



CENTRAL WAREHOUSING CORPORATION

(A Govt. of India Undertaking)

“Warehousing Bhavan”, 4/1 Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016

Central Warehousing Corporation invites e-tender for redesigning/revamping, content management, maintenance of its existing website www.cewacor.nic.in which is hosted on NIC cloud server, development of mobile application on Android and IOS platform for online space booking of warehouses and digital marketing.

Important Information		
1.	Tender Reference Number	CWC/MIS-Website-DM/2018-19
2.	Cost of the Tender (online payment)	Rs 1180/- inclusive of 18 % GST
3.	EMD (online payment)	Rs. 1,00,000 (Rupees one lakh only)
4.	Scope of Work	Please see Section-III
5.	Eligibility Criteria	Please see clause No. 7 of Section-I
6.	Performa for submission of financial bid	Please see Annexure-I of Bid Document.
7.	Web Site address from where Tender can be downloaded	www.tenderwizard.com/CWC, www.cewacor.nic.in,www.eprocure.gov.in ,
8.	Nature of bid Submission	Online through e-tendering system of website www.tenderwizard.com/CWC
9.	Correspondence details for pre-bid queries and any other information	Email ID: gmsystem@cewacor.nic.in
10.	Address for Correspondence	General Manager (System), Central Warehousing Corporation, “Warehousing Bhavan”, 4/1 Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016
11.	Pre-Bid	
11.1	Submission of Pre-Bid Queries	From the date of publishing of Tender.
11.2	Address to send Pre-Bid queries	General Manager (System), Central Warehousing Corporation, “Warehousing Bhavan”, 4/1 Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016

11.3	Last date and time for submission of queries on e-mail (gmsystem@cewacor.nic.in)	14.09.2018 (3.00 PM)
11.4	Date, time and place of Pre-Bid meeting	17.09.2018 (3.00 PM) CWC, Corporate Office, Hauz Khaz, New Delhi.
12.	Start Date for Downloading of Tender	04.09.2018
13.	Start date of uploading of tender	19.09.2018 (9.00 AM)
14.	Last Date and Time for downloading of Tender	26.09.2018 (2.00 PM)
15.	Last Date and Time for Submission of Bid	26.09.2018 (3.00 PM)
16.	Opening of Tender (Technical Bid)	26.09.2018 (3.30 PM)

DISCLAIMER

Central Warehousing Corporation invites e-tender for redesigning/revamping, content management, maintenance of its existing website www.cewacor.nic.in which is hosted on NIC cloud server, development of mobile application on Android and IOS platform for online space booking of warehouses and digital marketing.

This document has been prepared on the basis of available information in CORPORATION and other publicly available documents which CORPORATION believes to be reliable. The sole objective of this Tender document is to solicit Techno commercial offers from interested parties. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by CORPORATION or any of their employees, advisors or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting their Techno commercial proposals.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever. CORPORATION may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender document. By downloading the document, the interested party is subjected to the confidentiality clauses.

Acronyms

PBG	Performance Bank Guarantee
EMD	Earnest Money Deposit
IT	Information Technology
UAT	User Acceptance Testing
STQC	Standardization Testing and Quality Certification
SRS	Software Requirements Specification
FRS	Functional Requirements Specification
CO	Corporate Office
Contract	The term 'CONTRACT' shall mean and include the invitation to bid, incorporating also the instructions to bidders, the Bid, its Annexure, appendices and schedules, acceptance of bid and such general and special conditions as may be added to it.
CWC OR CORPORATION	The term 'CORPORATION' or "CWC" wherever occurs shall mean the CENTRAL WAREHOUSING CORPORATION established under WAREHOUSING CORPORATION ACT 1962 and shall include its administrators, successors and assigns.
MD	MD shall mean the Managing Director of Central Warehousing Corporation.
Business Hours	Business Hours mean 9.30 Hrs. to 1800 Hrs. on all days except Saturday and Sunday.
Go Live	This refers to period in the development process of a project when the goals of this project are accomplished, outcome is produced as per the business requirements and deliverables are accepted.
Rollout	Rollout is a staged series of activities for the introduction of application software. These activities include the identification of user specific needs, training and handholding.
MSME	Micro and Small Enterprises.
LOI	Letter of Intent.

