

**Expression of Interest (EoI) for Annual Maintenance Contract for Website of
North Eastern Institute of Ayurveda and Homoeopathy (NEIAH), Shillong**

**Please send/submit separate Annexure-A (Technical Bid) and
Annexure-B (Financial Bid) in separate envelop along with relevant document.**

Sl. No.	Stage	Start Date & Time
1.	EoI No.	2-29/2011/NEIAH//Shg/Admn
2.	EoI issue date	Wednesday, 08.12.2021 : from 10:00 am
3.	Pre bidding inspection or clarification	For clarification, one can visit the office on any working day during office hours.
4.	Last Date of submission	Thursday, 23.12.2021 till 03:00 pm
5.	Date & Time of Opening	Thursday, 23.12.2021 at 04:00 pm
6.	Cost of the Tender Document	Rs 200.00/-
7.	EMD Amount(Exempted for firms registered under MSME)	Rs 2000.00/-



**North Eastern Institute of Ayurveda and Homoeopathy, Shillong
Mawdiangdiang, Shillong - 793018 (Meghalaya)**

**Expression of Interest (EoI) for
Annual Maintenance Contract of NEIAH Website
Terms & Condition of the Tender**

NEIAH Shillong wishes to invite Expression of Interest (EoI) for the annual maintenance of the institute website. The website of the Institute can be viewed in www.neiah.nic.in. Bidders are requested to kindly go read the document thoroughly before submission of their bid.

The bidders are requested to submit Annexure A (Technical Bid) and Annexure B (Financial Bid) in two separate envelopes. The two envelopes should be put inside a sealed envelope which shall consist of the tender document duly signed and consisting the tender document fee of Rs. 200.00/- (Rupees Two Hundred Rupees). The name of the firm should be inscribed on the tender envelope. The EoI may be downloaded from the website 'www.neiah.nic.in' and tender document fee may be submitted in the form of DD along with their bid. Bids without the tender document fee will be liable for rejection.

The sealed envelope may be sent to the below address before 23.12.2021-03:00 pm

**The Office of the Director,
North Eastern Institute of Ayurveda and Homoeopathy
Mawdiangdiang, Shillong, Meghalaya-793018**

ELIGIBILITY CRITERIA:

- i) The agency/firm/company should have minimum of 3 years of experience related to website development and maintenance ending on 31st March 2021. Documental proof of experience should be provided along with the tender document.
- ii) The agency/firm/company/proprietorship should be financially sound enough to undertake the work offered by this institute. Copies of balance sheet certified by the Chartered Accountant/Solvency Certificate issued by any Scheduled Bank should be submitted in the technical bid.
- iii) The agency/firm should have experience of working on cross platforms and must have experience of developing and maintaining website for at least 1 government client. Documental proof of above experience should be submitted in the technical bid.
- iv) Provision for remote working may be considered with the clause that the personnel should immediately respond to any emergency calls.
- v) The bidder should be in possession of valid PAN and GST registration. Relevant document should be submitted along with the tender document.

COMPETENCIES:

- a) Past experience in developing and maintaining professional websites.
- b) Ability to juggle priorities and meet deadlines.
- c) Ability to respond to time bound instructions provided by the organization.
- d) Awareness on the latest smart technologies for website development.
- e) Ability to regularly maintain, update the developed website.

ESSENTIAL KNOWLEDGE AND EXPERIENCE:

- a) Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- b) Expertise with HTML and content-management systems and latest trends and technology in website content and social media.

C) Should have knowledge of working in website related to payment gateways.

FINAL DELIVERABLES:

- a) Maintenance of the institute website with major/minor upgrades in the design and content as and when instructed.
- b) Frequent updates on the website which include day to day uploading and editing documents of the website.
- c) Working in close coordination with NIC as and when required.
- d) Adding, editing graphic & text contents including uploading document in the website.
- e) Maintenance of website should be in line with the norms of NCISM and NCH.
- f) Troubleshooting any issue related to website and ensuring 100% up time of the website.

EARNEST MONEY DEPOSIT(EMD)

The EMD is refundable amount of ₹ 2000.00/-- (Rupees Two Thousand) only in the form of DD/BG/FDR from any Scheduled Bank, payable at Bank of Baroda Mawdiangdiang branch in favour of NEIAH Shillong which should be drawn after the date of publishing of the EOI and should be valid of 90 days. The soft copy of EOI documents may be downloaded from the website: www.neiah.nic.in . Without the EMD, the bid will be readily rejected.

Requirement of EMD is not mandatory for firms registered as Micro and Small industries defined under MSME and having valid registration certificate. Proper documentation of their claim must be submitted along with the bid.

The EMD of the unsuccessful bidder would be returned within two month of publication of short listing of bidder after Technical Evaluation. In case of shortlisted bidders, the EMD will retain till the evaluation process is complete.

PERFORMANCE SECURITY

Upon successful awarding of the contract the eligible bidder, the firm/agency needs to submit a Bank performance guarantee of an amount equivalent to 3% of the quoted value (inclusive of taxes) within 15 days from the date of award. The validity of the performance security should be for a period of 14 months from the date of award.

