



रामगुण्डम फर्टिलाइजर्स एण्ड केमिकल्स लिमिटेड

**Ramagundam Fertilizers and chemicals Ltd.**  
Corporate office, Noida

Tenders Invited for Maintenance & support of website of "Ramagundam Fertilizers and Chemicals Limited" which includes Web Security Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years.

**1. Tender Particulars**

- A Tender Enquiry No** : RFCL/CO/IT/Website/2022/1  
**B Due On** : **14.06.2022**  
**C Requirement:** :  
Maintenance & support of website of "Ramagundam Fertilizers and Chemicals Limited" which includes Web Security Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years.
- D Earnest Money Deposit** : ₹ 5,000/- through Crossed Demand Draft in favour of Ramagundam Fertilizers and Chemicals Limited, New Delhi, payable at New Delhi, drawn from any scheduled bank operating in India except Rural and Cooperative Banks or through Bank Guarantee from any scheduled bank operating in India except Rural and Cooperative Banks as per Annexure-'K'.
- E Performance Bank Guarantee as per Annexure-J** : 3% of the basic order value towards due & faithful performance of the contract period of 2 years, which shall be released after successful completion of contractual period of operation.
- F Tender Closing date** : **30.06.2022 at 16:00 hrs**
- G Tender Opening date** : **30.06.2022 at 16:30 hrs**
- H Tender validity** : 120 days from the date of tender opening
- I Tender to be addressed to** : Manager (Contracts & Procurement)  
Ramagundam Fertilizers and Chemicals Limited 4<sup>th</sup> Floor, Kribhco Bhawan, Sector 1, Noida-201301



## Enclosures

- ❖ **Annexure-A**
- ❖ **Annexure-B**
- ❖ **Annexure-C**
  
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- ❖ **Annexure-H**
- ❖ **Annexure-I**
- ❖ **Annexure-J**
- ❖ **Annexure-K**
- ❖ **Annexure-L**

Instructions to Tenderers  
Terms & Conditions of Notice Inviting Tender  
Technical & Commercial Terms & Conditions including Pre-Qualification  
Criterion & Scope of Work  
Schedule of Rates for Website development & maintenance  
Declaration Form  
Undertaking  
Checklist / Compliance Statement  
Format for Tenderer's experience  
Compliance Matrix of GIGW  
Bank Guarantee format for Security deposit  
Bank Guarantee format for EMD  
Self-certified declaration by tenderer for not being banned / blacklisted



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## INSTRUCTIONS TO TENDERERS

### Annexure-A

Ramagundam Fertilizers & Chemicals Limited (RFCL) has been incorporated on 17<sup>th</sup> February, 2015 for setting up Gas based Urea manufacturing plant at Ramagundam, Telangana with capacity of 2,200 MTPD Ammonia Unit and 3850 MTPD Urea Plant. RFCL is a joint venture of National Fertilizers Limited (NFL), Engineers India Limited (EIL) & Fertilizer Corporation of India Limited (FCIL). As per the latest government of India guidelines, all departments need to have their presence on the web and RFCL seeks to develop its website as per latest Guidelines for Indian Government websites (GIGW). URL for our site is "rfcl.co.in" and has been hosted on NIC Cloud. Detail of NIC cloud is as under:

- i. VM with 1vCPU, 1 GB RAM, 60 GB storage
- ii. OS: CentOS 4/5/6 (64-bit)

Tenders are invited from agencies / companies having exposure / expertise in web related software development, design & uploading of website including security audit as per Guidelines for Indian Government Websites (GIGW) with cyber security features. Tenderers are also required to arrange necessary security audit certificate from CERT-In empanelled agencies and STQC certification in support of website compliance with GIGW for safe hosting of website on NIC Cloud.

1. Tender shall be submitted under a Two-Stage Bid system as specified below:
  - i. **First Envelope** shall be for "**Technical & Commercial Un-Priced Offer**". It shall contain all the required documents as spelt out in the tender document and Bank Draft/Bank Guarantee for earnest money wherever required.
  - ii. **Second Envelope** shall be for: "**Price Bid**" it shall contain item wise Prices as per format for Schedule of Rates for "Design, Development, Security audit, GIGW Compliance Certification, Hosting & Maintenance of RFCL Website" as given at (**Annexure-D**). All rates should be firm and inclusive of all taxes & duties except GST which shall be payable extra as per contract. No other taxes or statutory levies will be payable during the contract period.
  - iii. **First Envelope** will be opened on the due date of opening in the presence of bidders / designated representatives at the date, time and address as stipulated in the NIT. The tenderer may send their authorised & competent representative to take part in the opening of the Technical & Commercial offers as and when called for. The representative of the tenderer must submit the authorisation letter for taking part in the Bid opening. The Bidder's representative who are present shall sign the bid opening statement evidencing their attendance.

**For tenders received in unsealed/stapled/open condition or without superscription, resulting in opening of tender before due date, the risk and responsibility of losing confidentiality shall rest with the tenderer.**

2. **The rates should be quoted both in figures and in words.** In case of any discrepancy, rates quoted in words shall be applicable.
3. Your **GST and Permanent Account No.** must be mentioned in the quotation.
4. **The tender should reach this office on or before 16.00 P.M. on the due date mentioned above.** The tenders will be opened at **16.30 P.M.** on the same date in the presence of those tenderers who may like to be present. Quotations will be considered subject to the "**Terms & Conditions of Notice Inviting Tender**".
5. **EMD:**
  - i. The tenderer shall submit prescribed Earnest Money Deposit Amount (as the case may be) by demand draft payable to "**Ramagundam Fertilizers and Chemicals Limited**", New Delhi or Bank Guarantee valid for 180 days from a Scheduled Bank operating in India except Rural and Cooperative Banks, towards Earnest Money, which shall be refunded as expeditiously

as possible in case the tender is not accepted. EMD of the successful Bidder shall be returned on submission of Security Deposit. No interest is payable on such deposit. Tenders without earnest money shall be rejected. EMD shall be forfeited at the sole discretion of RFCL in case Bidder after having submitted the tender withdraws the same or changes the quoted prices or terms and conditions within the period of its validity or after intimation from RFCL of the acceptance of his tender wholly or partly refuses to accept the tender in full or part or changes any of the conditions of the tender.

6. Whenever the bidder is silent about the acceptance of NIT conditions such as bank guarantee, warranty period, Price reduction schedule etc, it shall be presumed that the bidder has accepted NIT conditions and no further correspondence seeking specific confirmation about acceptance of these conditions shall be made.
7. In case Bidder is registered as MICRO, SMALL or MEDIUM Enterprise under 'The Macro, Small & Medium Enterprise Development Act, 2006 (MSMED Act)' promulgated by Government of India vide Notification dated 16/06/2006, please indicate the relevant category in the Offer and also enclose a photocopy (Self certified) of the valid certificate issued by the concerned authorities.
8. Bidder is advised to thoroughly go through complete scope of work and familiarize himself with the same and collect all other information which he may require for preparing and submitting the bid and entering in to the contract. Claims and objections due to ignorance of existing conditions or inadequacy of information will not be considered after submission of the bid and during its implementation.
9. Cost of Bidding: The bidder shall bear all costs associated with the preparation and delivery of its bid, including costs and expenses related to visits to RFCL office and RFCL will in no case be responsible or liable for these costs regardless of the outcome of the bidding process.