Check List for Bidders to be Uploaded with the Bid

Sl. No	Name of the Document	Documents to be Uploaded	Remarks
As per clause No (7) of section -I (Pre-qualification criteria) (General Bid)			
1.	Cost of the Tender	Rs. 1,180 (One thousand one hundred and eighty rupees only) including GST. For exemption of bidders registered with MSME. The scanned copy of certificate. (Annexure IX)	
2.	EMD	EMD is Rs 1,00,000 (Rupees One Lakh Only). For exemption of bidders registered with MSME. The scanned copy certificates. (Annexure IX)	
3.	Bidder should be a: (i)Registered Company /LLP in India under Companies Act. OR (ii) Partnership Firm OR (iii) Proprietorship OR (iv)Public Sector Undertaking / statutory body Bidder should be a business entity for last five years on the date of publishing of NIT	1. <u>For Registered Company/PSU/ statutory body</u> i) Copy of Certificate of Incorporation, ii) Copy of Memorandum of Association iii) Copy of Articles of Association <u>2)For Partnership Firm</u> i) Copy of the Registered partnership deed ii) List of partners <u>3)For Proprietorship</u> i)Declaration of Proprietorship/Sole Proprietorship ii) Copy of registration (if registered) <u>4) For LLP</u> i)Copy of certificate of registration.	
4.	The Bidder must have experience of developing /maintaining website and mobile application and Digital Marketing during last five years up to the date of Publishing of the NIT. Three completed work costing not less than or equal to Rs 4 lakhs for website, Rs 80thousand for mobile application and Rs 7.2 lakhs for digital marketing	Copies of Work Orders (Single/separate) and client/customer certificate stating work of similar nature (means development/maintenance of website and mobile application and of digital marketing in last five years with contract value) OR Client/customer certificate (single/separate) stating Work of similar nature (means development/maintenance of website and mobile application and also of digital marketing in last five years with contract value) OR	

	<p style="text-align: center;">OR</p> <p>Two completed work costing not less than or equal to Rs 5 lakhs for website, Rs 1 Lakhs for mobile application and Rs9 lakhs for digital marketing</p> <p style="text-align: center;">OR</p> <p>One completed work costing not less than or equal to Rs 8 lakhs for website, Rs 1.6 Lakhs for mobile application and Rs15 lakhs for digital marketing</p>	Copy of work orders(single/separate) and Certificate from statutory auditor for work of similar nature (means development/maintenance of website and mobile application and also of digital marketing in last five years with contract value)	
5.	The company should be in profit in the three preceding Financial years i.e. (i)2014-15;(ii)2015-16;(iii)2016-17;	Copy of relevant pages of Audited Balance sheet & Profit loss account or statement by Chartered accountant for the last three financial years ((i)2014-15;(ii)2015-16;(iii)2016-17)	
6	Bidder shall have an Annual Turnover of INR 1,00,00,000 (Rupees one crore only) in each previous three Audited Financial years(i)2014-15;(ii)2015-16;(iii)2016-17	The Bidder shall submit relevant pages of Audited Balance sheet & Profit loss account for the last three financial years or certification to this effect issued by Company Auditor (Chartered Accountant)	
7.	Declaration for Non-Blacklisting	Undertaking in this regard to be signed by the authorized signatory as per annexure-VII	
8.	Registration with Income Tax and Goods, Service Tax Department and Provident fund	I) Copy of PAN card. II) Copy of GST Number (Application for registration with Income Tax Department and /or with GST Commissionerate will not be considered as a valid document) III) Copy of PF registration certificate.	
9.	Authorized signatory (using Digital Signature as per clause No.11 of Section-I)	i) For Limited Company – Copy of Board Resolution and/or Power of attorney in favor of authorized signatory as the case may be. ii) For Partnership Firm Power of Attorney by all partners. iii) The Bid document to be uploaded using Digital Signature Certificate of Authorized signatory.	
10	Undertaking on unconditional acceptance of terms and conditions of this tender	Copy of Annexure-V	

11	Bidder should have positive net worth in the last three financial year i.e. (i)2014-15;(ii)2015-16;(iii)2016-17;	Declaration as per Annexure-VIII	
12	Price Bid	Annexure -I	

Contents

SL.NO	Name of the Content	Page No.	
		From	TO
1	Notice Inviting Tender	9	14
2	Section-I GENERAL INSTRUCTIONS, TERMS AND CONDITIONS	15	28
3.	Section -II TERMS AND CONDITIONS GOVERNING THE CONTRACT	29	39
4.	Section -III Scope of work and services to be rendered by the Bidder.	40	48
5.	Pro-forma for Price Bid (Annexure-I)	49	49
6.	Pro-forma for Agreement (Annexure -II)	50	50
7.	Pro-forma for NON-DISCLOSURE AGREEMENT(Annexure-III)	51	52
8	Service Level Agreement (Annexure-IV)	53	54
9.	Pro-forma for unconditional acceptance of Terms and Condition of the Tender (Annexure-V)	55	56
10.	Pro-forma for performance Bank Guarantee (Annexure -VI)	57	58
11.	Pro-forma for Declaration of Non-Blacklisting (Annexure -VII)	59	59
12.	Format of Net Worth (Annexure -VIII)	60	60
13	Pro-forma of Affidavit for MSME (Annexure -IX)	61	61
14	Annexure -X Extended scope	62	63

NOTICE INVITING TENDER (NIT)
Bid Notification No.: WC/MIS-Website-DM/2018-19
“THROUGH e-TENDERING PROCESS”

1.0 The open Bid enquiries through e-tendering are herewith invited for Redesigning/Revamping, Content Management and Maintenance of CWC’s existing website www.cewacor.nic.in which is hosted on NIC cloud server, Development of mobile application on android and Ios platform for online space booking of warehouses and Digital Marketing.

Sr. No.	Description of item	Cost of Bid document Rs.	Processing Fee of tenders Rs.	Last date of downloading of tender	Date and time of opening of tender.	Validity of bid
1.	Central Warehousing Corporation invites e-tender for redesigning/revamping, content management, maintenance of its existing website www.cewacor.nic.in which is hosted on NIC cloud server, development of mobile application on Android and IOS platform for online space booking in warehouses and digital marketing.	Rs 1180/- (Including GST @ 18%) (Rupees Eleven hundred and Eighty only)	Rs. 590/-(Rupees Five hundred Ninety only)	26.09.2018 (2.00 PM)	26.09.2018 (3.30 PM)	90 Days from the date of opening of Bid

2.0 Brief Scope of Work:

In consideration of the Charges (Pricing) specified in Annexure –I of this Tender Document. Detailed Scope is as per Section-III of this document.

3.0 Eligibility Criteria

The bidders are required to meet all the eligibility criteria as mentioned in clause no. 7 of Section – I.

4.0 E-procurement

- 4.1 This Bids being processed through e-tendering/ e-procurement system. The Bid documents are to be downloaded, filled & uploaded through e-tendering system of Corporation at the website www.tenderwizard.com/CWC. *If any Bidder wishes to participate in the Corporation tenders, Bidderhas to register their firm with annual registration fee in our website www.tenderwizard.com/CWC for online e-Tendering in consultation with our service provider M/s. K.S.E.D.C. Limited.*
- 4.2 The Bidder has to register (if not registered earlier) by clicking on the REGISTER ME link on the website www.tenderwizard.com/CWC for free of cost after obtaining digital signature to participate in e-tendering/e-procurement system. For any assistance please contact Helpdesk.
- 4.3 Digital Signature: The Bidder shall require Class-III Digital Signature/ Digital Security Certificate for participating in Corporation e-tendering process (for login, downloading & uploading of Bid documents or for uploading the e-Bid documents). Digital Signature can be obtained from any of the authorized agencies of CCA (Controller of Certifying Authorities). For this a separate processing fee would be payable to the authorized agency of CCA. However, if valid class-III Digital Certificate is available with the bidder, the same can be used.

The detailed procedure for the registration is as under:

- i) Go to the url:-www.tenderwizard.in/CWC
- ii) clicking on the REGISTER ME link
- iii) In the Vendor Registration form, vendor has to fill up the applicant details, digital signature information , correct e-mail address
- iv) The User-id and Password are generated in the form of Acknowledgement.
- v) Tender Processing Fee of Rs 590/- (Rs Five Hundred Ninety only) [Non-refundable] including 18 % GST for each tender is to be paid online before the date and time set for closing as per clause No.(6) of Section-I. Those bidders who failed to submit the tender processing fee online to M/S KSEDC Limited their bid would not made available by the system and shall not be considered during the opening of the tender.

- vi) **The tender cost (if applicable), EMD have to be paid online through e-payment gateway of M/s KSEDC Ltd. only.**
 - vii) **The Tenderers must ensure that the payment towards Tender Processing fee, cost of the tender and EMD is paid** before the date and time set for closing as per Clause No (10) of the NIT.
- 4.4 All the bidders are requested to get themselves registered well in advance and no extra time will be considered for the delay in on-line Vendor Registration, if any. In case bidders wait till the last moment for uploading tenders, and if any technical problem is encountered at that time, the Bid closing time may elapse and the bidder may not be able to participate in the tender, therefore, the bidders must ensure the timely submission of bids well in advance.
- 4.5 **For any clarification regarding online participation, the tenderer** may call Helpline Number 011-49424365 or contact Mr. Shibu Yadavendra Mobile,08800115946
5. The Bidder is also advised to keep visiting the websites as mentioned below for any notification from Corporation regarding the tender including corrigendum, addendum etc.
- i) www.cewacor.nic.in
 - ii) www.tenderwizard.com/CWC
 - iii) www.eprocure.gov.in
6. **Terms for Micro & Small Enterprises:**
- (a) Tender document shall be provided free of cost to Micro Small enterprises (MSEs).
 - (b) MSEs registered with the agencies for the item/s tendered will be exempted from payment of Earnest Money Deposit(EMD).
 - (c) MSEs who are interested in availing themselves of these benefits and preferential treatment will enclose with their offer the proof of their being registered for goods produced and services rendered with any of the agencies mentioned in the notification of Ministry of MSME indicated below along with the bid.
 - (i) District Industries Centres
 - (ii) Khadi and Village Industries Commission
 - (iii) Khadi and Village Industries Board
 - (iv) Coir Board.
 - (v) National Small Industries Corporation
 - (vi) Directorate of Handicraft and Handloom
 - (vii) Any other body specified by Ministry of MSME.
 - (viii) Unique Aadhar Memorandum Number (UAM).
 - (d) The MSEs must also indicate the terminal validity date of their registration which should be valid as on last date of submission of tender. MSEs seeking exemption and benefits should upload a attested / self-certified copy of valid registration certificate, giving

details such as validity, stores / services etc. failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSEs.

- (e) **The benefit as stated above to MSE, shall be available only for goods / services produced & provided by MSEs for which they are registered.** Non-declaration of UAM number on CPPP will make bidder ineligible to enjoy the benefits as per Public Procurement Policy for MSEs order, 2012.
 - (f) In case the MSE does not fulfil the criteria at Sr. No(c), (d) and (e) above, such offers will not be liable for consideration of benefits detailed in MSE notification of Government of India dated 23.03.12 and any other notification issued thereafter.
 - (g) Participating MSEs quoting price within price band of L1+15 percent shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise shall be allowed to supply up to 20 percent of total tendered value. In case of more than one such MSE, the supply will be shared proportionately (to tendered quantity). However, for procurement of services or supplies where quantity is not splittable or non-dividable, MSE quoting price within the price band or L1+15% may be awarded for full / complete supply of total tendered value.
 - (h) Within this 20% (Twenty Percent) quantity, a purchase preference of four per cent (that is, 20 (twenty) per cent out of 20 (twenty) per cent) is reserved for MSEs owned by Scheduled Caste (SC)/Scheduled Tribe (ST) entrepreneurs (if they participate in the tender process and match the L1 price). Provided that, in event of failure of such SC/ST MSE to participate in tender process or meet tender requirements and L1 price, four percent sub-target shall be met from other MSE. MSEs would be treated as owned by SC/ST entrepreneurs:
 - a) In case of proprietary MSE, proprietor(s) shall be SC /ST
 - b) In case of partnership MSE, the SC/ST partners shall be holding at least 51% (fifty-one percent) shares in the unit
 - c) In case of Private Limited Companies, at least 51% (fifty-one percent) share shall **be held by SC/ST promoters.**
7. The certificate of registration and competency certificate (for bidders registered with MSEs) as per Annexure IX is to be uploaded along with the e-tender before the date and time set for closing as per S.No.10.0 below.
8. There will be no concession available for the tender processing fee to be paid to M/s. KSEDC Ltd as no tender can be uploaded without payment of tender processing fee. Once the tenderer pays the tender processing fee to the Service Provider M/s KEONICS, they are able to upload his tender and other relevant documents.
9. The complete set of Bid Document can be downloaded by the Bidder through www.tenderwizard.com/CWC only after registration as explained at Sl. No.

4.0 above.

10. The Schedule of Bid Submission (Technical Bid & Price Bid) and opening of Technical Bid through e-tendering on-line system of Corporation is as below:

Bid closing (last date and time for uploading of the technical and price bid along with required annexes and undertakings)	Value of Earnest Money Deposit (EMD)	Bid opening Technical Bid
26.09.2018 (3.00 PM)	Rs. 1,00,000 (Rupees one lakh only)	26.09.2018 (3.30 PM)

EMD of requisite value is to be paid online through E-payment gateway of M/s KSEDC Ltd. Only as per Clause no. 12.0 of Section-I of the Tender Document. In case of non-receipt of EMD, Bid will not be entertained and shall be rejected.

- 11 A Pre-Bid Conference will be held as per the date given in the Tender Notification Table. The representatives of interested bidders may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the Tender and the proposed solution requirements in reference to the Tender. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the Tender and the project.
12. Corporation reserves the right to cancel/withdraw the NIT without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.
- 13 The Technical Bid will be opened through e-tendering on-line system of CWC on the date and time as mentioned at Sl. No. 10.0 above in the Corporate Office of CWC in the presence of bidder's representatives who wish to be present. The Price bid part of technically qualified tenders shall be opened through e-tendering on-line system of CWC, in presence of bidder's representatives who wish to be present at above mentioned address/venue on a subsequent date for which the separate intimation will be given to only technically qualified bidders.
- 13.1 In case the day for opening of Technical & Price bid becomes holiday, the Tenders will be opened at the same specified time on next working day. Further, in case of any change of venue, date & time, the same will be intimated/uploaded on website separately. Bidder shall submit the Bid in accordance with clause no. (6) of Section-I of Bid Document.
- 13.2 Corporation reserves the right to extend the last date and time for submission of bid.
14. Tenderers must ensure that the documents uploaded for e-tendering should be clear and readable. The tenderers must check the scan quality of the documents meant for uploading. Unreadable documents will be summarily rejected and the tender shall not be considered for evaluation.

15. All the correspondence with regard to the above shall be made at the following address:

General Manager (System)

Central Warehousing Corporation, "Warehousing Bhavan", 4/1 Siri
Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016
Email: gmsystem@cewacor.nic.in

Section-I

GENERAL INSTRUCTIONS, TERMS AND CONDITIONS

1) COMPANY PROFILE

Central Warehousing Corporation, a premier Warehousing Agency in India, established during 1957 providing logistics support to the agricultural sector, is one of the biggest public warehouse operators in the country offering logistics services to a diverse group of clients. Corporation is operating 448 Warehouses across the country with a storage capacity of 11.17 million tones providing warehousing services for a wide range of products ranging from agricultural produce to sophisticated industrial products. Warehousing activities of Corporation include food grain warehouses, industrial warehousing, custom bonded warehouses, container freight stations, inland clearance depots and air cargo complexes. Apart from storage and handling, Corporation also offers services in the area of clearing & forwarding, handling & transportations, procurement & distribution, disinfestations services, fumigation services and other ancillary activities.

CWC is desirous for redesigning/revamping, content management, maintenance of its existing website www.cewacor.nic.in which is hosted on NIC cloud server, development of mobile application on Android and IOS platform for online space booking of warehouses and digital marketing.

2) SCOPE OF SERVICES

The scope of the work and services to be rendered is as per Section-III.

4) PERIOD OF CONTRACT

The period of contract is of 36 months from the date of Go-live. The Go-live of the website, mobile application shall be completed within 13 weeks from the date of signing of the contract or as decided by GM (System). The Operation & Maintenance shall be for 36 Months (Thirty-Six) from the date of go-live of website, mobile application and digital Marketing with a provision of extension as per the Clause No. 19 of Section-II.

5) DUE DILIGENCE

The Bidder is expected to examine all instructions, forms, terms, conditions and specifications in this Bid document. Bid shall be deemed to have been made after careful study and examination of this document with full understanding of its implications. The Bid should be precise, complete and strictly in the prescribed format as per the requirement of this tender. Failure to upload all information required by this bid document or uploading of a Bid not as per this document will be at the bidder's risk and shall result in rejection of the Bid and the decision of the Corporation in this regard will be final, conclusive and binding.

6) BID SCHEDULE

i	Bid inviting Authority, Designation and Address	General Manager (System), Central Warehousing Corporation, "Warehousing Bhavan", 4/1 Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016. Email ID: gmsystem@cewacor.nic.in Phone : 011-26602576
ii	Bid documents available place/ downloading site	Bid documents can be downloaded from www.cewacor.nic.in , www.tenderwizard.com/CWC , www.eprocure.gov.intil 1 26.09.2018 upto 3.00 PM
iii	Last date and Time for downloading of Tender.	26.09.2018 (Upto 2.00 PM)
iv	Last date and Time for uploading tender	26.09.2018 (Upto 3.00 PM)
V	Submission of Pre-Bid Queries	From the date of publishing of Tender.
Vi	Pre-Bid queries	All the queries to be sent to the e-mail id : gmsystem@cewacor.nic.in
Vii	Last date for submission of queries.	14.09.2018 (3.00 PM)
Viii	Date of Pre-Bid meeting	17.09.2018 (3.00 PM) at CWC, Corporate Office, Hauz Khas, New Delhi.
Ix	Start date of submission of Bids	19.09.2018 (9.00 AM)
x	Opening of the Tender (Technical)	26.09.2018 (3.30 PM)
	Cost of the Tender	Rs. 1180/- (Rupees One Thousand One Hundred and eighty only)
xi	Deployment Location	CWC Corporate Office
xii	Bid Reference No.	CWC/MIS-Website-DM/2018-19 dated 04/09/2018

7) ELIGIBILITY CRITERIA

The Bidders should have the following Eligibility for participating in the Tender.

The Bidders should upload documentary evidence as mentioned below through Corporation e-Tendering website www.tenderwizard.com/CWC for fulfilling the

eligibility in the Technical evaluation of the Tender. Only those bidders who meet all the Eligibility Criteria shall be considered for subsequent evaluation.

Sr. No.	Eligibility Conditions	Documentary Proof to be uploaded
a.	<p>Bidder should be a:</p> <p>(i) Registered Company/LLP in India under Companies Act. OR</p> <p>(ii) Partnership Firm OR</p> <p>(iii) Proprietorship OR</p> <p>(iv) Public Sector Undertaking/statutory body</p> <p>Bidder should be a business entity for last five years on the date of publishing of NIT</p>	<p>1. <u>For Registered Company/PSU/statutory body</u></p> <p>(i) Copy of Certificate of Incorporation. (ii) Copy of Memorandum of Association (iii) Copy of Articles of Association</p> <p>2) <u>For Partnership Firm</u></p> <p>i) Copy of the Registered partnership deed ii) List of partners</p> <p>3) <u>For Proprietorship</u></p> <p>i) Declaration of Proprietorship /Sole Proprietorship ii) Copy of registration (if registered)</p> <p>4) <u>For LLP</u></p> <p>i) Copy of certificate of registration</p>
b.	<p>The Bidder must have experience of developing /maintaining website and mobile application and Digital Marketing during last five years up to the date of Publishing of the NIT.</p> <p>Three completed work costing not less than or equal to Rs 4 lakhs for website, Rs 80Thousand for mobile application and Rs7.2 lakhs for digital marketing</p> <p style="text-align: center;">OR</p> <p>Two completed work costing not less than or equal to Rs 5 lakhs for website, Rs 1 Lakhs for mobile application and Rs9 lakhs for digital marketing</p> <p style="text-align: center;">OR</p> <p>One completed work costing not less than or equal to Rs 8 lakhs for website, Rs 1.6 Lakhs for mobile application and Rs15 lakhs for digital marketing</p>	<p>Copies of Work Orders (Single/separate) and client/customer certificate stating work of similar nature (means development/maintenance of website and mobile application and of digital marketing in last five years with contract value)</p> <p style="text-align: center;">OR</p> <p>Client/customer certificate (single/separate) stating Work of similar nature (means development/maintenance of website and mobile application and of digital marketing in last five years with contract value)</p> <p style="text-align: center;">OR</p> <p>Copy of work orders(single/separate) and Certificate from statutory auditor for work of similar nature (means development/maintenance of website and mobile application and of digital marketing in last five years with contract value)</p>

c.	The company should be in profit in the three preceding Financial years i.e. (i)2014-15;(ii)2015-16;(iii)2016-17;	Copy of relevant pages of Audited Balance sheet & Profit loss account for the last three financial years or a statement duly attested by a Chartered Accountant(i)2014-15;(ii)2015-16;(iii)2016-17
d.	Bidder should have positive net worth in the last three financial year i.e. (i)2014-15;(ii)2015-16;(iii)2016-17;	Declaration as per Annexure-VIII.
e.	The Bidder should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government as on Bid calling date.	Undertaking in this regard to be signed by the authorized signatory as per annexure-VII
f.	Bidder shall have an annual turnover of INR 1,00,00,000 (Rupees one only) in each previous three Audited Financial years(i)2014-15;(ii)2015-16;(iii)2016-17	The Bidder shall submit relevant pages of Audited Balance sheet & Profit loss account for the last three financial years or certification to this effect issued by Company Auditor (Chartered Accountant)
g.	The Bidder should be registered with Income Tax, GST Department and Provident Fund	I) Copy of PAN card. II) Copy of GST Number (Application for registration with Income Tax Department and /or with GST Commissionerate will not be considered as a valid document) III) Copy of PF registration certificate.
h.	Authorized signatory (using Digital signature) (As per Clause No. 10 of Section-I)	i) For Limited Company – Copy of Board Resolution and/or Power of attorney in favor of authorized signatory as the case may be. ii) For Partnership Firm Power of Attorney by all partners. iii) The Bid document to be uploaded using Digital Signature Certificate of Authorized signatory only.
i.	Undertaking on acceptance of terms and conditions of this tender	Annexure-V
j.	Cost of Tender	Rs. 1,180 (One thousand one hundred and eighty rupees only) including GST. For exemption of bidders registered with MSME. The scanned copy of certificate of registration (Annexure IX)
k.	EMD	EMD is Rs 1,00,000 (Rupees One Lakh Only).

		For exemption of bidders registered with MSME. The scanned copy of certificate of registration (Annexure IX)
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10) SCOPE OF PROPOSAL

- 10.1 The Bidder has to quote for entire scope of work as per Section- III. The scope of the proposal shall be on the basis of a single Bidder's responsibility, completely covering all the works as specified under the scope of work mentioned in the Bid Documents.
- 10.2 Tenders not covering the entire Scope of Work shall be treated as incomplete and shall be rejected
- 10.3 The Bidder is expected to examine all the instructions, terms and conditions in the Bid documents. Failure to furnish all requirements / information required as per Bid documents shall result in the rejection of his tender.

11) AUTHORIZED SIGNATORY

- 11.1 Persons signing the tender shall state in what capacity he/she or they is / are signing the tender e.g. as a sole proprietor of a firm or as a Secretary/Manager/Director etc., of a body, corporate.

In the case of partnership firm,

The names of all the partners should be disclosed and the tender shall be signed by all the partners or their duly constituted attorney, having authority to bind all the partners in all matters pertaining to the contract, including the Arbitration Clause. An attested copy of the partnership deed shall be uploaded along with the tender.

In case of a limited company

The tender must be digitally signed using the DSC(Digital Signature Certificate) of the Authorized signatory of the Tenderer holding the power of Attorney. Such Power of Attorney shall be supported by Board Resolution in favor of the person vesting power to the person digitally signing the Tender. In case authorized signatory is authorized by Board Resolution itself then in such case power of attorney is not required but such authorized signatory should digitally sign/upload the bid documents through his/her DSC.

- 11.2 The person signing the tender form or any documents forming part of the tender on behalf of another or on behalf of a firm shall be responsible to produce a proper power of attorney duly executed in his favour. Such power of Attorney shall bind the authorized signatory of the Tenderer in all matters pertaining to the contract including the Arbitration Clause. If the person so signing the tender fails to produce the said power of

attorney, his tender shall be liable to be summarily rejected without prejudice to any other rights of the Corporation under the law. The 'Power of Attorney' should be signed by all the partners in the case of partnership concern, by the proprietor in the case of proprietary concern and by authorized person through Board resolution who by his signature can bind the company in the case of a limited company.

12) EARNEST MONEY DEPOSIT

12.1 Earnest Money Deposit (EMD) of Rs1,00,000/- (Rupees One Lakh only) is to be paid online through E-payment gateway of **M/s KSEDC Ltd. only.**

EMD shall remain valid for a period of thirty (30) days beyond the original bid validity period or any extension thereof

12.2 The EMD submitted by the Bidder shall be forfeited:

12.2.1 If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder in the Bid Proposal;

12.2.2 If the Bidder does not accept the correction of errors of its Bid price.

12.2.3 If Bidder found involved in Fraudulent Practice; if the Bidder submits false, dubious, forged or tampered documents/declaration/statement.

12.3.4 In the case of a successful Bidder, EMD is liable to be forfeited:

a) If Bidder fails to accept the letter of award.

b) If Bidder fails to furnish the required Performance bank guarantee by the due date without prejudice to any other rights and remedies of the Corporation under the contract and law.

12.3 The Earnest Money will be returned to all unsuccessful bidders immediately, after decision on tenders and award of contract to successful bidder. **No interest shall be payable on the amount of Earnest Money in any case.**

13). PERFOMANCE BANK GUARANTEE

The successful Bidder shall have to submit a performance bank guarantee as per Annexure-V from a Nationalized Bank or Scheduled Bank other than co-operative banks equivalent to 10% of the contract value. This will be submitted during the signing of the contract within

two weeks of issue of award of contract or as decided by GM (system) and shall remain valid for a period of sixty days after the expiry of the contract period.

14. AMENDMENTS OF TENDERING DOCUMENTS

- 14.1 At any time prior to the deadline for submission of tenders, the Corporation may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective bidder, issue amendments / addendums / corrigendum / clarifications to the bidding documents.
- 14.2 The amendments / addendums / corrigendum / clarifications to the bidding documents will be notified by uploading the same on the website as mentioned in the NIT and will be binding on them. No separate communication will be made.
- 14.3 In order to afford prospective bidders, reasonable time to take the amendment / addendums / corrigendum / clarifications into account in preparing their tender, the CWC may, at its discretion, extend the deadline for the submission of tenders.

15. BIDDING PROCESS

15.1 Bid Submission

The Bidder must upload the Bid only through e-Tendering- Website www.tenderwizard.com/CWC. The documents mentioned under clause No. 7.0 of Section -I are to be uploaded through Corporation e-Tendering website www.tenderwizard.com/CWC. The Person authorized through Board resolution/ holding the Power of Attorney to sign the tender as authorised signatory shall only upload the bid with his digital signature on behalf of the bidder. The Bid document uploaded through digital signature other than authorized person shall summarily be rejected.

- 15.2 Bidders are advised to study the Bid Document carefully. Uploading of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this Tender document are liable to be rejected. Failure to furnish all information required in the Tender Document or submission of a Bid not substantially responsive to the Tender document in all respects will be at the Bidder's risk and may result in the rejection of the tender.

16. CLARIFICATION ON DOCUMENTS AND SPECIFICATIONS

The Bidder is required to carefully examine the specifications and documents and fully inform himself as to all the conditions and matters which may in any way affect the performance of the Contract or the cost thereof. If any Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true

meaning of any part, he shall request in writing for an interpretation / clarification to the Corporation. The Corporation then will issue interpretation or clarification, if required, as it may think fit in writing. After receipt of such interpretations and clarifications the Bidder may upload his tender but within the time and date as specified in the Invitation to Bid/ NIT. All such interpretations and clarifications shall form a part of the specifications and documents and accompany the Bidder's proposal.

17. MODIFICATION AND WITHDRAWAL OF TENDERS

Tenders once submitted should not be modified. However in exceptional cases where modification is inevitable, the following procedure for the same should be adopted: -

- 17.1 Bidder shall be allowed to upload the modified Bid in Corporation e-tendering website www.tenderwizard.com/ CWC before or up to Bid submission date and time only.
- 17.2 A Bidder wishing to withdraw its Bid shall notify the Corporation in writing prior to the deadline prescribed for Bid submission. The withdrawal notice shall be forwarded to the Corporation at the address named in the Bid Documents and bear the Contract name, and the words "BIDWITHDRAWAL NOTICE." Bid withdrawal notices received after the Bid submission deadline will be ignored and the submitted Bid will be deemed to be a validly submitted tender.
- 17.3 No Bid can be withdrawn or modified in the interval between the Bid submission deadline and the expiration of the Bid validity period specified in Bid documents. Withdrawal or modification of a Bid during this interval shall result in Bidder's forfeiture of its EMD and black listing for three years.

18) FINANCIAL BID.

Financial Bid will be quoted through e-tendering system as per the Annexure-I. The quoted rates should be inclusive of all applicable taxes. However, GST shall be paid extra at applicable rate as per rules.

- 18.1 The evaluation of price bid at Annexure-I shall be done as follows:
$$TC = A+C+(B+D+E1+E2) \times 36 + (F1+F2) \times 100$$
Where TC is the Bid Price and A, B, C, D, E & F are as defined in Annexure-I.
Development of static and dynamic pages under user change request/customization, post one year of go live period is considered as 100 pages
- 18.2 The rate quoted by the bidders at Annexure-I shall be valid for the entire period of the contract.
- 18.3 The cost of item (A+C) of annexure-I to be quoted by the bidder should not exceed 25% of the total cost $(A+C+(B+D+E1+E2) \times 36)$
- 18.4 In case the quoted rate for (A+C) is more than 25% of the total cost $(A+C+(B+D+E1+E2) \times 36)$ then, the excess amount will be equally distributed along the tender contract period and will be released along with the quarterly payments.