CRITERIA FOREVALUATION

This evaluation process consists of 2 stages. Only those companies/firms/agencies, that have passed the first stage of evaluation, will be considered for the subsequent stage. During this stage participants' technical proposals shall be examined against the documents submitted and successful qualification in this stage.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference. In the 2nd Stage, the successful bidder's financial proposal being opened and compared. The contract will be awarded to the organization offering the lowest rate in the financial bid stage taking into account the score of the technical bid.

AWARD CRITERIA, AWARD OF CONTRACT:

The award of the contract to the qualified Organization whose proposal after being evaluated is considered to be the most suitable as per marks acquired to the needs of the organization and activity concerned. The award of contract shall be done by the work order issued by the Director, NEIAH and the firm/agency needs to take over the charge as per the date mentioned in the work order

PAYMENT TERMS AND RENEWAL CLAUSE:

- a) Payment of the annual rate will be made on quarterly basis. The firm upon completion of a period of 3 months shall raise the bill and submit to the office for payment.

- b) The contract shall be subjected to renewal upon satisfactory completion of the contract period. The firm should submit proposal for renewal of contract for consideration.
- c) The contract shall be binding of the two parties and if any party intends to terminate the contract , should inform in writing 1 month prior to the date of termination of contract.

LEGAL JURISDICTION:

The agreement shall be deemed to have been concluded in Mawdiangdiang, Shillong, Meghalaya and all obligations hereunder shall be deemed to be located at Shillong, Meghalaya and Court within Shillong, Meghalaya will have Jurisdiction to the exclusion of other courts.

TERMS OF REFERENCE:

- a) The firm must be registered bodies with Govt. of India/State..
- b) Rate should be quoted inclusive of the cost of Services, Manpower cost, transportation, maintenance for a minimum period of 1 year.
- c) All information, document, photos and data submitted by the institute shall be a property of NEIAH Shillong.
- d) The firm shall not make or allow making any unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the NEIAH Shillong. The firm shall also ensure complete confidentiality of the information and data provided to carry out the job.
- e) The firm has to complete the job assigned within the stipulated time and if the job is not completed with time, a penalty @ 5% of the quarterly price will be imposed on the bidder for each of delay.
- f) NEIAH Shillong will have no liability regarding transportation, boarding and lodging staff associated by the firm.
- g) Under no circumstances shall the firm appoint any sub contractor or sub lease the contract. Upon violation of the conditions, the firm will be terminated with immediate effect.
- h) The rate quoted once will be remain firm for the year of contract. Any Conditions of the firm sent along with proposal if any, shall not binding on us.
- i) TDS as applicable on date will be deducted from firm on the actual bill submitted for payment.
- j) The price accepted by the committee will be final and no deviation from it will be accepted in this regard.
- k) The Director, NEIAH reserves the right to accept or reject any or all EoIs without assigning any reason thereof.
- l) The bidder shall submit the "Declaration regarding Confidentiality" at **Annexure C** duly signed and sealed by the firm/agency. Non submission of the same may lead to rejection of bid.

ANNEXURE A

Technical Bid for Website Maintenance

Sl. No.	Particulars	Documents to be attached Wherever applicable.		
		Yes	No	Page no.
1.	Name , Address, Email ID and Phone number of the firm/agency.			
2.	Name, Designation and telephone no. of the authorized person.			
3.	Permanent Account Number			
4.	Copy of Agency/ firm / company registration certificate with Government.			
5.	Please enclose the list of the person to execute the work along with their years of service in the firm.			
6.	EoI Documents with seal & sign of the bidder with acceptance of term & conditions of the tender.			
7.	Detail of experience in developing website and maintenance for the past three years (please attach proof)			
8.	Detail of maintenance work of any government institution (Please attach copy with sanction letter/ work order)			
9.	Details proving financial competency like certified balance sheet. In the absence of balance sheet, one may submit certified solvency certificate issued by the bank to the firm/proprietor.			
10.	GST Registration			

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the officer with name, designation, seal and date

ANNEXURE B

FINANCIAL BID
(Submitted on Own letter head)

To,
The Director,
NEIAH Shillong
Mawdiangdiang, Shillong-793018

Subject: EoI for “Annual Maintenance Contract of the website of North Eastern Institute of Ayurveda and Homoeopathy Website”.

Sir,
I/We quote the under mentioned rates for the tender mentioned above-

S. No.	Description of Work	Amount in INR
1	Maintenance of website (including day to day uploads/edits) for 1 year	
2	GST as per GoI Norms	
TOTAL AMOUNT(in INR)		

Place :

Date :

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the firm with name, designation, seal and date

ANNEXURE C

DECLARATION REGARDING CONFIDENTIALITY

I, the undersigned _____ formally declare that I will not disclose the following the following to anyone outside NEIAH Shillong for any purpose.

- Any confidential or technical, financial information related to NEIAH Shillong.
- Any confidential or government information which is circulated in NEIAH Shillong.
- I shall not disclose any information pertaining to the institute to any students, guardian, patients or otherwise

I shall not disclose any confidential or proprietor information to anyone outside NEIAH Shillong except on a “need-to-know” basis and will be liable for termination if found violating the above clause. I further declare that NEIAH Shillong will not be liable to pay me if I am found to spread any information mentioned as per above.

SIGNATURE:

NAME:

PLACE:

DATE: