



## **REQUEST FOR PROPOSAL**

**FOR**

**(1) REDESIGNING AND REVAMPING**

**OF**

**THE EXISTING WEBSITE**

**(2) DEVELOPMENT OF NEW PORTAL**

**FOR**

**“RECRUITMENT AND EMPLOYEE”**

**(3) THREE YEARS SUPPORT of WEBSITE AND PORTALS**



**e-TENDER NO. GMDC/RFP/IT/ WS/18-19**

<b>1. Item Description</b>	:	Request for proposal for (1) redesigning and revamping of the GMDC existing website (2) development of portal for Recruitment and Employee (3) Three years support of website and portals
<b>2. Tender Fees</b>	:	Rs. 1000/- (Rupees One Thousand) by DD / Pay Order in favour of Gujarat Mineral Development Corporation, payable at Ahmedabad from banks approved by Government of Gujarat from time to time except co-operative banks.
<b>3. Contract Period</b>	:	3 years.
<b>4. Earnest Money Deposit</b>	:	Rs. 50,000/- (Rupees Fifty Thousand) by DD / Pay Order in favour of Gujarat Mineral Development Corporation Limited, payable at Ahmedabad from banks approved by Government of Gujarat from time to time except co-operative banks (No interest is Payable by G.M.D.C. on EMD / SD).
<b>5. Availability of Tender Document</b>		<a href="https://www.nprocure.com">https://www.nprocure.com</a> , <a href="http://www.gmdcltd.com">www.gmdcltd.com</a>
<b>6. Last Date &amp; Time of down loading the tender</b>	:	May 28, 2018 up to 18:00 Hrs
<b>7. Last Date &amp; Time of submission of Bid.</b>	:	May 28, 2018 up to 18:00 Hrs
<b>8. Last Date &amp; Time of physical submission of Tender Fee, EMD &amp; all necessary documents</b>	:	May 28, 2018 up to 18:00 Hrs
<b>9. Venue Date and Time of Pre Bid Meeting</b>		May 14, 2018- 4 <sup>th</sup> floor GMDC Corporate office at 16:00 Hrs
<b>10. Date &amp; Time for on-line opening of Technical Bid</b>	:	May 29, 2018 at 11:00 Hrs

The GMDC LTD. reserves its right to reject any or all tenders or split the job between more than one Bidder without assigning any reason thereof.



## **Preface**

Gujarat Mineral Development Corporation Limited (GMDC LTD) herein after referred to as Corporation, is India's leading Mining Industry. Gujarat Mineral Development Corporation Limited (GMDC LTD) is issuing this Request for Proposal Request for redesigning and revamping of the GMDC website and new development of portal for Recruitment and Employee with Three years support The purpose of this RFP is to enable Applicants in communicating details, specifications and cost of their Offerings in accordance to the Scope of Work specified in this document

## **1. General Instructions to Bidder**

The section aims to provide guidelines/Instructions for Bidders, to be used while submitting the Proposals.

### **1.1 Cost of Bidding**

The Bidder will bear all costs associated with the preparation and submission of its bid and GMDC LTD., will in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### **1.2 Due Diligence**

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications and other information in this Tender Document. The bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. GMDC LTD. shall at its sole discretion be entitled to determine the adequacy/ sufficiency of the information provided by the Bidder.

### **1.3 Clarification of Bidding Documents**

GMDC LTD. shall make best efforts to respond to any request for clarification of the Tender Document. The response/clarification shall to the extent possible be made in writing.



## 1.4 Amendment of Tender Document

At any time before the deadline for submission of bids, GMDC LTD may modify the tender Document for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by amending, modifying and/or supplementing the same. Any amendments/modifications in the tender document would be displayed on GMDC Web Site and all such amendments shall be binding on the Bidder without any further act or deed on GMDC LTD part. In the event of any amendment, GMDC LTD reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidder reasonable time in which to take the amendment into account while preparing their bids. GMDC LTD may at its sole discretion, extend this deadline for submission of bids by amending the bid documents.

## 1.5 Contact Details

All inquiries concerning this procurement are to be addressed to the following:

**General Manager (IT)**  
**GMDC Limited**  
**Khanij Bhavan”, 132 Ft. Ring Road,**  
**Nr. University Ground, Vastrapur,**  
**Ahmedabad-380052.**

Or you may contact to Sr. Manager (IT) through e mail [mambwani@gmdcltd.co.in](mailto:mambwani@gmdcltd.co.in)

## 1.6 Language of Bid

All Proposals and various documents related to these Proposals should be in English Language. All correspondence between GMDC LTD., and the Bidder would also be in English Language. Supporting Documents and Printed Literature furnished by the Bidder may be in another Language provided they are accompanied by an accurate translation in English Language.

## 1.7 Period of Validity of Bids

Bids shall remain valid for 180 days after the date of bid opening prescribed by GMDC LTD, pursuant to the RFP schedule mentioned in this document. In exceptional circumstances, GMDC LTD. may solicit the Bidder’s consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional.



## 1.8 Late Bids

Any bid received by GMDC LTD., after the deadline for submission of bids prescribed by GMDC LTD., summarily rejected. GMDC LTD. shall not be responsible for any postal delay or non-receipt /non-delivery of the documents. No further correspondence on this subject will be entertained.

## 1.9 Right to accept Proposal

GMDC LTD., reserves the right to accept or reject any Proposal, and to annul the Proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Consortium of the grounds for such decision.

## 2. Procedure for Submission of the Bid

Offers prepared in accordance with the procedures enumerated below should be submitted online at [www.nprocure.com](http://www.nprocure.com) on or before the last date and time as prescribed in this tender. Instruction for online bidding attached as Annexure E.

The Bidder should submit their bids in THREE parts, these are

- i. Pre qualification bid (Details of EMD and Tender Fee),
- ii. Technical Bid
- iii. Commercial Bid.

Following should be submitted 'off-line' in sealed covers separately at our Corporate Office, Ahmedabad on or before Last Date & Time of physical submission:

- i. Tender Fee in form of DD or Pay Order along with form as annexure "B"
- ii. EMD in form of DD or Pay Order along with form as annexure "C"
- iii. Signed and Stamped self declaration as per format given in annexure "D"
- iv. Documentary proof for eligibility conditions.



### **3. Pre bid conference**

- 3.1** A pre bid conference (PBC) shall be held as per schedule date and time.
- 3.2** In this RFP, Bidder would address the clarifications sought by the Corporation with regard to the RFP document and the scope.
- 3.3** The Bidder would be required to submit their queries to the Corporation in writing 72 hrs before then PBC through e-mail / post.
- 3.4** Queries not submitted within this deadline will not be taken up at the PBC.
- 3.5** The eligible Bidder shall attend the PBC, even if they do not have any specific queries. No clarifications to any query after the PBC shall be entertained.
- 3.6** GMDC reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.
- 3.7** No extension to any deadline referred to in this document will be granted on the basis or grounds that Corporation should respond to any queries to provide any clarification.

### **4. Tender Fee**

#### **4.1 Amount of Tender Fee**

The Bidder must submit, along with their Bids, an Tender Fee of Rupees One Thousand Only (Rs. 1000/-), in the form of Demand Draft (DD)/ Pay Order (PO) issued from a banks approved by Government of Gujarat from time to time except co-operative banks in favor of “GUJARAT MINERAL DEVELOPMENT CORPORATION LIMITED” payable at AHMEDABAD.

#### **4.2 Refund of Tender Fee**

Tender fee will not be refunded any circumstance.



## 5. Earnest Money Deposit (EMD)

### 5.1 Amount of EMD

The Bidder must submit, along with their Bids, an EMD of Rupees Fifty Thousand Only (Rs. 50,000/-) in the form of Demand Draft (DD)/ Pay Order (PO) issued from a banks approved by Government of Gujarat from time to time except co-operative banks in favor of “GUJARAT MINERAL DEVELOPMENT CORPORATION LIMITED” payable at AHMEDABAD.

### 5.2 Discharge of EMD

Unsuccessful bidder’s EMD will be discharged / returned as promptly as possible by GMDC LTD. Bidder EMD will be discharged after submitting of performance bank guarantee by Bidder.

### 5.3 Forfeiture of EMD

The EMD can be forfeited if a Bidder

- Withdraws his bid during the period of bid validity specified by the Bidder on the Bid Form or
- In case of the Bidder, if the Bidder fails
  - a. To accept the work order.
  - b. To furnish performance guarantee.

## 6. Performance Guarantee

Within 15 (Fifteen) working days of the date of Letter of Intent /Work Order, the Bidder shall furnish a Performance Bank Guarantee for an amount equivalent to 10% of the total cost without taxes except support cost for a period of 39 months in accordance with the conditions of the Contract, in the form of a Bank Guarantee or Demand Draft or Pay Order drawn in favor of “The Gujarat Mineral Development Corporation Limited” payable at Ahmedabad. If such Performance Guarantee is in the form of a Bank Guarantee, then it should be of any bank approved by Government of Gujarat from time to time except Co-Operative Bank in the form and manner acceptable to the GMDC. Performance Bank Guarantee should not bear any intrest.

“ GMDC reserves the tight to recover the charges or the penalty from the performance guarantee in the following circumstances-

- i. If the sucessful bidder or its employess cause any damages or destroy any property belonging to GMDC.



- ii. The shortfall amount of all compensations, penalties and other sums of money payable by the successful bidder or recoveries to be made under the terms of this contract which is due but not paid by successful bidder in full, etc” and performance guarantee shall not bear any interest

## 7. No Exemption From EMD / PBG

Tender Fee / EMD / PBG will not be exempted in any case

## 8. Eligibility of Bidder

- 8.1** The bidder submitting the offers must be a Registered Company in India under the Companies Act, 1956 since 5 years as on 31<sup>st</sup> March 2018.

*Copy of Certificates of Incorporation shall be submitted.*

- 8.2** The bidder should have a total turnover of more than Rs. 10 Crores for three financial years 2014-15, 2015-16 & 2016- 17.

*The copy of CA certificate (s) shall be submitted.*

- 8.3** The bidder have executed minimum five orders for Development/ maintenance of website of companies having turnover 100 Cr and above or/and Government Department during the any of last 3 Financial years, i.e. 2014-2015, 2015-2016, 2016-2017.

*Satisfactory certificate / completion certificate from customers shall be submitted.*

- 8.4** The bidder having office at Ahmedabad since more than five year.

*Registration certificate from tax department or from Municipal Corporation*

- 8.5** Bidder must have valid SEI CMMI level 3 Certificate

*Copy of valid certificate*

- 8.6** Bidder should not be ineligibility for corrupt and fraudulent practices issued by Central Government or Government of Gujarat or any of the PSU. Certificate mentioning that the Bidder is not blacklisted or debarred by Central Government or Government of Gujarat or any of the PSU due to engagement in any corrupt and fraudulent practices.

*Self-Declaration Form shall be submitted.*



## 9. Payment Terms

- a. 100% of total cost except support cost (excluding taxes) plus taxes as per prevailing rate will be made after development, migration and deployment of website and portals.
- b. Support cost (excluding taxes) will be made equal parts plus taxes as per prevailing rate on post quarterly basis.

## 10. Taxes and Levies

- 10.1** All are requested to quote their GST Number and date in BID. Bid received from unregistered dealer will not be consider.
- 10.2** Bidders are requested to quote their rates without GST. GST will be paid /adjusted / reimbursed to the bidder as per prevailing rates and rules to the extended directly related to the services rendered or Goods supplied by the bidder under the said contract subject to production of documentary proof and bidder will mention the GST number separately in the invoice/ bill along with SAC / HSN code under GST.
- 10.3** Bidders, who are opting for composite scheme under GST, are required to quote heir rates inclusive of GST.
- 10.4** Any other fresh imposition or variation in existing taxes or levies during the currency of the contract by the Government if applicable and payable by the Bidder, shall be reimbursed by GMDC at actual subject to submission of documentary proof of having remitted the same and to the extent directly related to the services rendered by the Bidder under the contract.

## 11. Delivery Period

Bidder has to develop, migrate and deployment of website and portals within 45 days from the date purchase / work order.

## 12. Performance Measurement

The maximum response time for complaint shall not exceed 24 hours and uptime for website is 100% on quarterly basis.



### **13. Liquidated Damages**

- 13.1** If Bidder fails to develop, migrate and deploy of website and portals within 45 days from the date purchase / work order, then GMDC will impose as liquidated damages @ 0.5% of total cost except support cost per week. More than 3 days will be count as one week. Subject to a maximum liquidated damage for late deployment is 10% of total cost along with applicable GST.
- 13.2** If Bidder fails to response for complaint within time period than Rs 500 per week per instance complaint will be deducted as liquidate damage from the support cost. More than 3 days will be count as one week

### **14. Scope of Work**

- 14.1** Redesigning and revamping the existing website with corporate theme design with latest web trends along with migration of existing pages and new development of “Recruitment Portal” and “Employee Portal”.
- 14.2** Restructure overall content with proper tagging to make them screen reader friendly.
- 14.3** Ensure Compatibility with all Internet browsers like Internet Explorer, Mozilla Firefox and smart mobile phones etc. It should be ensured that the website works flawlessly across different web browsers. It should test new website on Internet Explorer 6.0 onwards, Mozilla Firefox 3.6 onwards, Chrome and one Macintosh Browser for ensuring browser independent structure.
- 14.4** It must be ensured that the website / portal adjusts itself automatically as per the screen resolution of the website visitors for example 1024\*768, 1200\*800 etc. Resolution independent website will automatically expand/compress itself as per the screen resolution and hence there should not be any vertical scroll in the website structure.
- 14.5** Dedicated technical telephone help-line from 10.30 AM to 7.00 PM in normal case and 9:00 AM to 8:00 PM during on-line recruitment process (Excluding Holidays)
- 14.6** Need based generation of ad-hoc reports. Export reports in .pdf, .xls, .xlsx, .doc, .docx extensions.



- 14.7** Database and other application require for Website and portals will be provided by bidder.
- 14.8** Portal and Website should be Mobile/Tablet Responsive so it adapts and fit design as per user resolution
- 14.9** Three years maintenance contract from the date commissioning of all portals and website. Maintenance contract includes
- 14.9.1 Regular updation of news, photo/exhibition gallery, data, reports, tender announcements, recruitment and other relevant information.
  - 14.9.2 Static information updation (As and when instructed by GMDC) along with updation of Sitemap.
  - 14.9.3 Creating and arranging the archives of documents by suitably indexing and numbering.
  - 14.9.4 Database Administration and Fine tuning of the website performance.
  - 14.9.5 Maintenance & Checking for dead links of static pages.
  - 14.9.6 Image cropping, editing, mixing, etc.
  - 14.9.7 Re-design of Home Page (as and when required) not less than three months intervals.
  - 14.9.8 Existing 50 e-mail ids using Google mail will be maintained.
  - 14.9.9 Automatically send report to designated officer (s) through e mail on fortnight basis. Report shall help GMDC in analyzing the popularity of the website and visitors behavior pattern on the website and to facilitate to view website hits.
  - 14.9.10 Advanced security analysis and mechanisms such as port scans, Trojan sweeps, vulnerability profiles, firewall setups, network sniffers, software & application faults, e-mail vulnerabilities, database & human interface weakness etc are incorporated in the standard operating procedures.

### **14.10 Redesigning and revamping of GMDC Website.**

- 14.10.1 Structure homepage content should give direct access to most sought after / important information through the home page itself to improve the ease of use of the website.



- 14.10.2 The content of the existing website shall be integrated to newly designed website. It should integrate the existing site content into the new website structure and should get approved from GMDC assigned representative to ensure correctness.
- 14.10.3 To publish Tender Notices, Tender Documents and related corrigendum on the website. Tenders should have expiry date and after expiry date it shall move to archives. It shall have facility to add documents to existing Tenders.
- 14.10.4 To Publish Employment Notices on the website. Administrator should be able to View/Add/Edit/Delete notices by adding Title and Details through editor. Link shall be provided for “Recruitment Portal”. Employment Notice should have expiry date and after expiry date it shall move to archives. It shall have facility to add documents to existing Notice.
- 14.10.5 To Publish News / Events on the website. Administrator should be able to View/Add/Edit/Delete notices by adding Title and Details through editor. News / Events Notice should have expiry date and after expiry date it shall move to archives. It shall have facility to add documents to existing Notice.
- 14.10.6 Flexible and User friendly Dynamic Content Management System.
- 14.10.7 Authorized user should have access to one log in the backend or individual logs on each page where he can view changes that have been made to the database.
- 14.10.8 Site search shall allow users to do keyword search in site. It shall lead to links of all the pages in which keyword is found on the search result page. Provision of Full text search in the website for all the content. On entering any keyword, the system must be able to search in all links, sub-links and sub sub-links and should provide links where that word is present. On clicking the link the content should be displayed.
- 14.10.9 An advanced Photo gallery should be developed to allow user department to publish best quality photos in the website. It shall be allow uploading of Image Name, Image, Image description and Meta tags for each image. Should have facility to view/add/edit/delete Images in JPEG, GIF and SWF format etc. Should be accessible across all browser types, and on all different resolutions.
- 14.10.10 User Privileges: An administrator can grant as little or as much control to content editors or groups as needed.



- 14.10.11 A hierarchical visual model of the pages of a Web site. Site maps should help users navigate through a Web site that have more than one page by showing the user a diagram of the entire site's contents.
- 14.10.12 Feedback shall be interactive and shall help user department in collecting feedback from website visitors. To develop an online form for collecting feedback from website visitors. The feedback can be a general feedback, feedback on content and department/section specific feedback. All the feedback data should be emailed to the designated officer's email ID. A copy of all the feedbacks received should be stored in Website Database on the server for subsequent review by the administrator. Create a Contact Us page incorporating a form.
- 14.10.13 Separate login for administrator to view online members, number of hits in day/month, search engines, keywords used by engine, repeat and unique visitors, navigation paths, visitor's countries, etc. and to facilitate to filter hits based on particular date range.
- 14.10.14 Reduction in average page load time across the site, meeting industry standards and challenging environments.
- 14.10.15 Information security measures to handle typical attacks observed in the past and new vulnerabilities to be implemented.
- 14.10.16 Compliance with Web Content Accessibility Guidelines and Guidelines for Indian Government Websites.
- 14.10.17 Websites and portals to support multiple languages. Unicode conversion for languages to be contactor responsibility.
- 14.10.18 The websites should facilitate social media integration, as and when the GMDC comes on social media, during the contract period.

## **14.11 Recruitment Portal**

### **14.11.1 Information on Portal**

- 14.11.1.1 Upload various recruitments related schedules
- 14.11.1.2 Create & Upload user manual (Online form fill up instructions)
- 14.11.1.3 Upload additional instructions as & when required
- 14.11.1.4 Upload district / category wise intake (if any)
- 14.11.1.5 Prepare training manual & upload



**14.11.2 User registration & User profile**

- 14.11.2.1 Applicant need to register first on this proposed portal for applying in any post.
- 14.11.2.2 Permanent credentials will be generated on successful registration, which can be used in future for new vacancies.
- 14.11.2.3 Basic information along-with photograph and signature will be captured under this module. Hence while applying application form; only post specific details will be given.
- 14.11.2.4 Edit / Print / View Application Form

**14.11.3 Module for Filling Application form:**

- 14.11.3.1 Application from filling of Educational Information and Experience details.
- 14.11.3.2 Design, development & uploading form
- 14.11.3.3 Edit / Print / View Application Form
- 14.11.3.4 Receipt Generation
- 14.11.3.5 View / Print form for Admin User (Multiple or Selected)
- 14.11.3.6 Proper validation for each qualification criteria
- 14.11.3.7 On-line form filled-up status for admin user
- 14.11.3.8 Daily SMS to admin users about form status
- 14.11.3.9 Facility to send SMS to candidates.

**14.11.4 Call letter / Appointment letter Display Module:**

- 14.11.4.1 Design and uploading call letter / appointment letter.
- 14.11.4.2 View / Print letter (as per criteria).
- 14.11.4.3 Facility to send SMS & Email from system for whom the letter being generated

**14.11.5 Mail & SMS facility**

- 14.11.5.1 Utility to send Email & SMS to selected applicants.
- 14.11.5.2 Integration of these utility with call letter / appointment letter generation module.
- 14.11.5.3 SMS type should be transactional.
- 14.11.5.4 SMS gateway will be provided by GMDC.



**14.11.6 Payment Gateway**

- 14.11.6.1 The portal should facilitate payment integration, as and when the GMDC comes on payment gateway during the contract period.
- 14.11.6.2 Reconciliation of fees received through Payment Gateway.
- 14.11.6.3 SMS / E Mail notifications to applicant.
- 14.11.6.4 Need base report generation.

**14.11.7 Admin module**

- 14.11.7.1 Administrator should be able to monitor complete recruitment process.
- 14.11.7.2 Real time reports of filled forms, confirmed forms, fees collected.
- 14.11.7.3 Download reports in .pdf, .xls format.
- 14.11.7.4 View & download multiple application form.

**14.11.8 Content Management Software (CMS)**

- 14.11.8.1 A robust and easy to use CMS is to be integrated, configured and installed to manage entire event along with multiple author editing and participation.
- 14.11.8.2 Database has to be incorporated to store page content, metadata, registration all other relevant information that might be needed by the administrator time to time. Database will be provided by bidder.
- 14.11.8.3 A presentation layer displays the content to Portal on a set of templates.
- 14.11.8.4 Dynamic URL rewriting is provisioned in this Portal when the page or other data is created.
- 14.11.8.5 Administration is typically done through browser-based interfaces.
- 14.11.8.6 This CMS allows non – technical users to make changes to a Portal with little training which typically requires an authorized user to set up and add features, but it is primarily a Portal maintenance tool for non – technical staff.
- 14.11.8.7 Agency will provide support for unlimited updates during warranty period.

**14.11.9 Other points**

- 14.11.9.1 Developer must ensure that, not to violate any copyright law related to images, templates, code etc.
- 14.11.9.2 Any user input system must have captcha system (Answer based) (Captcha must be neat and clean).
- 14.11.9.3 Portal must be optimized for Search Engines (Meta-tags, User-friendly SEO links and Easy to Read Titles etc.)
- 14.11.9.4 No Installation of third party scripts to track user activity ad-scripts, hidden back links to other irrelevant Portal.
- 14.11.9.5 There should be a location access through map in contact web page.
- 14.11.9.6 Mechanism is in place to ensure that all outdated announcements are removed from the Portal or moved to archive.
- 14.11.9.7 Portal has a Copyright Policy, Terms & Conditions and Privacy Policy, prominently displayed on the homepage.
- 14.11.9.8 Portal should provide facility to upload the content without any technical knowledge i.e. Portal should integrate with Content Management System.
- 14.11.9.9 Searching facility in the Portal for internal Portal search as well as advance search option.
- 14.11.9.10 New fresh User Interface needs to be designed.
- 14.11.9.11 CMS Software should be integrated in specific manner so that authorize person can easily maintain the respective content on Portal.
- 14.11.9.12 Online Inquiry and Assistance Form.
- 14.11.9.13 Upload of necessary documents as and when required.
- 14.11.9.14 Portal should be built in English as a base language – further if required Google Translator should be integrated..
- 14.11.9.15 Portal should comply basic accessibility standards so that it caters Disabled People (WCAG 2.0 Compliance).
- 14.11.9.16 Portal should be Compatible to all latest browsers (i.e. Firefox, Internet Explorer, Opera, Mozilla, Google Chrome, Safari etc.)
- 14.11.9.17 Sufficient Security Measures should be applied against vulnerabilities e.g. hacking / SQL-injection-attack etc.

## **14.12 Employee Portal**

GMDC wants to develop employee portal which is secure & authenticate through Active Directory and use to manage data and share information easily within organization. This portal will be divided in following parts.

- Common News & Announcement
- Department specific News & Announcement
- User Management
- Generalize Event Calendar
- Travel and Media Request management
- Ticket Management
- SSO configuration

Provide facility to manage common news and Announcement section and appear those on GMDC intranet portal. Provide facility to manage departmental news, Announcement section with facility of uploading any kind of files and appear those on respective departmental sub site. Files may be permitted to view/ print to individual employee(s), AD group, Department and /or sites. Provide facility to manage generalize GMDC event calendar and appear those on GMDC portal

### **14.12.1 User Management**

- 14.12.1.1 All users will be sync from active directory (AD) on timely based. After sync details of user, there is a one admin who can update/delete users and manage rights/permission by given portal interface not from AD.
- 14.12.1.2 Admin can create/update/delete user manually and define his/her role in department by using provided interface.
- 14.12.1.3 During creation of user, admin have rights to define user's designation and his/her department.
- 14.12.1.4 Admin can also define user approval authority to manage work flow of any project, leave or other requests.
- 14.12.1.5 Admin have rights to create department wise main user (with admin role) to manage his/her department user's rights or permissions; change/update approval authority etc.



## 14.12.2 Travel and Media Request Management

- 14.12.2.1 Department user/employee create new travel request from portal.
- 14.12.2.2 Personal details automatically display when user/employee starting to fill details regarding travel request. All personal data will be populated from Active Directory (AD) and ERP.
- 14.12.2.3 User/Employee has to enter outward journey & return journey details with destination location and date & time.
- 14.12.2.4 They have two option to select travel type 'General' & 'Project'. If travel type is 'Project' then they have to compulsory select project name.
- 14.12.2.5 There are some details like travel location, destination type like domestic/international, traveling start date & end date, purpose of visit and estimated expense compulsory have to fill up .
- 14.12.2.6 User can also have option to add multiple location if they travelling to more than one location.
- 14.12.2.7 User/Employee has option to choose hotel booking is required or not. If they booked hotel by himself then they have to fill up hotel booking details.
- 14.12.2.8 User/employee has option to save details as a draft mode. After fill up all travelling details, submitted travel request will be sent to appropriate authority/higher authority select manually.
- 14.12.2.9 Upon successful submitted travel request by user/employee, request will be shown by appropriate authority/higher authority (Manual Selection) of his/her department.
- 14.12.2.10 This authority will approve or reject travel request with appropriate remarks.
- 14.12.2.11 If approver approved travel request then this request will be sent to PR department except Project tour.
- 14.12.2.12 Project Tour request will be forwarded to maintenance department if official car requested.
- 14.12.2.13 If approve reject travel request then this request will be sent to appropriate user/employee who have submitted this request and appropriate notification will be sent to user.



14.12.2.14 After full fill all requirements, final status has been update by 'PR' and Maintenance department. After get final status of travel request, this ticket closes by user/employee that has created.

14.12.2.15 Similar travel management, employees can the request for media publication.

### **14.12.3 Ticket Management System**

14.12.3.1 Any department user/employee create new ticket request from ticket service desk.

14.12.3.2 Currently, this system is only for IT department and later on it will be used for admin and HR department or other departments also.

14.12.3.3 Any number of categories can be created.

14.12.3.4 Any department user/employee will submit request by selecting any of categories and also provide its priority whether it's high or normal.

14.12.3.5 If ticket request with high priority, then user have to provide reason for why you have mentioned this request as high.

14.12.3.6 Users/employees have to provide proper subject and its description while submitting ticket.

14.12.3.7 Upon successful submission of ticket email/notification will send to user as well as assigned user which was already assigned by department based on category.

14.12.3.8 If ticket submitted with high priority, then email/notification will also send to department manager or higher authority.

14.12.3.9 After finishing of ticket request, user can have closed requested ticket.

14.12.3.10 Only requested user has rights to closed ticket.

14.12.3.11 Department manager can have assigned multiple people for particular ticket category.

14.12.3.12 Assigned user has to receive submitted ticket request and start worked on this ticket.

14.12.3.13 If any ticket is submitted by any user/employee and assigned user has not received ticket within two days, then this ticket will be forwarded to higher authority of assigned user and notification/email will be send to higher authority.



- 14.12.3.14 Assigned user can give updates on ticket with proper solution. They have also option for add internal noting for communicate with same department user.
- 14.12.3.15 All communication regarding ticket will be shown by ticket requested user except internal noting.
- 14.12.3.16 Internal noting will be shown by only internal user and all communication of ticket will be shown by department head with internal noting also.
- 14.12.3.17 Upon successful finishing work on requested ticket, assigned user give updates to requested user by ticket desk only and notification/email will be send to requested user only.
- 14.12.3.18 Department head have option to add, edit, disable and delete category of ticket.
- 14.12.3.19 If any ticket generated with existing category, then they can't able to delete category.
- 14.12.3.20 Department head have other option to add, edit and delete priority of ticket.
- 14.12.3.21 Department head have option to assigned/delete/reassigned his/her own department's user for handle ticket request.
- 14.12.3.22 They can have assigned multiple users for particular added categories of ticket and also assigned higher authority of that user.
- 14.12.3.23 Department head have option to generate ticket related report like pending tickets, completed tickets and in progress tickets based on provided searching criteria like from date & to date, by category, by priority etc.
- 14.12.3.24 Weekly summary report automatically sends to department head.
- 14.12.3.25 The ticket can be closes by user/employee that has created.

#### **14.12.4 Hosting Services**

The bidder shall manage the secure hosting of 15 GB for the website and portal either itself or with the agencies providing secure hosting services within India who are complying with security norms. The hosting of employee portal will be at GMDC server.



## **15. Evaluation of Bids**

### **15.1 Completeness of Bids**

GMDC LTD., will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

### **15.2 RFP Clarifications**

During Technical and Commercial evaluation of the Proposals, GMDC LTD., may, at its discretion, ask for clarifications on their proposal.

### **15.3 Rejection of Bid**

A bid that does not meet all eligibility criteria or is not responsive shall be rejected by GMDC LTD. Submission of false or incorrect information, history of delayed work, reports of unprofessional conduct, among other things, shall be sufficient grounds for disqualification in technical bid.

### **15.4 Opening of Bids**

Technical bids will be opened after verification of receipt of payment towards Tender Fee and EMD. The eligible Bidder will be able to view the technical bids after opening of technical bid. On verification of the supporting documents, technical qualification of the Bidder will be assessed. The Technical Bid will be assigned a technical score (ST) out of a maximum of 100 points as per the aforementioned Technical Evaluation Criteria Table given at annexure F. Only those Bidders scoring Technical Proposals score 60 marks or more out of 100 shall qualify for financial bid opening. The eligible bidders will be communicated the date and time of on line opening of financial bids by fax or telephone or email or SMS. However, the Bidder will be able to view the financial bids online on their computers after opening of financial bid.



## 15.5 Award of Contract

The overall selection of the bidder will be on Quality and Cost based Selection (QCBS), the following formula will be used for the evaluation of the bids. The Final scores will be calculated as:

$$\text{Score} = 0.7 * \text{Technical Score} + (0.3) * 100 * \text{Minimum Price} / \text{Bided Price}$$

The bidder achieving the highest overall score will be invited for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the lower financial bid will be invited first for awarding the contract.

## 15.6 Annulment of Award

Failure of the Bidder to comply with eligibility criteria, evaluation criteria and other terms and conditions set out in the Tender Document shall constitute sufficient ground for the annulment of the award of PO and forfeiture of the EMD, in which event GMDC LTD., may make the award to the next lowest evaluated Bidder or call for new bids.

## 15.7 Negotiation

It is absolutely essential for the Bidder to quote the lowest price at the time of making the offer in their interest. GMDC, however, will have the discretion to choose to enter into any price negotiations or not.

## 16. Non Fulfillment of Terms & Condition and Termination of the Contract

- 16.1** If the Bidder fails to carry out the work as per terms and conditions of the contract to the satisfaction of the GMDC, GMDC shall be entitled to forfeit the security deposit paid by the Bidder. This however, shall not absolve the Bidder from his obligation to fulfill the contract. In such event, the CORPORATION shall have a right to complete and / or to get the work completed at the cost & risk of the Bidder and the Bidder shall be responsible to pay such cost incurred by the GMDC to complete the work and / or to get the work completed.



**16.2** Likewise, if the Bidder does not fulfill the terms and conditions of the contract and does not carry out the work up to the entire satisfaction of GMDC, GMDC has the right to forthwith terminate the contract at its sole discretion, without assigning any reason, Under such events, the GMDC shall be entitled to forfeit the security deposit paid by the Bidder and the GMDC shall have a right to complete the work and / or to get the work completed at the risk and cost of the Bidder.

**16.3** For any reasons, if it is required, the GMDC reserves rights to cancel, terminate, amend and / or alter the contract and / or bifurcate and / or reduce the contract work at any time without giving any notice to the Bidder and without incurring any responsibility. For such cases, Bidder shall have to take away his labour, tools, tackles, machinery, equipment etc. and shall leave the site at once or shall have to carry out the instructions of the GMDC.

## **17. Dispute Resolution and Arbitration**

**Legal Jurisdiction:** matter relating to any dispute or difference arising out of this agreement and subsequent contract based on the agreement shall be subject to the exclusive jurisdiction of courts at Ahmedabad only.

**Dispute Resolution ;** the said clause is reproduced here for your reference.

“ the parties shall endeavour, in the first instance, to resolve any dispute, disagreement or difference arising out of or in connection with this agreement, including any question regarding its interpretation, performance, existence, validity, termination and the rights and liabilities of the parties to this agreement (a “Dispute”) through good faith negotiations.”

“ All questions, disputes, difference and/or interpretation of agreement whatsoever, which may at any time arise between the parties to this contract in connection with the contract or any matter arising out of or in relation thereto, shall be referred to sole arbitrator as per the provisions of arbitration and conciliation Act, 1996 and subsequent amendment thereto. The venue of arbitration proceedings shall be at Ahmedabad. The language of the arbitration shall be in English”

## **18. Force Majeure**

**18.1** Force majeure is herein defined as any cause which is beyond the control of the bidder or the Corporation as the case may be which they could not foresee or with a reasonable



amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- i. Natural phenomena such as flood, draughts Cyclone, earthquake and epidemics, declaration of war.
- ii. Acts of any government, including but not limited to war, declared or undeclared priorities, quantities, embargoes, providing either party shall within fifteen (15) days from the occurrence of such a cause notify the other in writing of such cases.

**18.2** The bidder will advise, in the event of his having resort to this clause by a registered letter duly certified by the statutory authorities, the beginning and end of the cause of delay, within fifteen days of the occurrence and cessation of such Force Majeure condition. In the event of delay lasting over two months, if arising out of Force Majeure, the contract may be terminated at the discretion of the GMDC.

**18.3** For delay arising out of Force Majeure, the bidder will not claim extension in completion date for a period exceeding the period of delay attributable to the causes of force Majeure and neither company nor he Bidder shall be liable to pay extra costs (like increase in rates, remobilization, advance, idle charges for labour and machinery etc.) provided it is mutually established that the Force Majeure conditions did actually exist.

**18.4** If any of the Force Majeure conditions exists in the place of operation of the bidder even at the time of submission of bid he will categorically specify them in his bid and state whether they have been taken into consideration in their quotations.

**18.5** The bidder of the GMDC shall not be liable for delays in performing his obligations resulting from any force majeure cause as referred to and/ or defined above. The date of completion will, subject to hereinafter provided, be extended by a reasonable time given though such cause any occur after bidder's performance of his obligations has been delayed for other causes.

## **19. Change in Constitution of Entity**

The bidder shall not change its constitution of entity during the currency of the contract without prior approval of GMDC. In case the bidder is desirous to change its constitution during the currency of the contract than upon receipt of the prior approval from the GMDC, the agreement to that effect shall be executed by and between GMDC and Bidder so as to protect the interest of the parties.



**Format of Eligibility Criteria to be submitted on line**

**Part 1**

Sr. No	Particulars	Details
1	Year of incorporation.	
2	Incorporation Number	
3	Total Turnover of last three years i.e.2014-15, 2015-16 & 2016- 17.	
4	Name five numbers of customer awarded the contract for development /maintenance of website. The customer either having more than 100 crore turnover or Government Department / PSU in last 3 Financial years, i.e. 2014-2015, 2015-2016, 2016-2017.	
5	The bidder having office at Ahmedabad since (Year)	
6	Provide full address with contact number of Bidder office at Ahmedabad.	
7	Name of Authorized Person for this tender.	
8	Mobile number of Authorized Person	
9	valid SEI CMMI level 3 Certificate detail	



Annexure B

**On Bidder's Letter Head**

To,

GENERAL MANAGER (IT)  
M/S. GUJARAT MINERAL DEVELOPMENT CORPORATION LTD,  
"KHANIJ BHAVAN", 132, FT. RING ROAD,  
NR. UNIVERSITY GROUND, VASTRAPUR,  
AHMEDABAD-380 052.

**SUB.** : Tender Fee for e-TENDER NO. GMDC/RFP/IT/ WS/18-19 for (1) redesigning and revamping of the GMDC existing website (2) development of portal for Recruitment and Employee (3) Three years support of website and portals

Dear Sir

With reference to above and as per terms and conditions of tender, we are sending herewith D.D. / Pay Order Number -----dated-----for Rs 1,000/- (One Thousand) Only drawn on-----bank-----branch in favour of "GUJARAT MINERAL DEVELOPMENT CORPORATION LIMITED" payable at AHMEDABAD being the amount of tender fee.

Thanking You

NAME, SIGNATURE & STAMP OF BIDDER



## On Bidder's Letter Head

To,

GENERAL MANAGER (IT)  
M/S. GUJARAT MINERAL DEVELOPMENT CORPORATION LTD,  
"KHANIJ BHAVAN", 132, FT. RING ROAD,  
NR. UNIVERSITY GROUND, VASTRAPUR,  
AHMEDABAD-380 052.

**SUB.** : EMD for e-TENDER NO. GMDC/RFP/IT/ WS/18-19 for (1) redesigning and revamping of the GMDC existing website (2) development of portal for Recruitment and Employee (3) Three years support of website and portals

Dear Sir

With reference to above and as per terms and conditions of tender, we are sending herewith D.D. / Pay Order Number -----dated-----for Rs 50,000/- (Fifty Thousand) Only drawn on-----bank-----branch in favour of "GUJARAT MINERAL DEVELOPMENT CORPORATION LIMITED" payable at AHMEDABAD being the amount of EMD.

