi. The scan copy of the EMD shall be uploaded on the CPP portal alongwith bids and original DD/BC shall be submitted in the Board before the closing date and time of the tender.
- c) The “**Technical Bid**” must also be accompanied by a **Tender Form Fee of Rs. 1000/- (Rupees one thousand only)** in the form of Bank draft/Banker’s Cheque only issued by any commercial Bank in favour of Secretary, ASRB, payable at New Delhi and scan copy of the tender fee shall be uploaded on the CPP portal alongwith the bids and Draft/Banker’s Cheque in original shall be submitted in the Board before the closing time and date of the tender.
- d) The Technical Bids without EMD & tender Fee” will be summarily rejected. There is no exemption in respect of submission of EMD to any category of firms/ agencies/ bidders. Requirement of **EMD is exempted from those bidders registered under NICSI/NSIC** and scan copy of the certificate shall be uploaded in the technical bid.
- e) The Technical Bids of all the bidders will be opened on pre scheduled date, time & venue. If the Bid opening could not be held on pre scheduled date, time, then all bidders/applicants will be informed individually about the rescheduled date & time.
- f) The financial Bids of will be opened of those bidders who are bound eligible in their technical bids.
- g) All relevant rules and regulations of Government of India will be final, applicable & binding on all bidders.
- h) The successful bidder shall have to submit a “**performance Guarantee**” for proper functioning of the web content management (English) throughout the contract period, equal to 10% amount of the contract price.

2. Period of validity of bid:- The bid shall remain valid for 90 days after the date of bid opening. If any bidder withdraws bids before the said period the Board shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security absolutely.

3. Opening of Bids:

- a) The Technical bid will be opened on pre-scheduled time, date and venue in the presence of the bidders’ representatives if any, who choose to attend.
- b) The bidders’ representatives who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening being declared a

holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

- c) The bidders' names, bid withdrawals, details of bid security and such other details as the ASRB at its discretion may consider appropriate will be announced at the time of bid opening.
- d) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of i.e. "Price Bid **"(Financial Bid)"**.

4. Evaluation of Bids:

- a) The ASRB will examine the bids to determine whether:
 - i. They are complete
 - ii. Required EMD has been furnished.
 - iii. The prescribed documents have been properly signed and submitted.
- b) Evaluation of bids shall be done based on the information/documents furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- c) The ASRB will examine the bids to determine;
 - i. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
 - ii. The substantial responsiveness of each bid to the bidding. For the purpose of this clause, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The ASRB is determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- d) ASRB may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
- e) ASRB reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ notification of Award of contract.
- f) ASRB may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.
- g) ASRB may seek clarification in writing from bidder by fax on any point, if so required. Bidder shall promptly reply by fax within the time limit specified in the clarification letter from ASRB.
- h) No comparison will be made on individual item/activity/yearly basis as all activities are interconnected to each other. The comparison of the financial bid shall be strictly followed as per the total price for one year website maintenance (inclusive of taxes etc.) quoted by the bidder.

5. ASRB's right to accept or reject any or all bids:

- a) The ASRB reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.
- b) The final acceptance of offer will rest with **ASRB**, who does not bind itself to accept the lowest bid and reserves the right to reject any or all the bids received, without assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

6. Prices:

Price given in the bid by the bidders for the service under the Contract shall not vary from the price quoted by the bidder in its bid. It shall remain fix for the entire period of contract.

7. Termination by default:

- a) The ASRB may, without prejudice to any other remedy for breach of Contract, may terminate the Contract in whole or part by a written notice:
 - i. If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by ASRB.
 - ii. If the Supplier fails to perform any other obligation(s) under the Contract.
- b) In the event ASRB terminates the Contract in whole or in part, pursuant to Para 9 (a) above, ASRB award the contract upon such terms and in such manner, as it deem appropriate to any other firms/agency at the risk and cost of the defector agency. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

8. Resolution of Disputes:

- a) The ASRB and Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, the ASRB and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to sole Arbitrator to the appointed by Chairman, ASRB

9. Applicable Law:

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

10. Notices

- a) Any notices given be one party to the other pursuant to the Contract shall be sent in writing.

- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

11. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, license fees, etc, incurred on providing the agreed service under this tender. No tax or duty will be payable by the ASRB separately. If there is any enhancement in the taxes, duties, license fees etc, during the service period, the enhanced expenditure will be paid by the purchaser.

12. Special Terms & Conditions

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is conflict, provision herein shall prevail over those in the General Conditions of Contract.

- i. Uploading of translated Hindi contents on the website, after formatting according to the uploading/downloading web format (Like HTML, CSS, GRAPHICS, PDF, PHP, JavaScript, Joomla CMS etc). as & when required.
- ii. The website should be maintained and hosted in a manner that it is eye-catching, with a pleasant and appealing colour-code, portraying activities of the Organization.
- iii. The website should be optimized for load time, response time, navigation and search.
- iv. The optimization should cover all the areas like HTML, CSS, GRAPHICS, PDF, PHP, JavaScript, Joomla CMS and would be involved smaller page size and faster downloads.
- v. The website should be supported by all current browsers.
- vi. Records of up-dation in web contents of the both (English and Hindi) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analysed.
- vii. Modification of Site Map/website as and when required.

13. Payment

a. The payment to the Contractor under the Contract will be on quarterly basis upon certification of satisfaction service. No advance payment shall be made.

b. All Taxes and duties shall be extra. No comparison will be made on individual item/activity/yearly basis as all activities are interconnected to each other. The comparison of the financial bid shall be strictly followed as per the price quoted for two-year website hosting and maintenance (exclusive of taxes etc.) quoted by the bidder.

14. Extendable Clause:

The contract is for two years initially. However, contract may be extended for, as such period as may be mutually agreed upon, on same rates, terms & conditions. Any extension is subject to satisfactory service of the work in the Board by the service provider and by mutual consent of the parties.

Scope of Work

The Website of ASRB is already operational in English and Hindi Language and is presently being hosted on the independent server of a third party. URL of the website is www.asrb.org.in. The bidder should consider the following points while quoting the price.

1. Important parameters of the website:

1.	Technology used for developing website application	PHP, HTML, JavaScript, Joomla CMS
2.	Development platform	Windows
3.	Database technology used for the website	MySQL
4.	Number of database and their sizes in the website	One database is of 92 MB and another one of 11KB
5.	Email accounts with _____@asrb.org.in with web address (through webmail)	Approximate 60 email account
6.	Number of static and dynamic pages	Approximate 50 Dynamic Pages
7.	Size of website (in GB)	Approximate 2GB
8.	Estimated number of updates per month	20-50 per month
9.	Upload and download data size month	Approximate 100GB per month (increases during online examination period)

2. Expected activities during the maintenance period:

- i) Maintenance and regular updation of the all associated activities Linked with the work related to the existing website.
- ii) Static/ Dynamic information updation (as and when required).
- iii) Maintenance & Checking for dead links of static pages.
- iv) Archival & updation of data & Sitemap of information.
- v) E-publishing of new Publications and e-Newsletter.
- vi) Re-design of Home Page (as and when required).
- vii) Content research and management (Uploading of the English & Hindi Contents on website).
- viii) Web marketing, (prominently access through major search engines).
- ix) The bidder has to undertake to upload and host the dynamic websites in its own primary server and on an alternate (secondary) server at another geographic location.
- x) Accepting bugs and minor changes and providing the solution.
- xi) Link updates, uploads, replace and addition of content and links and other related work.
- xii) Provisioning and Maintenance of unlimited email accounts with _____@asrb.org.in with web address.

3. Content Management Module (CMS)

- i) The Content Management Sub System facilitates a web based password protected access to the admin to manage the application on air with virtually no technical training.
- ii) This feature allows the Administrator to have full control over the website by allowing **add/modify contents** of the website.
- iii) The Admin is able to exploit the template driven Content Management System in order to manage the contents of the site.

4. Maintenance of the following features, functionalities and links already available in the website:

- i) Image Gallery
- ii) Latest News
- iii) Important Announcements
- iv) Important Links
- v) NET and ARS examinations
- vi) Any other recruitment examination as may be prescribed by ASRB
- vii) Organization Chart
- viii) Staff details
- ix) Vacancy
- x) Career Adv. Scheme
- xi) Score Card
- xii) Syllabus
- xiii) Examination
- xiv) ARS Results
- xv) NET Results
- xvi) Interview Schedule
- xvii) Direct Selection
- xviii) Download
- xix) Events date wise
- xx) Tender
- xxi) Notice Board
- xxii) Contact Address
- xxiii) Frequently asked questions (FAQ) facility
- xxiv) Site map
- xxv) Right To Information

5. Hosting Requirements:

The website requires a specific dedicated server hosting platform due to heavy traffic during the Exams and Result updates. Below are the expected specifications of dedicated server to be provided by the bidder:

Specifications of Dedicated Server

S. No.	Name of Product	Specifications of Product
1	Server Configurations	<ul style="list-style-type: none"> • Quad Core Xeon Processor • Minimum 3.0 GHz processor or latest • Minimum 8 GB DDR3 ECE RAM • 2x500 GB SATA HDD
2	Operating System	Windows 2008 Server
3	Control Panel	Plesk
4	Data Base	MS SQL Server 2008 Express Editions
5	Dedicated IPs	2 IPs
6	Data Transfer	2000 GB Monthly
7	Bandwidth	100 Mbps Shared

6. Reports & Monitoring:

The following website report would be required on monthly basis:

- i) Uptime/downtime of website.
- ii) No. of hits.
- iii) Bandwidth usage.
- iv) Detailed access reports.
 - a) Page wise
 - b) Country wise
 - c) India-state wise etc.
- v) Any other report required the ASRB.

7. Backup of Website:

- i) NAS 10 GB backup.
- ii) Backup scheduled Daily, Weekly with 1 Month Validity.

8. Service Requirements:

- i) **Website Monitoring:** Website to be monitored 24*7*365 days in a year.
- ii) **Network Monitoring Management:** Connectivity, failover, uptime, latency, MRTG, Tickets.
- iii) **Security Management:** Shared firewall provisioned for these activities but in case of failure to provide proper security a dedicated firewall would be provisioned.
- iv) **Website Uptime:** 100% uptime availability of the ASRB Website.
- v) **Infrastructure Uptime:** 99.95% uptime availability of the Infrastructure including power and cooling.
- vi) **Troubleshooting:** The successful bidder will provide its immediate support and assistance in the event of any disruption in the Services being provided by bidder. 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)	Updates
High	Out of Service – e.g. N/W device down, power or infrastructure down at bidder datacenter Premises.	15 Minutes	4 Hours	30 Minutes
Medium	Partial/ Intermittent service interruptions – e.g. System, N/W performance degraded but still functioning. (For Services being provided by bidder and inside its premises)	30 Minutes	8 Hours	1 Hour Interval
Low	All change requests, access requests etc.	1 Hour	24 Hours	4 Hours

9. General Terms and Conditions:

- i) **Transfer of website data:** The successful bidder shall have to take the charge of the website maintenance from the existing AMC holder and continue to maintain the website. The successful bidder will be responsible for transfer of contents, web pages, databases and any other data/ information from the existing AMC provider. The day to day uploading of contents on website will be by the revamping team for incorporating in the new website.
- ii) **Resources:** The successful bidder will provide all kind of resources including human resource for maintaining, updating, uploading, modifications etc. for website and server hardware & software with FTP right to ASRB.
- iii) **Service warranty:** The bidder should cover services provided including the quality of workmanship under warranty.
- iv) **Penalty for downtime of website and server:** The agency will provide system generated reports in support of 100% uptime on monthly basis on last working day of every month. There will be a penalty of Rs. 5000.00 per hour for downtime upto a maximum of 10% of annual maintenance and hosting charges.

Eligibility / Qualification Criteria: (Technical Bid)

- a) The bidder shall preferably be a Government Department/ organization/ Society (registered under established relevant central Acts)/ or a reputed private company/firm or those who have been approved by/ served to, any Government Department/ organization.
- b) The bidder shall have minimum shall be about 3 years experience, preferably in website creation/ development, maintenance & other related matters as given below: **(Please upload the scanned copies of experience certificate in the technical bid)**
 - i. Having managed for minimum three years for at least one Govt./State/PSU's portal of similar nature, i.e. over 5000 pages as described in above point. **(Please upload scan copies of the relevant Work Orders/Performance Certificates).**
 - ii. The bidder(s) should have experience in maintaining at least three Govt. website during last five years. **(Please upload scan copies of the relevant Work Orders/Performance Certificates)**
 - iii. Support team should be proficient in html. Asp.net, PDF, RDBMS FLASH, serve lets, XML, PHP, HTML, JavaScript, Joomla CMS and other content management Tools and latest tools.
 - iv. Domain knowledge of the Industries sector is
- c) The bidder should be located at New Delhi/ Delhi/ NCR. **(Please upload scan copies of valid proof of address)**
- d) The bidders who are registered/ approved by any Government department/ organization like NICSI, NSIC etc will be given preference. **(Please upload the scan copies)**
- e) Bidder should have ISO 9001:2008 and ISO 27001:2005. **(Please upload the scan copies)**
- f) All bidders must enclose GST registration and PAN Number along with the tender documents. **(Please upload the scan copies)**
- g) Bidder should not be blacklisted by any Govt./ State Dept./ PSU. Certificate in this regard should be submitted. An undertaking (as at Annexure-I) should be given on non-judicial stamp paper of Rs. 100/- (Rupees one hundred only) **(Please upload the scan copies).**
- h) The participating bidder(s) must have **annual turnover of Minimum 50 lakhs** (only from website maintenance and hosting activity) in any one of preceding year during last three years. **(Please upload the scan copies)** duly certified by the Chartered Accountant.
- i) Attach Balance sheet and Profit & loss account details with Bid. **(Please upload the scan copies)** duly certified by the Chartered Accountant.
- j) The bidder should have its own (not hired) Tier III data center facilities **(Please upload the scan copies).**
- k) Scan copy of the Bank draft/Banker's Cheque of EMD and Tender Form Cost should be uploaded in the Technical Bid. **The original Bank draft/banker's cheque must be deposited in the GA Section, Room No.101, ASRB, KB-I Building, Pusa Campus, New Delhi-12 on or before the closing time and date of the Tender.** Failing which, firm will summerly rejected in the Technical Bid.

Financial Bid**Name of Work:**

AMC of Website maintenance & Hosting of official website of ASRB for Two year.

S. No.	Name of Work	Bid price for Two years	Remarks
1	Hosting and Maintenance of official website of ASRB [www.asrb.org.in]		

UNDERTAKING

I/We have read and understood all Terms and Conditions contained in the tender document. I/We do hereby declare that all the details provided in my/our offer are true to the best of my/our knowledge and any mis-representation of facts will render me/us liable to any action as may be deemed fit by AGRICULTURAL SCIENTISTS RECRUITMENT BOARD, including rejections of my/our bid.

I/We do hereby also, agree that ASRB has the right to accept or reject this offer.

I/We undertake to communicate promptly to ASRB any changes in the condition or working of the firm. It is certified that we have not been blacklisted by any organization of Government of India including Central Vigilance Commission (CVC) in the last three years. The undersigned is fully authorized to sign and submit this offer on behalf of the organization, he/she represent. We authorize ASRB to approach individuals, employees, firms and corporations to verify our competence and general reputation.

Signature:

Name:

Designation:

Address:

Place:

Date:

DRAFT SPECIMEN AGREEMENT

This agreement is made at (place)on (month/year)..... day of between Agricultural Scientists Recruitment Board (hereinafter called ASRB) through..... (designation of the competent authority in ASRB) which term shall include its successors, assignees etc. on the first part and(name & address of the firm) (hereinafter called the supplier) which term shall include its authorized representatives, successor, assignees etc. on the other part.

Whereas the ASRB has decided to assign the job work contract for providing..... (nature of job) :.....at Krishi Anusandhan Bhawan-I, New Delhi-12 to the supplier on the terms and conditions hereinafter contained.

NOW IT IS HEREBY AGREED by and between the parties hereto as follows:

1. That the **Important parameters of the website** under the contract are as under:

1.	Technology used for developing website application	PHP, HTML, JavaScript, Joomla CMS
2.	Development platform	Windows
3.	Database technology used for the website	MySQL
4.	Number of database and their sizes in the website	One database is of 92 MB and another one of 11KB
5.	Email accounts with _____@asrb.org.in with web address (through webmail)	Approximate 60 email account
6.	Number of static and dynamic pages	Approximate 50 Dynamic Pages
7.	Size of website (in GB)	Approximate 2GB
8.	Estimated number of updates per month	20-50 per month
9.	Upload and download data size month	Approximate 100GB per month (increases during online examination period)

- 2 **Expected activities during the maintenance period** shall be:

- i) Maintenance and regular updation of the all associated activities Linked with the work related to the existing website.
- ii) Static/ Dynamic information updation (as and when required).
- iii) Maintenance & Checking for dead links of static pages.
- iv) Archival & updation of data & Sitemap of information.
- v) E-publishing of new Publications and e-Newsletter.
- vi) Re-design of Home Page (as and when required).

- vii) Content research and management (Uploading of the English & Hindi Contents on website).
- viii) Web marketing, (prominently access through major search engines).
- ix) The bidder has to undertake to upload and host the dynamic websites in its own primary server and on an alternate (secondary) server at another geographic location.
- x) Accepting bugs and minor changes and providing the solution.
- xi) Link updates, uploads, replace and addition of content and links and other related work.
- xii) Provisioning and Maintenance of unlimited email accounts with _____@asrb.org.in with web address.

3. The contract includes the following Content Management Module (CMS) :

- i) The Content Management Sub System facilitates a web based password protected access to the admin to manage the application on air with virtually no technical training.
- ii) This feature allows the Administrator to have full control over the website by allowing **add/modify contents** of the website.
- iii) The Admin is able to exploit the template driven Content Management System in order to manage the contents of the site.

4 The contract includes the Maintenance of the following features, functionalities and links already available in the website:

- i) Image Gallery
- ii) Latest News
- iii) Important Announcements
- iv) Important Links
- v) NET and ARS examinations
- vi) Any other recruitment examination as may be prescribed by ASRB
- vii) Organization Chart
- viii) Staff details
- ix) Vacancy
- x) Career Adv. Scheme
- xi) Score Card
- xii) Syllabus
- xiii) Examination
- xiv) ARS Results
- xv) NET Results
- xvi) Interview Schedule
- xvii) Direct Selection
- xviii) Download
- xix) Events date wise
- xx) Tender
- xxi) Notice Board

- xxii) Contact Address
- xxiii) Frequently asked questions (FAQ) facility
- xxiv) Site map
- xxv) Right To Information

5. Hosting Requirements of the website under the contract shall be as under :

The website requires a specific dedicated server hosting platform due to heavy traffic during the Exams and Result updates. Below are the expected specifications of dedicated server to be provided by the bidder:

Specifications of Dedicated Server*

S. No.	Name of Product	Specifications of Product
1	Server Configurations	<ul style="list-style-type: none"> • Quad Core Xeon Processor • Minimum 3.0 GHz processor or latest • Minimum 8 GB DDR3 ECE RAM • 2x500 GB SATA HDD
2	Operating System	Windows 2008 Server
3	Control Panel	Plesk
4	Data Base	MS SQL Server 2008 Express Editions
5	Dedicated IPs	2 IPs
6	Data Transfer	2000 GB Monthly
7	Bandwidth	100 Mbps Shared

* May be changed/upgraded by ASRB as per it requirement and technology changes without any additional payment.

6. It is agreed to provide the following Reports & Monitoring:

The following website report would be required on monthly basis:

- i) Uptime/downtime of website.
- ii) No. of hits.
- iii) Bandwidth usage.
- iv) Detailed access reports.
 - a. Page wise
 - b. Country wise
 - c. India-state wise etc.
- v) Any other report required the ASRB.

7. Backup of Website will be at least as per following parameters:

- i) NAS 10 GB backup.
- ii) Backup scheduled Daily, Weekly with 1 Month Validity.

8. Yardstick for Service Requirements are agreed as under:

- i) **Website Monitoring:** Website to be monitored 24*7*365 days in a year.
- ii) **Network Monitoring Management:** Connectivity, failover, uptime, latency, MRTG, Tickets.

- iii) **Security Management:** Shared firewall provisioned for these activities but in case of failure to provide proper security a dedicated firewall would be provisioned.
- iv) **Website Uptime:** 100% uptime availability of the ASRB Website.
- v) **Infrastructure Uptime:** 99.95% uptime availability of the Infrastructure including power and cooling.
- vi) **Troubleshooting:** The successful bidder will provide its immediate support and assistance in the event of any disruption in the Services being provided by bidder. The manner and time frame for troubleshooting and the timelines for the resolution of the problems will be s follows:

Troubleshooting & resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)	Updates
High	Out of Service – e.g. N/W device down, power or infrastructure down at bidder datacenter Premises.	15 Minutes	4 Hours	30 Minutes
Medium	Partial/ Intermittent service interruptions – e.g. System, N/W performance degraded but still functioning. (For Services being provided by bidder and inside its premises)	30 Minutes	8 Hours	1 Hour Interval
Low	All change requests, access requests etc.	1 Hour	24 Hours	4 Hours

9. To Contract shall be governed by the following **General Terms and Conditions** as well as other terms & conditions given in the tender documents:

- i) **Transfer of website data:** The successful bidder shall have to take the charge of the website maintenance from the existing AMC holder and continue to maintain the website. The successful bidder will responsible for transfer of contents, web pages, databases and any other data/ information from the existing AMC provider. The day to day uploading of contents on website will be by the revamping team for incorporating in the new website.
- ii) **Resources:** The successful bidder will provide all kind of resources including human resource for maintaining, updating, uploading, modifications etc. for website and server hardware & software with FTP right to ASRB.
- iii) **Service warranty:** The bidder should cover services provided, including the quality of workmanship under warranty.

- iv) **Penalty for downtime of website and server:** The agency will provide system generated reports in support of 100% uptime on monthly basis on last working day of every month. There will be a penalty of Rs. 5000.00 per hour for downtime upto a maximum of 10% of annual maintenance and hosting charges.
- v) It shall be the sole liability of the Contactor(including the contracting firm/company) to obtain and to abide by all necessary licenses/permissions from the concerned authorities as provided under the various labour legislations including the labour license obtain as per the provisions of the contract labour(Regulation and Abolition)Act, 1970.
- vi) The contractors shall discharge obligation as provided under various applicable status including the Employees Provident Fund and Miscellaneous Provisions Act, 1951, the Employees State Insurance(ESI) Act, 1948, the contract labour(Regulation of Employment & Conditions of Service) Act, 1979, The minimum Wages Act, 1948, The payment of Wages Act, 1936, the Workmen's Compensation Act, 1973 and other relevant acts, rules and regulations enforced from time to time.
- vii) **Contractor shall submit Bank Guarantee/FDR equivalent to 10% of annual cost of the work and to be valid during the period of contract, including any extension period. In case of termination of contract due to poor performance, the BG shall be forfeited.**
- viii) The contractor shall be solely responsible for the payment of wages and other dues to the personnel deployed by him latest 7th of the subsequent month.
- ix) The contractor shall not employ and person below 18 years age.
- x) Payment: ASRB Authority accepts the quoted rate @_____ for two years.
- xi) **Contract Period and termination of Contract: The contract shall be valid for one year and maximum for three years on the same rates, terms & conditions. However, any extension should subject to work satisfactory report of the firm in the Board.**
- xii) Contractor shall also provide services on Sunday, holidays including Sunday (if required) and nothing extra shall be payable on this account.
- xiii) All the terms & conditions, special terms & conditions, scope of work of tender document are part of this agreement.

JURISDICTION

The parties hereby agree that the courts in the city of **Delhi** shall have the jurisdiction to entertain any application or other proceedings in respect of anything arising under the contract and any award or awards made by the sole arbitrator hereunder shall be filled in the concerned courts in the city of Delhi.

IN WITNESS WHEREOF both the parties have put their signature below

WITNESS

EXECUTIVES

1.

2.