**Terms & Conditions of Notice Inviting Tender**

1. The details required in the Annexures & Forms shall also be enclosed. RFCL may reject any proposal not containing all the requirements called for in various Annexures & Forms. The Bidder who does not qualify Technical Bid evaluation, their commercial Bids shall not be opened.
2. Prices quoted by the bidder shall be fixed during the currency of Contract and shall not be subject to any variation except for variations in statutory levies i.e., GST which shall be paid / reimbursed on actual basis on production of Tax invoice to enable RFCL to take ITC (Input tax credit) of the same, provided the execution is within scheduled time period as specified in the contract. Tenderers must also mention their GST Regn. No. in the quotation.
3. **The tenderer shall quote the price strictly as per the Proforma enclosed for schedule of prices at Annexure-D.**
4. RFCL shall release payment by ECS/EFT. For this, please give your **Account No. in any Bank along with its Branch Code and IFSC Code** in your Offer and your acceptance for release of payment by ECS/ EFT from our bank.
5. The Tender Enquiry number must appear on all correspondence and documents. While submitting the bids, Tenderer shall ensure the completeness of the information/documents as detailed in the tender document.
6. All information sought by RFCL during tender evaluation shall be provided within the time set out in the communication on the subject. Failure of tenderer to comply with requirements of RFCL within stipulated time shall entitle RFCL to proceed with the tenders on the basis of information available with it. No responsibility for postal delays shall rest on RFCL.
7. RFCL reserves the right to accept or reject any bid in full or in part or accept other than lowest bid without assigning any reason thereof. RFCL also reserves the right to split and place order on more than one supplier.
8. RFCL will have the right to issue addendum to tender documents to clarify, amend, modify, supplement or delete any of the conditions, clauses or items stated. Addendum so issued will form part of original invitation to tender.
9. RFCL reserves the right to postpone the tender opening date and / or time and will intimate all the tenderers well in time, of such postponement along with notice of revised opening date and time.
10. In case, due to some unforeseen circumstances, the date of receiving/opening of the tender happens to be a holiday/closed day, the tender will be received and opened on the next working day.
11. RFCL may not consider any bid, which is incomplete or not submitted in accordance with the provisions, set forth in the bid documents as incomplete and may reject the same or waive any deficiencies in any or all the bids.
12. In case any information submitted by the tenderer in the tender is found incorrect, untrue or false or it is noticed during execution of the contract or prior to award of the contract that any information having material bearing on the contract has been concealed by the contractor, the owner shall have right to terminate/rescind the contract.
13. The tenderers must sign all the papers of their bid. All corrections and alterations in the Tender will be signed in full with date by the tenderer. No eraser or overwriting is permissible.
14. One person will be allowed to represent only one company during discussions/negotiations with RFCL. If same person is representing different companies with authorization letter from more than one company, such person will be allowed to represent only the first company called for negotiations.
15. Bidders may ensure that tender documents / offers have been signed by appropriate / authorized representative of the Company. Withdrawal of offer / non-acceptance of orders placed based on offers submitted by bidders on their letter head will not be allowed on the grounds that offer was not signed by authorized person.

16. **Validity of the bids** shall be for **120 days** from the date of opening of the price bid.
17. **The price bids of only such tenderer will be opened who meet all the laid down Technical & Commercial requirements.** The date and venue of price bid opening will be intimated to the tenderers. No stipulation, deviation, terms & conditions, presumption basis etc. shall be stipulated in the price bid.
18. The tenderer shall confirm in the technical & commercial bid that all the payment & other terms & conditions stipulated in the enquiry are acceptable to them.
19. The Tenderer shall quote their rates with reference to each item of **Annexure-D, Schedule of Rates** and shall quote total cost of the package. In case of any discrepancy in figures and words, the amount which corresponds to words shall prevail. In case if any discrepancy is found in total contract price mentioned by the Tenderer in the price bid, the total contract value arrived at by using the unit rates shall be considered by RFCL for the purpose of evaluation of bids. The Tenderer shall also confirm in the technical bid that the unit rates quoted in the price bid are inclusive of all costs and no separate cost shall be considered.
20. Any clarifications on procedure, tender specification both technical and commercial can be had from the Office of Dy. General Manager (P&HR) at any time before tender closing date and time either personally or by post at least 7 working days prior to closing date of the Tender. Postal delays shall not cause postponement of tender processing date & Bidders in their own interest shall take all steps that are necessary for them to participate in tender well in time.
21. It shall be certified by the tenderer that none of the RFCL employee is related to owners/directors. (In case any relative is working in RFCL, furnish details separately). It shall also be certified by the tenderer that none of RFCL's ex-employee is employed with them. (In case any ex-employee of RFCL is employed, furnish details separately). It shall be certified by the tenderer that none of blood relation of the owners/directors is participating in this tender in the name of other firm.
22. If a tenderer resorts to any frivolous, malicious or baseless complaints / allegations with intent to hamper or delay the tendering process, RFCL reserves the right to debar such tenderer from participation in the present / future up to a period of 2 years.
23. **Force Majeure:** The terms and conditions agreed upon under the contract shall be subject to force majeure. Neither the Tenderer nor RFCL shall be considered in default in the performance of their obligations contained therein, if such performance is prevented or delayed or restricted or interrupted with by reasons of war, hostilities, revolution, civil commotion, strike, epidemics, accident, fire, floods, earthquake, regulation or ordinance or requirement of any government or any sub-division thereof or authority of representative of any such government and / or due to technical snag / reasons or any other act whatsoever whether similar or dissimilar to those enumerated, beyond the reasonable control of the parties hereto or because of any Act of God. The party so effected, upon giving prompt notice to the other party shall be excused from such performance to the extent of such prevention, delay, restriction or interference for the period it persists provided that the party so effected shall use its best efforts to avoid or remove such causes of non-performance if possible and shall continue performance hereunder with the utmost dispatch whenever such causes are removed. Should one or both parties be prevented from fulfilling their contractual obligations by a state of force majeure lasting continuously for a period of one week, the two parties to the contract shall meet and decide about the future course of action for implementation of the contract.
24. In all cases of disputes, the decision of **Ramagundam Fertilizers and Chemicals Limited** shall be final. Failing this, the matter will be referred to the Arbitration in accordance with the Indian Arbitration Act and amendments thereof.
25. **ARBITRATION:** The contract shall be governed by and construed in accordance with the laws of India.

Except where otherwise provide in the contract all matters, questions, disputes or differences whatsoever, which shall at any time arise between the parties hereto,



touching the construction, meaning, operation or effect of the contract, or out the matters relating to the contract or breach thereof, or the respective rights or liabilities of the parties, whether during or after completion of works or whether before or after termination shall after written notice by either party to the contract to be referred to Designated Unit Head / E.D. / Functional Director / CEO, Ramagundam Fertilizers and Chemicals Limited for appointment of Arbitrator. (Appropriate designated authority may be inserted as per contract value)

The Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 1996, The Arbitration & Conciliation (Amendment Act 2015) or any further statutory modification or re-enactment thereof and the rules made there under.

If the arbitrator, to whom matter is referred, vacates his / her office by any reason whatsoever then the next arbitrator so appointed by the authority referred above may start the proceedings from where his predecessor left or at any such stage he may deem fit.

It is agreed by and between the parties that in case a reference is made to the Arbitrator or the Arbitral Tribunal for the purpose of resolving the disputes / differences arising out of the contract by and between the parties hereto, the Arbitrator or the Arbitral Tribunal shall not award interest on the awarded amount more than the rate of SBI MCLR rate (one year) applicable to RFCL on the date of award of contract.

26. **JURISDICTION:** All actions at law or suits arising out of or in connection with this contract or the subject matter thereof will be instituted in a Court of Delhi, Noida.
27. Laws governing contract: The contract shall be governed by the laws of Union of India for the time being in force.

**28. Sister/group/associates Company/Concern**

The prospective Bidders having any common proprietor/partners/Directors/managing Partners, etc. or having any other common criteria shall be considered as Sister/Group/Associates Company/Concern. In such cases, only one of them will be eligible for participation in the tender. Bidders have to submit a declaration on letter head along with the technical bid that:

- a) No other Firm/Sister concern/Associate belonging to the same group is participating /submitting this tender.
- b) That the bidders, their associates, Sister Concern, etc. have not been black listed by any institutional agency/Govt. Dept./Public Sector Undertaking in the last two years.

In case of concealment of any fact, if detected later on, such Bidders will be debarred from all future dealings with RFCL as well as cancellation of their bid for this tender.

**29. Indemnity**

The Successful Bidder shall indemnify RFCL and keep indemnified for any loss or damage, cost or consequences that RFCL may sustain, suffer or incur on account of violation of patent, trademarks, etc. by the bidder. The Successful Bidder shall always remain liable to RFCL for any Losses (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) suffered by RFCL due to any technical error or negligence or fault on the part of the bidder, and the bidder also shall indemnify RFCL for the same. The total liability of the selected bidder under this clause and contract shall not exceed the total contract value.

**TECHNICAL AND COMMERCIAL TERMS & CONDITIONS**

1) **ESSENTIAL QULIFICATION CRITERION.**

Qualification Criteria given below specifies minimum Qualification Criteria in various areas to ensure that Tenderer has necessary experience, expertise, financial and human resources to successfully design, develop, upload including security audit and maintain the website to the desired quality service. Offers from the Tenderers not meeting the qualification criteria shall not be considered.

<b>Sr. No.</b>	<b>Criteria</b>	<b>Document To be submitted by bidder</b>
1.	The Tenderer should be registered as per the relevant Act (Companies Act or Limited Liability Partnership Act or Sole Proprietorship, any other relevant Act) in India	Copy of Certificate of Incorporation/Registration or equivalent.
2.	Tenderer should have experience of successfully completed similar works in India (i.e. <b>“Design, Development, uploading and maintenance of website”</b> ) during last 7 years ending last day of month previous to the one in which applications are invited and should have executed either of the following: i. at least 3 orders of similar nature of value not less than Rs. <b>1.17</b> Lakhs each or ii. at least 2 orders of similar nature of value not less than Rs. <b>1.46</b> Lakhs each or iii at least 1 orders of similar nature of value not less than Rs. <b>2.34</b> Lakhs	Copies of such Work orders along with successful completion certificate may be enclosed with names of contact persons & telephone numbers to obtain feedback if necessary.
3.	The Tenderer should have positive net worth to execute the order of this nature	Self-certified Copy of the latest audited balance sheet with all annexures.
4.	The Tenderer should not have been blacklisted by any State Govt. / Public Sector / Central Govt. Department / organization as on date of submission of this tender.	Self-certification by the Tenderer on their letterhead.
5.	Tenderer should have successfully hosted at least two sites for mid-sized companies having turn over > 100 crores and must have undertaken AMC of at least one site for over one year.	Documentary proof in support of claim



6.	The Tenderer should <b>have at least three expert and qualified technical manpower (i.e. B.E.(CS) / MCA / Graduate with one year Diploma in Web Designing from a recognized institute) with minimum 3 years experience</b> to undertake implementation of this website development and capable of providing remedial measures in case of any problem.	List of Experts along with Qualification and experience.
7.	The Tenderer shall submit and comply all Annexures	Duly filled, signed and stamped Annexures.

## 2) SCOPE OF WORK

### a) Broad scope of the project is as follows:

- i. Maintenance of the website (Both Hindi & English) as per GOI, GIGW Guidelines for website with Content Management System (CMS).
- ii. To provide certification from standardisation, testing and Quality Certification **(STQC) Directorate in support of website compliance with GIGW.**
- iii. Database driven approach, Linux based and use of latest software
- iv. Addition of content of minimum 150 pages (50 static & 100 dynamic) to be added as and when required.
- v. Writing of all the contents in the website.
- vi. Provision of link to E-tendering as well as govt. of India e-procurement site for loading of tenders.
- vii. Loading of tenders on RFCL site.
- viii. Should Support integration with SMS gateway. The SMS service provider will be provided by RFCL as and when required.
- ix. Should Support integration with payment gateway as and when required.
- x. Should support responsive page design compatible to multiple size screens (computer, tablet, mobiles and any other).
- xi. Training to RFCL officials for content placement at RFCL office, Delhi.
- xii. To provide clearance of website from **CERT-In empanelled agency or any Government of India Agency for security audit certificate and ensure safe hosting of website on NIC Cloud.** RFCL will share the detail of user-id and password with the successful bidder.
- xiii. To Provide Source Code with Complete Documentation (including System & Operations Manuals).
- xiv. Translation of contents from English to Hindi & Editing of English & Hindi Contents wherever required.
- xv. Off-line site to be maintained on successful tenderer's site.
- xvi. To provide extensive Website analytics and statistics like visitor analysis.
- xvii. Two years maintenance of the website with rectification of errors, addition or up gradation of contents.
- xviii. If at any later stage, RFCL wishes to host their website on any other Server, same may be hosted by the successful tenderer without any additional cost.

### b) **PROJECT REQUIREMENTS:**

Developer must follow Guidelines for Indian Government websites (GIGW) to ensure proper standardization of all content website needs to be design with all dynamic features for updation and prescribed web accessibility features as below

- i. Least site opening time
- ii. Clean and professional design

iii. Website reflect our organization intent

iv. Search engine friendly website

v. Security of website

Overview home page, definitions, disclaimer, RTI info, Public Grievances, employees info etc., have to be given for the organization i.e. RFCL.

### c) Functionality Covered In Website

Website-Components: The proposed website should have two broad components:

#### a) Visitor Section

**i. Landing Page:** There would be landing page of the website, which should contain links to English Version, Hindi Version, sitemap, Accessibility drop down, social media, colour theme etc.

**ii. Hindi Content:** The Hindi Content should be in Unicode font (Mangal). The visitors would be able to view the content with ease without any requirement of font download. However, there might be a case wherein browser might not support automatic font configuration, so proper guidelines should be there for configuration for such users.

**iii. Notices and Circulars:** All notices and circulars originating from RFCL should be listed here. The notices and circulars should be listed date-wise. All notices and circulars should have a valid date and after date expiry, it would be automatically moved to archives section under Notices and Circulars.

**iv. Forms and Downloads:** All forms originating from RFCL should be listed under various categories under Forms and downloads sections. The format for all should be PDF file. For each file, brief description along with size of file should be mentioned. Here also these forms should have a valid date and after expiry of valid date, it should automatically be moved to archives section under Forms and Downloads.

**v. Media Centre:** This would have following sections:

**a. News / Press Release:** All News / Press releases from RFCL along with the date should be listed under this section.

**b. Photo Gallery:** Event-wise photographs should be listed under this section. Each photograph would have a brief description. All photographs would be listed in thumbnail (small) size and on clicking on the photograph it should be opened in a new window with original size.

**c. Video Gallery:** The Video Gallery should have features to support live video streaming of events through website.

**d. Events Calendar:** List along with details of all forthcoming events should be mentioned under this section. When the date of event passes on, the event should automatically be moved to archives section under Events.

**vi. Tenders:** The visitors to the site should be able to view the Tenders. The tender would be listed category-wise and date of expiry-wise. If a corrigendum is issued for the tender then it should be listed below that tender. On expiry of the last date of submission, the tender should be moved to archives section of Tender. Also cancelled tenders should be listed under cancelled tenders section under Tenders.

**vii. Careers:** visitors to the site should be able to view all postings of the RFCL. Complete details as to how to apply, where to apply, eligibility criteria and last date of submission should be listed here. On expiry of the last date of submission, the job opening should be moved to archives section.

**viii. Discussion Forum:** A time bound forum for getting views from visitors of the website on a particular issue. The Department Administrator would create a topic and provide views of Department on that topic. The visitors should then be able to post their views on that topic. The views posted by the visitors would be first



approved by the department and then should be made available on the website however, the administrator should be able to make any changes in the view posted by the visitor.

**ix. Related Links:** Links to other government websites and web applications should be provided.

**x. Frequently Asked Questions:** Provision of frequently asked questions along with answers to those questions. The department administrator should also have the option to link the feedback received from visitors with frequently asked questions.

**xi. Banners and Advertisements:** Facility to promote schemes of different ministries of GOI and programs.

they can be displayed prominently on government websites in the form of banners (image/flash in centre of page) and panels (image/flash on left/right side of page).

**xii. Feedback:** Provision for the visitors to post the feedback through the website. The feedback can be a general feedback, feedback on content and department/section specific feedback.