Thanking You

NAME, SIGNATURE & STAMP OF BIDDER



**On Bidder's Letter Head**

**D E C L A R A T I O N**

DATE:

TO,

GENERAL MANAGER (IT)  
M/S. GUJARAT MINERAL DEVELOPMENT CORPORATION LTD,  
"KHANIJ BHAVAN", 132, FT. RING ROAD,  
NR. UNIVERSITY GROUND, VASTRAPUR,  
AHMEDABAD-380 052.

DEAR SIR,

I / we hereby solemnly declare that any of our partners jointly or severally and / or individually or our firm / company / associate company have not been black listed by the Central Govt. Or any State Govt. Or its undertaking.

I / we here by further declare that, if the above declaration is found untrue, GMDC Ltd. Shall be entitled to take any action against us severally and / or individually or our firm / company in this regard in any manner as may be deemed fit by GMDC

THANKING YOU,

**YOURS FAITHFULLY,**

NAME, SIGNATURE & STAMP OF THE BIDDER.



## Instruction to Bidder for Online Tendering

1. Tender documents are available only in electronic format which Bidder can download free of cost from the website [www.gmdcltd.com](http://www.gmdcltd.com) and <https://nprocure.com>
2. Bidder who wish to participate in online tenders will have to procure / should have legally valid Digital Certificate (Class III) as per Information Technology Act-2000, using which they can sign their electronic bids. Bidder can procure the same from any of the license certifying Authority of India or can contact (n)code solutions- a division of GNFC Limited, who are licensed Certifying Authority by Government of India at address mentioned below at clause 5.
5. All bids should be digitally signed. For details regarding digital signature certificate and related training involved at the below mentioned address should be contacted:  
  
(n)Procure Cell  
(n)Code solutions A division of GNFC  
403, GNFC Info-Tower, Bodakdev, Ahmedabad- 380 054 ( India )  
Tel : +91 26857316/17/18 Fax : +91 79 26857321  
Toll Free : 1800-233-1010  
E-mail: nprocure@gnvfc.net
6. Kindly take note that, valid Digital Signature Certificates is must for all the interested Bidder. Online tendering process is not possible without valid digital signature certificate.
7. Interested Bidder are also requested to complete their procedure for taking digital signature certificate in respect to filling of application form, supporting documents with necessary fees at least 3 days before last date of tender submission.
8. (n)code solutions reserves the rights to issue digital signature certificate after verification of application forms / supporting documents submitted by Bidder. (n)code solutions is fully authorized to issue digital signature certificate to Bidder.
9. All the Bidder who have no facility to participate in on-line tenders are requested to contact (n)code solutions for the same.
10. Free vendor training camp will be organized every Saturday between 4.00 to 5.00 P.M. at (n) code solutions-A Division of GNFC Ltd., Bidder are requested to take benefit of the same (Advance Confirmation to (n) code is requested).
11. All the correspondence in respect to training, support or digital signature certificate should be addressed to (n)code solutions directly on the above mentioned address



**Offline Submission Technical Evaluation Criteria**  
**(Documentary proof shall be enclosed)**

Sr. No.	Parameters	Parameters.	Maximum Marks	Details to be filled by Bidder (Not Marks)
1.	Bidder Existence as on 31 <sup>st</sup> March 2018 in completed years.	> 18 Years	10	
		> 16 Years	8	
		> 14 Years	6	
		> 12 Years	4	
		>= 10 Years	2	
2.	Bidder Turn Over in Crores for the FY2016-17	> 40 Crores	10	
		> 30 Crores	8	
		> 20 Crores	6	
		> 10Crores	4	
		>= 5Crores	2	
3.	Numbers of orders for maintenance of website of companies having turnover 200 Cr and above or/and Government Department during the any of last 3 Financial years, i.e. 2014-2015, 2015-2016, 2016-2017	> 13 Orders	10	
		> 11 Orders	8	
		> 9 Orders	6	
		> 7 Orders	4	
		>= 5 Orders	2	
4.	Numbers of orders for designing / redesigning of website / portal in last three Financial years, i.e. 2014-2015, 2015-2016, 2016-2017	> 11 Orders	10	
		> 9 Orders	8	
		> 7 Orders	6	
		> 5 Orders	4	
		>= 2 Orders	2	
5.	SEI CMMI level 3 Certificate	valid	10	
6	The bidder must have on its roll staff of technical personnel in the area of developing, integrating & implementing web site solutions as on 31/03/2018	> 11 Numbers	10	
		> 10 Numbers	8	
		> 9 Numbers	6	
		> 7 Numbers	4	
		>= 5 Numbers	2	
7	Presentation	--	40 Marks	



## **Format of Commercial Bid Only Online Submission**

<b>Description</b>	<b>Total Cost without GST</b>
Redesigning and revamping of the GMDC website along with Database and other associates software.  The offer includes 65 Numbers of static pages and 5 Numbers of dynamic pages	
New development of portal for Recruitment and Employee along with Database and other associates software.	
15 GB Hosting charges for three years.	
3 Years Support Cost for Website and Portals.	
Total Cost without GST	

### **Rate Contract for Development Charges beyond existing pages of GMDC Website**

<b>Description</b>	<b>Rate without GST</b>
Charges for development of Static Page including manpower charges.	
Charges for development of Dynamic Page including manpower charges.	
Charges for development of Graphic and Animation including manpower charges.	
Additional Hosting charges per 2 GB	