



Organisation name: India Ports Global Ltd

Subject: Up gradation/Revamp of existing website of IPGL.

Tender type: Open Tender

Scope of work: As listed in scope of work

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India Ports Global Limited (IPGL) invites two bids systems for the Comprehensive upgradation/revamp of its existing websites. The new design shall be attractive and at par with other Major ports of India. The aim of this upgrade is to create a modern, dynamic and user friendly website aligns with the standards of major port in India.

1. General Conditions of Contract

1.1 Tender fee

Tender fees of Rs. 2,500+ 18% GST (i.e Rs 450/-) Total 2,950 (Rupees Two Thousand Five Hundred Fifty only) can be paid in the form of Demand Draft (non-refundable) drawn on any scheduled bank having its branch at Mumbai in favour of India Ports Global Limited. Tender Document to be collected by the party through an authorised person / Agent. The Tender document detailing the terms & conditions and the technical requirements can also be downloaded from the web sites: <http://ipa.nic.in>, <http://www.sdclindia.com> and <https://www.ipgl.co.in/> from 17.08.2023 onwards till the date of submission of tender. The downloading of tender document shall be carried out strictly as provided on web site. In such case, the Cost of tender document can be deposited at the time of submission of the tender.

1.2 EMD

Rs. 6000 (Indian rupees six thousand in the form of DD drawn in favor of IPGL payable at Mumbai. (Any Nationalized or Scheduled Bank having its branch in Mumbai).

The Earnest Money Deposit of unsuccessful Tenderers shall be returned on award of Contract to the successful Tenderer. No interest shall be payable on the amount of E.M.D in any case. The Earnest Money Deposit of the successful Tenderer shall be refunded only on receipt of Performance security.

1.3 Submission of bid

Last date of receipt 28.08.2023, 14:00 hrs. Bid opens 28.08.2023, 14:30 hrs.

1.4 Price Bid

The "Price Bid" shall be as per the Price Schedule of the tender document, to be submitted In separate sealed envelope.

1.5 Performance Security

Within 05 days of the receipt of the notification of the award of Contract from the Employer, the successful Tenderer shall furnish to the Employer, a bond in the form of DD from Nationalised / Scheduled Bank, having their branch in Mumbai, for an amount equivalent to 3(three) % of the Contract Price (as indicated in Work Order).

EMD of successful tenderer will be return on successful receipt of Performance security. Performance security shall be release after successfully maintenance of website for one year.

1.6 Selection of service provider

Service provider will be selected based on lowest quoted price.

1.7 Award of work:

IPGL shall notify the successful service provider with work order, by e mail.

1.8 Obligation of Agency/Service provider

The Agency shall exercise all reasonable care and diligence in the discharge of all technical, professional and Contractual duties to be performed by them under this Contract as specified inthe Scope of Work within the Time for Completion .The service provider shall be fully responsible to the IPGL for proper, efficient and effective discharge of their duties.

The Agency (Service provider) shall proceed with the Works in accordance with the decisions, instructions and orders given by the In-charge in accordance with the condition of the Contract.

1.9 Payment of GST

Payment of Goods and Service Tax: GST at the applicable rates on the service components shallbe paid by IPGL, hence should not be included in the lump sum price quoted for the entire work.

2.0 Income tax

Income tax, if any as per the relevant provision of the Income Tax Act shall be deducted at source from any payment payable to the Agency.

2.1 No Interest on Account of Delayed payment

Any claim for interest will not be entertained by the IPGL with respect to any payment or balance which may be in their hands owing to any disputes between themselves and the Agency or with respect to any delay on part of the IPGL in making payment.

2.2 Termination of Contract

If the Agency does not perform the Contractual obligations satisfactorily, the Contract is liable to be terminated after issue of notice of 30 (Thirty) days to the Agency.

2.3 Confidential Information

Both parties undertake to each other to keep confidential all information (written as well as oral) concerning the business and affairs of the other, which has been obtained or received as a result of the discussion leading up to or the entering of the contract. After the entering of the contract Employer and the Agency shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Employer shall not use such documents, data, and other information received from the Agency for any purposes unrelated to the Contract. Similarly, the Agency shall not use such documents, data, and other information received from Employer for any purpose other than the design, procurement, or other work and services required for the performance of the Contract. The obligation of a party, shall not apply to information that:

- .1 Employers or Agency need to share with the institutions participating in the financing of the Contract;
- .2 Now or hereafter enters the public domain through no fault of that party;
- .3 Can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
- .4 Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

Each of the parties to this work/contract, undertakes to the other to take all such steps as shall from time to time be necessary to ensure compliance with the provisions of the above clauses by its employees. All services provided to Employer by bidder are subject to Country public disclosure laws such as RTI etc. The Agency shall not make or permit to be made public announcement or media release about any aspect of this Contract unless Employer first gives the Agency its written consent.

2.4 FRAUD AND CORRUPT PRACTICES

The Service Provider/Agency and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the IPGL shall reject a Proposal without being liable in any manner whatsoever to the Service Provider, if it determines that the Service Provider has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the IPGL shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the IPGL for, inter alia, time, cost and effort of the IPGL, in regard to the RFP, including consideration and evaluation of such Service Provider’s Proposal.

Without prejudice to the rights of the IPGL under Clause 1.1 hereinabove and the rights and remedies which the IPGL may have under the LOA or the Agreement, if a Service Provider, is found by the IPGL to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Service Provider shall not be eligible to participate in any tender or RFP issued by the IPGL during a period of 2 (two) years from the date such Service Provider, is found by the IPGL to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

a) “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the IPGL who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the IPGL, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any

manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the IPGL in relation to any matter concerning the Project;

b) “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

c) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

d) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the IPGL with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

e) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Service Providers with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2. Other Terms and Conditions

2.1 Eligibility criteria

1. **Eligibility:** Bidders with the following eligibility criteria only may participate:

The intending bidders must have successfully completed works like Design, Development, and Implementation and Up gradation of website of any Govt. Organization/Govt. Undertaking/PSU/Ports of India/ Private Organization. Supporting document with relevant experience shall be provided.

2. The bidders should have (a) Permanent Account Number (PAN) (b) Goods & Service Tax Registration Certificate and any other statutory registration as may be required.

Company/firm sealed supporting documents of details of works successfully executed to meet the similar work experience, as per the eligibility criteria, Company/Firm’s incorporation certificate/ registration certificate, copy of PAN card & Goods & Service Tax Registration Certificate shall be submitted.

Submission of offers: Interested bidders shall submit their offer as per the bid format,

alongwith technical proposal and requisite documentary proof (certificates, if any) regarding eligibility criteria. Such offers shall be evaluated on the basis of total price quoted in the prescribed format. Additionally bidder have to provide detailed presentation how existing website will be developed in minimum time. Please submit your best offer to IPGL by **28th August 2023 (1400 hours)** in a sealed envelope which contains also separate sealed envelope of quoted price in the prescribed format.

3. **Date of Commencement and Completion of Work:** The date of commencement of work shall be treated as date of issue of work order to the successful bidder (the agency) and the work shall be completed within 1(one) months as the date of commencement of the work.
4. The work must be planned in consultation with the nominated officer-in-charge of IPGL, so as to avoid interruption in execution of work. No idle charge is admissible. Any queries can be raised on ea.indiaportsglobal@gmail.com;mons.indiaportsglobal@gmail.com
5. The work must be executed, observing all statutory norms including compliance with the Govt. of India Guidelines.
6. **Maintenance:** 1 (one) year after up gradation i.e. the date of acceptance of the system by IPGL.

The Agency has to attend to the work diligently to ensure timely completion of work as per schedule. Any lapse in carrying out the work by the agency will be viewed seriously and may lead to cancellation of the contract.

2.2 Payment Schedule

The payment schedule is milestone based which will be made as per the following milestones:

Sr. No.	Milestone	Payment
1	Layout Approval	25% of quoted price bid.
2	Fully up gradation as per scope of work,(Go live stage)	65% of quoted price bid
3	After completion of maintenance of one year.	10% of quoted price bid.