**xiii. Visualization:** As per government of India guidelines for website.

**xiv. Content Structure:** The website should have level content structure (for both Hindi and English) i.e. there should be main links in the website. Under each main link, there should be sub-links. Under each sub-link here should be sub-links level 2 and so on.

**xv. Full Text Search:** 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.

**b) Administrator Section:**

Website should have all the facilities as given below:

**i. Secure Login:**

**a.** Admin section must be protected by username and password and using salted MD5 encryption.

**b.** At database level also, password should be stored in encrypted format.

**c.** After 5 consecutive wrong attempts the password should be reset and new password would be sent to administrator through email.

**ii. Links:** Administrator would be able to add/delete the links pertaining to Hindi/English in the website at any point of time from any location. The control for the same should so user friendly that a simple data entry operator should be able to update the links. There would be three types of links, File (link to a file i.e. Doc, PDF, JPG etc), URL (Link to some other website) and Content (Static information in rich text format). Also the administrator should be able to set the order in which the links would appear in the website.

**iii. Page Title:** For each link created, the admin would specify the title of page.

**a. Link Validity:** For each link created, the admin would specify the date by which the link expires. The default value should never expires.

**(i) Ownership:** For each content the admin should specify the source of the content and owner of the content.

**(ii) Meta Data:** For each content the admin should specify the metadata

**b. Content Structure:** The admin should add links in the website. Now each link can be a main link. At the same time it can be a sub-link to some other



link. Also simultaneously, it can be a sub-link level 2 thus achieving complete flexibility.

c. **Tenders:** Through this section the administrator should be able to Add/Delete/Modify the tenders originating from the department. The admin should have the option to add corrigendum for the tender and also cancel or altogether delete the tender.

d. **Feedback Management System:** The admin should be able to view all feedback received for a particular date or for duration. Now the admin should be able to send the reply for the same and email would be sent to the visitor's email address. Three types of feedbacks would be viewed and replied.

i. General

ii. Content Specific

iii. Department/Section Specific: For department/ section specific tenders the administrator should specify sections and email address for each section. This way apart from viewing the feedback received for a particular section of the department an email should be automatically sent to that section email mentioned by admin.

e. **Circulars:** Through this section the Administrator of the site should be able to Add/Edit/Delete the Circulars in the website

f. **Photo Gallery:** Through this Module the Administrator should be able to add/update the categories in the website & should further be able to Add/Delete/Modify the photographs pertaining to that category in the website.

g. **Video Gallery:** Through this Module the Administrator should be able to add/update the categories in the website & should further be able to Add/Delete/Modify the videos pertaining to that category in the website.

h. **Downloads:** Administrator should have the option to add/delete/modify the files pertaining to download section.

i. **Careers:** Through this section the administrator should be able to Add/Delete/Modify the Job Openings.

iv. **Technology Used** The website for RFCL should be developed on the latest platform. The operating system requirements at Server should be Linux. Detail of the Server and OS has been mentioned in Annexure-'A'

v. **Link to E-tendering / "eprocure.gov.in" sites:** The site should have a section for providing link to E tendering as well as Govt. of India "eprocure.gov.in" site for loading of tenders.

vi. **Implementation Approach**

a. On receipt of work order the Developer should prepare 3 sample layouts for the website and should be submitted to Dy. General Manager (P&HR), RFCL for approval. All changes suggestion for the layout would be done by the Developer.

b. Further work should only be started after approval. Work should be done based on the GIGW & cyber security guidelines. The website should be subsequently launched.

c. Training should be provided to at least two RFCL officials for management of Administrative Interface at RFCL, Delhi.

- d. The Developer should provide two year technical maintenance for the website which should essentially mean rectification of errors and correction or addition of contents. For addition of new functionality / pages separate proposal would be submitted after understanding the requirement

### 3) **GENERAL AND COMMERCIAL TERMS & CONDITIONS**

- i. **Award of contract** will be made at the sole & absolute discretion of RFCL, which shall not be disputed. Work Order issued on the basis of this tender will be called contract. The terms and conditions as embodied in the contract shall be final and shall supersede any other terms and conditions that might have been indicated in the tender submitted by the tenderers. The terms & conditions given in the tender documents shall also form part of Work Order.
- ii. The Tenderer's Engineer shall submit Security audit report from CERT-In empanelled agencies and certificate from STQC with regard to GIGW Compliance to RFCL after successful Implementation on NIC Cloud and shall be certified by Sr. Mgr (IT), RFCL.
- iii. **Contract Period:** Contract period may be reduced or extended on same rates, terms & conditions for a period of one more year by mutual consent. The rates, terms & conditions shall remain firm for the entire contractual and extended period.
- iv. **AMC Period** AMC will start from the date of award of contract.
- v. **Cancellation of the contract:** RFCL reserves the right to cancel the contract, if services are found to be unsatisfactory without giving any explanation on this account.
- vi. **Clear understanding:** When a tenderer submits his tender in response to these tender documents, he will be deemed to have understood fully about requirements terms and conditions. No claim from tenderer shall be entertained whatsoever on the plea that the tenderer did not have a clear idea on any particular point and or a clause of the tender.
- vii. **Workmen Compensation:** The Tenderer will be solely responsible for any liability of his workers in respect of any accident, injury arising out of and / or in the course of Tenderer's employment. To meet the aforesaid obligation under the Workmen Compensation Act, the Tenderer will obtain an Insurance Cover Note under Workmen's Compensation Policy from any of the Insurance Company in respect of persons employed by him for carrying out his work and obligations under the agreement. The premium payable for the aforesaid Insurance Policy shall be borne by the Tenderer. The Tenderer shall ensure that the said Insurance Policy remain valid till the expiry of the Contract. Photocopy of the above Insurance Cover is required to be submitted by the Tenderer to RFCL immediately after the issue of LOI but before the start of work. Payment against the work done will not be released to the Tenderer until and unless photocopy of Insurance Cover is submitted to the Company. If any clause in which by virtue of the provisions of Section 12, Sub Section (1) of the Workmen Compensation Act, 1923 or any other Law for the time being in force, RFCL is obliged to pay compensation to a workman employed by Tenderer in execution of work, RFCL will recover from the Tenderer the amount of compensation so paid.
- viii. **Agreement:** The successful tenderer shall be required to execute an Agreement on a non-judicial stamp paper of Rs. 100/- with RFCL within ten days of receipt by him of the Letter of Intent / Work Order which ever is earlier. The agreement to be executed will be in the Agreement Performa to be provided by RFCL at the time of award of Contract. The cost of stamp paper will be borne by the Tenderer.
- ix. **Secrecy:** Any information delivered or otherwise communicated by RFCL to supplier in connection with the contract shall be regarded as secret and



confidential and shall not without the written consent of RFCL be published or disclosed to any third party or made use of by the supplier except for the purpose of implementing the contract.

- x. **Statutory Requirements:** The Tenderer shall comply with all statutory requirements and laws in performing the contract. The responsibility for action / safety of his employees while performing the contract by the Tenderer shall be solely his.
- xi. **Indemnity:** The Tenderer shall indemnify RFCL against any infringement of trademark /copyright or title to goods / services by him and shall be solely responsible for goods / services offered.
- xii. **Relation:** Should a Tenderer has a relation whether by blood or otherwise with any of the employees of RFCL, the Tenderer must disclose the relations in the Form of Declaration as per format at **Annexure-E** at the time of submission of Tender failing which RFCL may at its discretion reject the tender or rescind the contract.
- xiii. **Taxes:** Tenderer shall ensure that the prices quoted are inclusive of all Taxes (excluding GST), duties and other statutory levies or which may become applicable / leviable in future or from time to time. Unless specified to the contrary in the bid, all present and future taxes & other statutory levies shall be borne and paid for by the Tenderer. Payment of Taxes shall be the responsibility of Tenderer and shall not be payable by RFCL and the Tenderer shall not raise any dispute in this regard at a later stage. The rates quoted and agreed finally by RFCL shall be firm and shall not be subject to any escalation whatsoever throughout the contract period or extended period thereof. GST applicable shall be quoted separately in the price bid.
- xiv. **TDS:** Income tax and surcharge thereon and GST TDS if applicable, as per provisions of Income Tax rules and GST rules and its amendments from time-to-time, shall be recovered from your bills. TDS certificate shall be issued to you.
- xv. **Security Deposit**
  - a. The successful tenderer shall require to furnish a security deposit of the amount equivalent to 3% of the basic contract value of two year AMC by way of Bank Guarantee from any Nationalized / Scheduled bank except rural and Cooperative banks in favour of Ramagundam Fertilizers and Chemicals Limited., for due and faithful performance of the contract during the contract period (2 years + implementation period) within a period of 15 days from the date of award of the contract. The Bank Guarantee shall be valid till the period of the contract (2 years + implementation period) together with a claim period of six months. In case the contract is extended, the validity of the BG shall also be extended for the extended contract period. This Bank Guarantee shall be submitted at RFCL Corp. Office, New Delhi.
  - b. The above deposit shall be deemed to be security for the faithful performance of the contract (2 years + implementation period) and for the purpose of Section 74 of the Indian Contract Act 1872 and for the extension of that section. The contract shall be deemed to be borne / given by the Tenderer for the performance of an essential duty.
  - c. This security deposit shall be refunded (or BG released) after successful completion of contract period and satisfactory performance during the contract period, and certification to that effect has been issued by RFCL. It shall be lawful for RFCL, if any differences or dispute are likely to occur, to defer payment of the security deposit or any portion thereof, which may be due for release until such difference and dispute, has been finally settled or adjusted.
  - d. The security deposit shall not bear any interest.



- xvi. **Risk & Cost:** If the contractor fails to perform the contract in accordance with the terms and conditions of the contract, RFCL shall have a right to get the job completed by any other agency at the risk and cost of the contractor.
- xvii. **Claims:** RFCL shall be entitled to retain the amount, if any, of its claim against the successful tenderer, whether liquidated or un-liquidated arising out of the contract under reference or otherwise, however and set off the same pro-rata against any amount payable to the successful tenderer under the contract under reference, without prejudice and in addition to the other rights of RFCL, to cover the amount of claim by other remedies, legally available.
- xviii. **Payment Terms:**
- AMC Payment year shall be released quarterly at the end of each quarter on submission of original bills and Satisfactory Performance Report during the quarter.
  - Contractor to raise tax invoice(s) as per GST rules. GST shall be released against Tax invoices on verification of same in GST portal.
- xix. **Service Level Agreement (SLA) and Price Reduction during Operation and Maintenance:** In case of maintenance support for the contents of the Website, a price reduction of Rs 1000 (one thousand) per day subject to maximum of 10% of the total contract value will be applicable if the support is not provided within 24 hours of the call being logged.

#### **CONSIGNEE**

Manager (Contract & Procurement)  
Ramagundam Fertilizers and Chemicals Limited  
4<sup>th</sup> Floor, KRIBHCO Building, Sector-1,  
NOIDA-201301.

#### **4) TERMINATION OF THE CONTRACT**

The Contract is liable to be terminated if the Contractor:

- Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or property on the works or
- Makes an arrangement with or assignments in favour of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors; or
- Abandons the work; or
- Persistently disregards the instructions of Engineer in contravention of any provision of the Contract; or
- Fails to adhere to the agreed program of work; or
- Assigns or sublets the work in whole or in part thereof without prior written consent of RFCL; or
- Performance is not satisfactory; or
- Defaults in the performance of any material undertaking under the contract and fails to correct such default to the reasonable satisfaction of RFCL within fifteen days after written notice of such default is provided to the Contractor. Such termination will be by 15 (fifteen) days notice in writing and no claim/compensation shall be payable by RFCL as a result of such termination.
- At any time, the contractor makes default in proceeding with the works/job with due diligence and continues to do so after a notice in writing of seven (7) days from EIC/OIC.
- If the contractor obtains the contract with RFCL as a result of ring tendering, or with illegal measures;
- Information submitted/furnished by the contract are found to be incorrect.



l) The above shall be without prejudice to RFCL's other rights under the law.

#### **CONSEQUENCES OF TERMINATION**

If the contract is terminated by Owner for reasons detailed above or for any other reasons whatsoever:

- m) The owner shall reserve the right to get work completed at the risk and cost of the contractor and to recover from the contractor any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to the owner.
- n) Performance Guarantee Bond/Security in any form submitted by the contractor shall stand forfeited.
- o) The contractor shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
- p) All the dues payable to the contractor for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charges, demands, expected losses etc. incurred by the owner as a consequence of termination of the contract.

#### 6) **RIGHTS OF RFCL**

A unilateral stoppage of work by the Contractor shall be considered a breach of the contract and RFCL reserves its right to take necessary and suitable action as it may deem fit, to adequately protect its interests, at the risk and cost of the Contractor. Any aforesaid action shall be without prejudice to any other action, right and remedies etc. that may also be available to RFCL.

#### 7) **ASSIGNMENT OR SUBLETTING OF CONTRACT**

The Tenderer shall not assign or sublet the contract or any part thereof or assign any rights or delegate any obligation there under without the prior written consent of RFCL. Any breach of this condition shall entitle RFCL to terminate the contract and the contractor shall be solely responsible and liable for any loss or damage arising out of or ensuing from such termination. RFCL reserves its right to recover the said losses or damages or charges and expenses incurred on this account in any manner whatsoever and from any dues payable to the contractor or available with RFCL. The permitted subletting of work by the contractor shall not establish any contractual relationship between the sub-contractor and RFCL and shall also not relieve the contractor of any of his obligations under the contract.

For & Behalf of  
M/s Ramagundam Fertilizers and Chemicals Limited

(Shashi Prakash)  
**Manager (Contracts & Procurement)**



**Schedule of Rates**

**Annexure-D**

**A. Schedule of rates as per the following format including all taxes and overheads (if any)**

**Service Accounting Code (SAC No):**

S. No	Description	Unit rate (₹)	GST %age	GST Amount (₹)	Total inclusive of GST (₹)
1.	Maintenance & support of website of "Ramagundam Fertilizers and Chemicals Limited" & support which includes WebSecurity Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years.				
2.	Grand Total in figures		-		
3.	Grand Total in words		-		

Note: Work shall be awarded to the bidder whose total evaluated price is lowest. In case prices are not filled up in the price bid and not as per requirement of the bidding document, that bid shall not be considered for evaluation.

Date:  
Designation

Name with

Signature of Authorised Person with Seal

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S.No	Bank details for payment through ECS / EFT Must be provided by vendor
1.	Account No:
2.	Account Type:
3.	Name of Bank:
4.	Branch Address:
5.	Branch Code and IFSC Number:
6.	RTGS/MICR Number:
7.	PAN Number:
8.	GST Number:

**DECLARATION FORM**

**“Tender Documents for Maintenance & support of website “Ramagundam Fertilizers and Chemicals Limited” which includes WebSecurity Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features” for two years.**

The following declaration to be signed by Contractor and to be submitted along with required documents which would be duly certified.

Sr.No.	DESCRIPTION	YES / NO (If Yes, give the following details)		
1.	If a Tenderer has relations whether by blood or otherwise with any of employees of RFCL (owner), the tenderer must disclose the relation at the time of submission of Tender, failing which, RFCL shall reserves the right to reject the tender or rescind the contract.	Name and Designation of the Employee -----	Place of Posting -----	Relation with the Employee -----
2.	P.F. Registration No of the Contractor to be intimated along with Documentary proof thereof.			P.F. Registration Number
3.	PAN No of the Contractor to be intimated along with Documentary Proof thereof.			PAN No
4.	GST Registration No. with Documentary Proof.			
5.	ESI Registration No. Along with documentary proof thereof.			ESI Regd. No
6.	If the party is registered as Micro/Small/Medium Enterprises as per MSMED Act,2006, the same may be confirmed by the party and submit a photocopy (Self certified) of the valid registration certificate in support thereof. Otherwise, it will be construed that the party is not registered as per MSMED Act, 2006.			
7.	The bidder shall submit the name and address of the firm/company along with its constitution giving status of the same such as sole proprietorship/partnership or limited/private firm etc. Along with its copies duly attested by Notary Public as evidence.			

Signature of the Contractor. Tenderer with Seal

Place: -----Dated:-----



**UNDERTAKING**

**Annexure-F**

**“Tender Documents for Maintenance & support of website of “Ramagundam Fertilizers and Chemicals Limited” which includes WebSecurity Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years”**

To,

Manager (Contract & Procurement)  
Ramagundam Fertilizers and Chemicals Limited  
4<sup>th</sup> Floor, KRIBHCO Building, Sector-1,  
NOIDA- 201301

**Subject: Tender Documents for Security Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW and maintenance of RFCL website as per the Guidelines for Indian Government Websites (GIGW) with cyber security features**

Ref. No: RFCL/CO/IT/website/ \_\_\_\_\_ Dated: \_\_\_\_\_

Dear Sir,

I / We \_\_\_\_\_ have read the conditions of tender attached hereto and agree to abide by such conditions. I/We offer to do the job of **“ for Maintenance & support of website of “Ramagundam Fertilizers and Chemicals Limited” which includes WebSecurity Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years”**

at the rates quoted in the attached Schedule of Rates (**Annexure-D** of Tender Documents).

I / We further agree to abide by the conditions of contract and to carry out all work within the specified time in accordance with Terms and Conditions referred to in the Tender Documents.

In case of acceptance of the Tender by Ramagundam Fertilizers and Chemicals Limited, I / We bind myself / ourselves to execute the contract as per the conditions mentioned in the Tender documents, failing which, I / We shall have no objection to the forfeiture of the Earnest Money lodged with Ramagundam Fertilizers and Chemicals Limited.

Thanking you,

Yours faithfully;

For M/s \_\_\_\_\_

(Signature of Tenderer with SEAL)

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

\_\_\_\_\_  
\_\_\_\_\_

**CHECKLIST / COMPLIANCE STATEMENT**

**“Tender Documents of Maintenance & support of website of “Ramagundam Fertilizers and Chemicals Limited” which includes WebSecurityAudit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years”**

**A. Checklist**

Sr.	Enclosures	Compliance Yes / No	Remarks
1.	<b>Outer envelope contains the Two inner Envelopes and the covering letter</b>		
2.	<b>Inner Envelope-I</b> contains the following:		
	a. A Demand Draft / BG of ₹ 5,000/- towards EMD		
	b. Enclose Profile of the Tenderer & Experience in designing such websites.		
	c. Permanent Account Number (PAN).		
	d. GST No.		
	e. Check list / Compliance Statement dully filled and signed ( <b>Annexure-G</b> )		
	f. Copy of the Tender signed and stamped on each page by authorised person of the bidder as acceptance of Tender conditions without any deviation.		
	g. Unpriced copy of Price bid (i.e. schedule of rates- Annexure-‘D’ without filling price), However in the price bid portion (unpriced copy) bidder to record “quoted” and in the GST column bidder to indicate “GST rate” quoted		
3.	<b>Sealed Inner Envelope-II</b> containing Price bid strictly as per the format at <b>Annexure-D</b> enclosed duly signed		
4.	<b>Covering Letter</b>		

**B. Compliance**

5.	<b>We confirm that there is no</b> deviation from the Technical & commercial terms & conditions as stipulated in the Tender documents.		
6.	<b>We confirm that we agree to all</b> General terms & conditions including Payment terms as stipulated in the Tender documents.		
7.	<b>We confirm that</b> the prices quoted are inclusive of all taxes & duties except GST and as per the prescribed proforma and GST rate and amount has been quoted extra in the price bid.		
8.	<b>Pre-Qualification Criterion</b>		
	a. We confirm that we have been registered as per the relevant Act (Companies Act or Limited Liability Partnership Act or Sole Proprietorship, any other Act) in India. Relevant documents are enclosed		
	b. Details of experience filled as per <b>Annexure-H</b> enclosed		
	c. Copies of the work orders of similar nature as per Sr.no. 2 of Para-1 of Annexure-‘C’ along with successful completion certificates are enclosed.		
	d. We confirm that we have expert and qualified manpower as per Sr.no. 5 of Para-1 of Annexure-‘C’ to undertake implementation of website. List of Experts enclosed.		

e. We confirm that we have positive net worth to execute the order of this nature. Self-certified copy of the latest audited balance sheet with all annexure enclosed.		
f. We confirm that we have not been blacklisted by any State Govt. / Public Sector/ Central Govt. Department / organization. Self-certification enclosed.		
g. We confirm that we have submitted all annexures duly filled , signed and stamped		
h. We confirm that we have successfully hosted two sites for mid sized companies having turn over > 100 crores and have undertaken AMC of one site for over one year.		

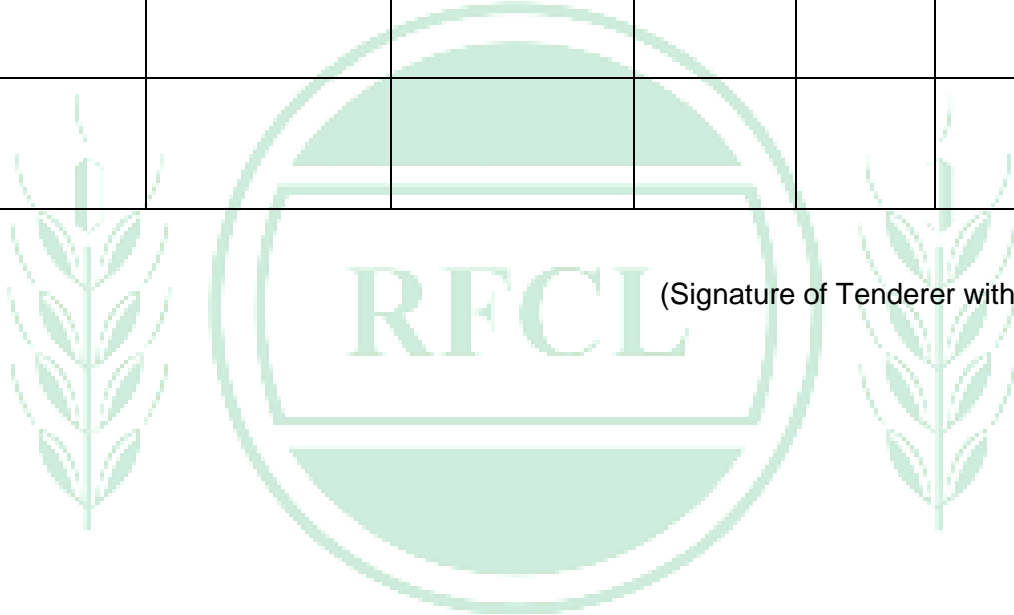
(Signature of Tenderer with Seal)



रामागुण्डम फर्टिलाइजर्स एण्ड केमिकल्स लिमिटेड

**“Tender Documents of Maintenance & support of website of “Ramagundam Fertilizers and Chemicals Limited” which includes WebSecurityAudit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years”**

Sr.	Details of Website developed	Clients address with contact person & Phone number/fax	Date of Implementation and duration of maintenance and date of completion	Contract value (Rs.)	Work order No. and date	Date of completion certificate issued by the client
1.						
2.						
3.						



(Signature of Tenderer with Seal)

रामागुण्डम फर्टिलाइजर्स एण्ड केमिकल्स लिमिटेड

**COMPLIANCE MATRIX OF GIGW**

Sl. No.	Guide Lines	Compliance
<b>1. Government of India Identifiers</b>		
1	Association to Government is demonstrated by the use of Emblem/Logo, prominently displayed on the homepage of the website	
2	Ownership information is displayed on homepage and on all important entry pages of the website.	
3	Complete and self explanatory title of the homepage (appearing on the top bar of the browser) is provided.	
4	Website is registered under 'gov.in' or ' nic.in' domain.	
5	Website provides a prominent link to the 'National Portal' from the Home page and pages belonging to National Portal load in new browser window	
<b>2. Building Confidence</b>		
6	Website has a Copyright Policy, prominently displayed on the homepage.	
7	Due permission have been obtained for publishing any content protected by copyright.	
8	Source of all documents, whether reproduced in part or full, is mentioned.	
9	Website has a comprehensive Hyper Linking Policy	
10	Clear indication are given when a link leads out to a non government website.	
11	The mechanism is in place to check the accuracy of Hyperlinked Content.	
12	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.	
13	Website has comprehensive Terms and Conditions statements, linked from all important pages.	
14	Terms & Conditions disclaims responsibility of the content sourced/ linked from non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.	
15	Website has a Privacy Policy linked from all the relevant pages.	
16	All electronic commerce transactions are handled through secure means.	
<b>3. Scope of Content : Primary Content</b>		
<b>About us</b>		
17	All information about the department, useful for the citizen and other stakeholders, is present in ' About Us' section and mechanism is in place to keep the information up to date	
<b>Schemes</b>		
18	The complete title of the Scheme is reflected.	
19	The website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.	
20	The validity of the scheme has been mentioned.	
<b>Sl. No.</b>	<b>Guide Lines</b>	
<b>Services</b>		

21	Self explanatory title of the services is published.	
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.	
<b>Forms</b>		
23	The website provides the complete title of the form along with the purpose it is used for	
24	Language of the Form (other than English) is mentioned clearly.	
<b>Acts</b>		
25	The complete title of the Act (as written in the official notification) is mentioned.	
<b>Documents</b>		
26	The complete title of the document is mentioned on the website.	
27	The language of the Document (other than English) is mentioned clearly.	
28	Validity of the Circular/ notification is mentioned.	
<b>Circulars and Recruitment</b>		
29	The official title of the Circular /Notification is mentioned.	
30	Validity of the Circular/ notification is mentioned.	
<b>Tenders and Recruitment</b>		
31	Mechanism in place to ensure that all Tender / Recruitment Notices issues by the Department are published on the website.	
32	Website provides a complete description of the Tender / Recruitment notice along with the procedure to apply for the same	
33	Mechanism is in place to ensure that information on old / irrelevant Tender / Recruitment notices is removed or moved into the archive section	
<b>News and Press Release</b>		
34	News / Press releases are displayed along with the date and these are organized as per the archival policy of the website	
<b>Contact Us</b>		
35	Website has a 'Contact Us' page, linked from the home page and all relevant places in the website.	
36	The complete contact details of important functionaries in the Department are given in the 'Contact Us' section	
<b>Presence on the National Portal</b>		
37	Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.	
<b>S.No</b>	<b>GUIDELINE</b>	
<b>Scope of Content : Secondary Content</b>		
38	Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive	
39	All Discussion Forum on the website are moderated.	



40	For every related link, the complete URL of the Home Page/concerned webpage is provided.	
<b>Scope of Content : Tertiary Content</b>		
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	
42	The website has a readily available Help section	
43	Complete information including title, size(playing time for audio/video), format, usage instructions and plug-in to view the file is provided for downloadable material including documents.	
44	Mechanism is in place to ensure that all downloadable material is free from virus.	
45	Minimum content as prescribed in the guidelines is present on the homepage.	
46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.	
47	Website is free from offensive / discriminatory language.	
<b>4. Quality of Content</b>		
48	Content is compiled and packaged with citizen orientation.	
49	The Department has a Content Contribution, Moderation and Approval Policy(CMAP) for the Websites.	
50	Home Page and every important entry page of website displays the last updated / reviewed date.	
51	Department has a Content Review Policy(CRP) for the website.	
52	All Documents / Reports have a time stamp at least on the main page.	
53	The Departments have a clearly laid out Content Archival Policy(CAP) for the website.	
54	Clear and simple language has been used throughout the website.	
55	The language is free from spelling and grammatical errors.	
56	Whenever there is a change in the language of a web page it has been clearly indicated.	
57	Consistency in nomenclature is maintained across the website.	
58	All information, which is of direct importance to the citizen, is accessible from the Homepage.	
59	Information structure and relationship is preserved in all presentation styles.	
60	The meaningful reading sequence is preserved in all presentation styles.	
61	Documents / pages in multiple languages are updated simultaneously.	
<b>S.No</b>	<b>GUIDELINE</b>	
<b>5. Design</b>		
62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.	
63	A consistent page layout has been maintained throughout the website	
64	National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.	

65	Hindi/ regional language fonts have been tested on popular browsers for any inconsistency (loss of layout)	
66	Web Pages allow resizing of text without the use of assistive technology.	
67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.	
68	There is adequate contrast between text and background colour.	
69	All information is conveyed with colour is also available without colour.	
70	Alternate text is provided for non text elements(e.g. images).	
71	Websites provide textual description of audio / video clips and multimedia presentation.	
72	Caption have been provided for all important audio content.	
73	Web pages do not contain any content that flashes for more than three times in a second.	
74	There is a mechanism to control scrolling, blinking content.	
75	There is a mechanism to control (stop, pause....) audio that starts automatically.	
76	All pages on the website have a link to the home page.	
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.	
78	There are no links to 'under construction' pages.	
79	Each page is a stand alone entity in terms of ownership, navigation and context of content.	
80	Web pages allow the user to bypass repeated blocks of content.	
81	Website has either a "search" box or a link to a "search" page from every page of the website.	
82	Website has an up to date Site Map that is linked to the Home Page as well as to all important entry pages of the website.	
83	If the site uses frames, each frame is properly titled.	
<b>6. Development</b>		
84	Website uses Cascading Style sheets to control layouts/styles	
85	Website is readable even when sheets are switched off or not loaded.	
86	Web pages are usable even when scripts, applets etc are turned off.	
<b>S.No</b>	<b>GUIDELINE</b>	
87	Documents are provided either in HTML or other accessible formats. Instruction / Download details for viewing these formats are provided.	
88	In content implemented using mark up languages, the elements have been use according to specification.	
89	Labels have been provided when content requires input from the users.	
90	Time limit for time dependent web functions can be adjusted by the user ( also refer exceptions).	
91	Instructions for operating/ understanding content do not rely solely on characteristics like shape, size, location etc.	
92	All input errors are flashed in text.	
93	Functionality of content is operable through keyboard.	

94	Focus is not trapped in any component while navigating through keyboard only.	
95	Purpose of each link is clear to the user.	
96	When any component receives focus it does not initiate change in context.	
97	Changing the setting of a component does not change the context unless the user has been informed of the same.	
98	Metadata for pages like title, keywords, description and language is appropriately included.	
99	Data tables have been provided with necessary tags / mark up.	
100	All components receives focus in an order that preserves the meaning / operation.	
101	Role of all interface components can be programmatically determined.	
102	The websites have been tested on multiple browsers.	
103	Websites has cleared Security Audit by certificate agency and has a Security Policy.	
<b>7. Website Hosting</b>		
104	Websites are accessible to the intended audience in an efficient and secure manner on 24 x 7 basis.	Yes
105	The hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention system.	Yes
106	The hosting Service Provider has redundant server infrastructure for high availability.	
107	The hosting service provided performs regular backup of the web site.	
108	The Hosting Service Provided has a Disaster Recovery (DR) Centre in a geographically distance location and a well crafted DR plan for the website.	
109	Website Hosting Provider provides Helpdesk & Technical support on 24x7x 365 basis.	
<b>S.No</b>	<b>GUIDELINE</b>	
110	All possible secure measures have been taken to prevent defacement/ hacking of the website and the Department has been contingency plan in place for situation like these.	
<b>8. Website Promotion</b>		
111	Website ranks in the first five results on major search engines when searched with relevant keywords.	
112	It has been ensured that all stationery of the department as well as advertisements/ public messages issued by the concerned Department prominently display the <b>URL</b> of the website.	
<b>9. Website Management</b>		
113	Department has nominated a Web Information Manager as defined in the guidelines.	
114	The websites has a website monitoring policy.	
115	All policies and plans are approved by Head of Department.	

**BANK GUARANTEE FOR SECURITY DEPOSIT FORMAT**  
(To be prepared on Stamp paper issued in the name of Bank)

This BANK GUARANTEE No. \_\_\_\_\_ made this day of \_\_\_\_\_ between \_\_\_\_\_ a bank incorporated and \_\_\_\_\_ having its registered office at \_\_\_\_\_ (hereinafter called BANK) which expression shall unless repugnant to the context or contrary to the meaning thereof include its successors and assigns on the one part and Ramagundam Fertilizers and Chemicals Limited, a Company registered in India under Companies Act, 1956 and having its registered office at Core - III, Scope Complex, 7, Institutional Area, Lodhi Road, New Delhi - 110 003, India to the context or contrary to the meaning thereof include its successors and assigns on the other part.

WHEREAS in pursuance to the agreement No. \_\_\_\_\_ dated \_\_\_\_\_ (hereinafter called CONTRACT) entered into between Ramagundam Fertilizers and Chemicals Limited (hereinafter called OWNER and \_\_\_\_\_ a Company incorporated in \_\_\_\_\_ (hereinafter called CONTRACTOR) which expression shall unless repugnant to the context or contrary to the meaning thereof include its successors and assigns, for supply of \_\_\_\_\_ as envisaged in the Contract, Contractor has to submit a SECURITY DEPOSIT for Rs. \_\_\_\_\_.

CONTRACTOR accordingly agrees to furnish the Bank Guarantee for Security Deposit as hereinafter contained towards fulfilment of all of its obligations under the contract.

**NOW THIS DEED WITNESSES AS FOLLOWS:**

The decision of the Owner as to whether the terms and conditions of this BANK GUARANTEE FOR SECURITY DEPOSIT have been observed or not shall be final and binding on the BANK. In any case, however the Bank's responsibility under this BANK GUARANTEE FOR SECURITY DEPOSIT is limited to Rs. \_\_\_\_\_.

1. In pursuance of the Contract, the Bank hereby guarantees as a direct responsibility to OWNER that the BANK is holding the amount of Rs. \_\_\_\_\_ at Owner's disposal and hereby promises and shall be bound to pay to OWNER, forthwith at Owner's written notice stating that the contractor has failed to fulfil its obligations under the contract for reasons for which contractor is liable and without any protest or demur and without recourse to contractor and without asking for any reasons as to whether the amount if lawfully asked for by Owner or not, the entire amount or the portion thereof as mentioned by Owner in the notice.

2. This BANK GUARANTEE FOR SECURITY DEPOSIT shall be valid for an initial period of \_\_\_\_\_ months from the date of this Bank Guarantee No. \_\_\_\_\_ dated \_\_\_\_\_ given by the Bank to Owner become effective. Upon issuance of Commissioning / Erection/ Completion certificate according to terms of contract on expiry of \_\_\_\_\_ months after the issuance of the above mentioned certificate of commissioning / erection / completion certificate, the BANK GUARANTEE FOR SECURITY DEPOSIT shall become null and void.

3. This BANK GUARANTEE FOR SECURITY DEPOSIT shall be in addition to and shall not affect or be affected by any other security now or hereafter held by Owner on account of money hereby intended to secure and Owner at its discretion and without any

further consent from the Bank, and without affecting its rights against the Bank, may compound with, give time or other indulgence to or make any other arrangement with Contractor and nothing done or omitted to be done by Owner in pursuance of any authority or permission contained in this guarantee, shall effect discharge of the liability of the Bank.

4. UNLESS PREVIOUSLY CANCELLED BY THE OWNER, this Bank Guarantee for Security Deposit will remain in force initially upto \_\_\_\_\_ months from the effective date of Bank Guarantee No. \_\_\_\_\_ dated \_\_\_\_\_ given by the Bank to the Owner and subject to provisions of paragraph 2 above will stand automatically cancelled on the expiry of the said period. Unless demand or claim under this Bank Guarantee is made on Bank in writing within three months from the date of expiry of this Bank Guarantee, all the rights of Owner against the Bank shall be forfeited and Bank shall be relieved and discharged from all the liabilities hereunder.

5. Any notice by way of request, demand or otherwise hereunder may be sent by post to the Bank, addressed as aforesaid, and if sent by post, it shall be deemed to have been given at the time when it would be delivered in due course of post, and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate, signed by an officer of the owners, to the effect that the envelope was so posted, shall be conclusive.

6. The BANK GUARANTEE FOR SECURITY DEPOSIT is to be returned to the Bank after its expiry in terms of Paragraph 4 above.

7. The Bank declares that it has the power to issue this guarantee and the undersigned have full power to do so.

Dated \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_.

(Indicate the name of the Bank with stamp)

रामागुण्डम फर्टिलाइजर्स एण्ड केमिकल्स लिमिटेड

**BID SECURITY (EMD) FORM**

**DRAFT OF BANK GUARANTEE FOR BID SECURITY DEPOSIT/EMD**

In consideration of Ramagundam Fertilizers and Chemicals Limited (RFCL), having its Corporate office at : 4<sup>th</sup> Floor, KRIBHCO Bhawan, Sector-1, NOIDA- 201301 (U.P.) (hereinafter called RFCL which expression shall unless repugnant to the subject or context includes its successors and assigns) having agreed to exempt \_\_\_\_\_(hereinafter called the, the said tenderer(s)' which expression shall unless repugnant to the subject or context includes his successors and assigns) from the demand under the terms and conditions of tender no \_\_\_\_\_ for \_\_\_\_\_ hereinafter called "the said tenderer" of such bid security deposit for the due fulfillment by the said tenderer(s) of the terms and conditions contained in the said tender \_\_\_\_\_ for \_\_\_\_\_ on production of bank guarantee for ₹. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

1. We \_\_\_\_\_ Bank hereinafter referred to as 'The Bank' do hereby undertake to pay to „RFCL“ an amount not exceeding ₹. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) against any loss or damage caused to or suffered by 'RFCL' reason of any breach by the said tenderer(s) of any of the terms and conditions contained in the said tender (the decision of the company as to any such breach having been committed and loss suffered shall be binding on us.

2. We \_\_\_\_\_ Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur merely or a demand from RFCL' stating that the amount claimed is due by way of loss or damage caused to or would cause to or suffered by RFCL' by reason of any breach by the said tenderer(s) of any of the terms or conditions contained in the said tender or by reason of the said tenderer's failure to keep the tender open. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

3. We \_\_\_\_\_ Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the finalization of the said tender and that it shall continue to be enforceable till the said tender is finally decided and order placed on the successful tenderer and/ or till all the dues of „RFCL“ under/or by virtue of the said tender have been fully paid and its claims satisfied or discharged or till a duly authorized officer of RFCL certified that the terms and conditions of the said tender have been fully and properly carried out by the said tenderer(s) and accordingly discharges the guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the \_\_\_\_\_ to include 3 months claim over and above the period mentioned in the paragraph for the validity of the Bank Guarantee in the tender we shall be discharged from all liability under this guarantee thereafter.

4. We -----Bank, lastly undertake not to revoke this guarantee during its currency except with the previous consent of 'RFCL' in writing.

Dated-----day-----201

Corporate Seal of Bank



## Annexure-L

<TO BE SUBMITTED ON BIDDER'S LETTER HEAD>

NAME OF FIRM:

ENQUIRY NO.:

**Services: Maintenance & support of website of "Ramagundam Fertilizers and Chemicals Limited" & support which includes WebSecurity Audit from CERT-In empanelled agencies, Certification from STQC in support of website compliance with GIGW as per the Guidelines for Indian Government Websites (GIGW) with Cyber security features for two years"**

It is to certify that -----(Name Of Bidder)\_\_\_\_\_ has not been banned or blacklisted by any State Government / Public Sector Unit/ Central Government Department / Organization.

**SIGNATURE OF TENDERER WITH SEAL**

रामगुण्डम फर्टिलाइजर्स एण्ड केमिकल्स लिमिटेड