A	SSL and security audit charges, separately quoted and shall not be part of evaluation.	Lump sum price
B	Email ID for 10 employees, separately quoted, and shall not be part of evaluation.	Lump sum price
C	Maintenance charges after one year, extendable up to 4 year on yearly basis, separately quoted and shall not be part of evaluation	Lump sum price

1. Tax deductions at source shall be made as per the prevailing rules & regulations in vogue in IPGL.
2. Payment shall be made to bidder only for the actual quantum of work executed. The Agency has to issue receipt of confirmation in writing for such payments, immediately.
3. The Agency shall indemnify IPGL against all claims, including third party claims, arising out of any matter whatsoever in connection with the execution of this work for which the Agency is solely responsible.
4. The Agency shall be responsible for observing all prescribed norms during the execution of the work.
5. IPGL reserves the right to decrease or increase the quantity contained in the Proforma or to take up through any other agency and no claim of the supplier on this account will be entertained.
6. All disputes are subject to exclusive jurisdiction of Courts at Mumbai only.
7. IPGL reserves the right to reject any or all the enquiry in this regard without assigning any reason thereof.
8. While submitting the bid/quotation/offer, please sign all the pages of the document.

3. Format of Price Bid

Price for Carrying out the work of up gradation of existing website

A LUMP-SUM COST FOR PROVIDING FOLLOWING SERVICES IN INDIAN RUPEES:

Rs.----- (Indian Rupees ----- Only)

Note:

1. Evaluation of offers will be made excluding goods and service tax component, which will be paid by IPGL.
2. Payment of Goods and Service Tax: GST at the applicable rates on the service components shall be paid by IPGL, hence should not be included in the lump sum price quoted for the entire work.
3. All prices excluding GST (Applicable GST rate to be indicated)

Name, Designation and Signature of Tenderer with Company seal & date.

4. Scope of Work

The brief scope of work listed as below:

1) **Front page:**

Development of Front/Home Page, Incorporate Sliders with essential information, Display Minister's photo with a notable quote, Provide a welcoming message to visitors, Highlight upcoming Events and News.

2) **Link To All Privacy Policies:**

Include links to various policies, Privacy policy, Copyright Policy, Hyperlinking Policy, Terms & Condition, Disclaimer, General Information, Grievance, and Feedback.

3) **About Us:**

Present details about the Management Team. Offer insights into the organization's History. Share a message from the Managing Director. Clearly define the Vision & Mission of the organization. Outline the Objectives of IPGL. Provide a Calling Directory for easy contact.

4) **Services:**

Detail services such as Container Handling, Heavy Cargo Handling, Bulk Cargo Handling, Warehousing, Reefer Container Services, Stuffing & De-stuffing, and Container Services & Repair.

5) **Business:**

Include information about the Shahid Beheshti Terminal. Provide Terminal Tariff details with links to forms. Highlight ongoing and completed Projects. Display Vessel Berthing Schedule. Share Technical Details about the port's operations.

6) **Connectivity:**

Offer access to Hydrographic Charts. Display relevant Weather Reports.

7) **Gallery & Videos:**

Showcase image and video Galleries related to port activities.

8) **Circulars & Notices:**

Provide Links to and Downloadable versions of Circulars and Notices.

9) **FAQs:**

Address common queries through a Frequently Asked Questions Section.

10) **News & Events Sections:**

Dedicated sections for News and Events, keeping visitors updated.

11) Responsive Design:

Develop a fully responsive website that functions seamlessly across various devices, including desktops, tablets, and mobile phones.

12) Backend with CMS System:

Implement a robust Content Management System (CMS) to Facilitate easy content updates and management.

13) Speed Loading Website:

Ensure the website loads quickly to provide an optimal user experience.

14) User-Friendly Design:

Design an intuitive and user-friendly interface for smooth navigation.

15) Global Search:

Include a powerful Global Search feature for users to quickly find relevant information.

16) Multi-Browser Compatibility:

Ensure compatibility with multiple browsers to reach a wider audience.

17) Email ID Creation:

Provide functionality for creating and managing email IDs for Staff and Departments.

18) Admin Panel & Analytics:

Provide an Admin Panel for efficient content management and analytics tracking.

19) Multilingual Supports:

Include videos in Persian and Russian Languages to cater to a diverse audience.

20) Visitor App:

Develop an app for viewing visitor's details and managing chat interactions.

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