19) BID OPENING AND EVALUATION

- 19.1 EMD paid by the bidder online shall be verified by CWC. The Corporation will open Bid through e-tendering on-line system of CWC, Technical part of only those Bidder's will be opened whose Earnest Money Deposit (EMD) will be found in order, in the presence of Bidder's representatives who choose to attend the opening at the time, on the date and at the place specified in the NIT. Bidder's representatives shall sign a register as a proof of their attendance. In the event of the specified date for the opening of tenders being declared holiday for the CWC, the Tenders will be opened at appointed time on the next working day.
- 19.2 Prior to the detailed evaluation, the Corporation will determine whether each Bid is prima facie complete and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive Bid is one that conforms to all the terms, conditions and specifications of the bidding documents without any deviations, conditionality and reservations.
- 19.3 The Corporation will examine the bids to determine whether they are complete and meet the eligibility criteria as per clause 7.0 of Section-I.
- 19.4 In particular, Bids with deviations from, objections to or reservations on provision such as those concerning Bid Security / EMD, Bid validity, work completion period, contract, warranty, Governing Laws, Taxes and duties, Response Time, Payment Terms, Firm Price, as well as provisions specified in the bid documents, if any, that the Bidder is not prepared to withdraw will be treated as non-responsive. The Corporation determination of the bidder's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 19.5 As per Public Procurement (Preference to Make in India), Order 2017 dated 15th June, 2017 for procurement of goods & services where the bid is evaluated on price alone, the following shall be followed:
- i) Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
 - ii) If L1 is not from a local supplier, the lowest bidder among the local suppliers, will be invited to match the L1 price subject to local; supplier's quoted price failing within the margin of purchase preference, and the contract shall be awarded to such local supplier subject to matching the L1 price.
 - iii) In case such lowest eligible local supplier fails to match the L1 price, the local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the local suppliers within the margin of purchase

preference matches the L1 price, then the contract may be awarded to the L1 bidder.

Here the:

'Local supplier' means "a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this order or by competent Ministries / Departments in pursuance of this order."

'Local Content' means "the amount of value added in India which shall unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent."

Minimum local content: The minimum local content shall ordinarily be 50%. Margin of purchase preference: The margin of purchase preference shall be 20%.

- 19.6 If a Bid is not substantially responsive, it will be rejected by the CWC, and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- 19.7 The Price Bid part of the technically qualified bidders shall be opened through Corporation e-tendering system, on the date, time and place, which will be communicated to the bidders. The bidders may send their representatives to attend the opening of Price Bid if they intend to do so.
- 19.8 Rebates (discounts) offered, in any form other than on price schedule of Bid proposal of Bid document or on the forwarding letter shall not be taken cognizance of under any circumstances.

20. CENTRAL WAREHOUSING CORPORATION may seek clarifications from the Bidder on the Technical & Commercial bid.

- (i) CWC may seek any specific clarifications or missing document(s) to meet the tender requirement during the pre-qualification and technical evaluation stage. Irrespective of date of issuance of such document, the document submitted under clarification should be complying with the tender conditions before last date of submission of bid.
- (ii) If there are conditions attached to any financial proposal/bid, which shall have bearing on the total cost, the Financial Evaluation Committee shall reject any such proposal(s) as non-responsive. However, if the Committee feels it as necessary to seek clarification on any financial proposal(s) regarding taxes, duties or any such matter, CWC may invite response(s) in writing.

(iii) The Corporation will scrutinize the bids received to see whether they meet the basic requirements as incorporated in the bid document. The bids which do not meet the basic requirements shall be treated as unresponsive and ignored. The following are grounds due to which a bid may be declared as unresponsive and to be ignored during the initial scrutiny:

- (i) The bid is unsigned (where the bid documents have been uploaded using the digital signatures of the person authorized to sign, the same shall be treated as duly signed);
- (ii) The bid is not legible;
- (iii) Required EMD and cost of tender has not been received;
- (iv) The bid validity period mentioned by the bidder in the bid document is for a shorter period than the period required and stipulated in the bid document.
- (v) The bidder has not quoted for all the items, as specified in Annexure-I
- (vi) The bidder has not agreed to the essential conditions i.e. scope of supply, warranty/guarantee clause, liquidated damages / penalty clause, security deposit / performance bank guarantee and dispute resolution mechanism.

Only the bids which are not unresponsive shall be taken up for further evaluation.

20.1 Further evaluation of Stage: I Technical Bid

- (a) Corporation shall evaluate the technical bids to determine whether they are complete, whether the required documents as asked for have been submitted and whether the technical bid is generally in order as per the qualifying conditions of the tender.
- (b) Corporation, if necessary, can ask the tenderer for any specific clarification relating to qualifying document / condition or can seek missing document(s) within the specified time of 7 days. For this purpose, the procedure stated below in Para No. 20.2 is to be followed and the specific clarification and missing document is required to be uploaded on the same portal as per the procedure prescribed therein.
- (c) Corporation can waive any minor infirmity or non-conformity or irregularity like spelling mistake(s), signature missing on any page which does not constitute a material deviation.
- (d) The tenderer has the option to respond or not to respond to these queries.
- (e) The request for clarification and missing document(s) by the Corporation and the response of the bidder shall be in writing and no change in price or substance of the tender shall be sought, offered or permitted.

- (f) If the tenderer fails to respond, within the stipulated time period or the clarification(s)/document(s) submitted is non-conforming to requirement of tender conditions, no further time will be given for submitting the same and the tender will be summarily rejected.
- (g) All the responses to the clarifications will be part of the Proposal of the respective tenderer and if the clarifications are in variance with the earlier information in the proposal, the information provided in later stages will be the part of the agreement.

20.2 Procedure to be followed for obtaining missing documents & specific clarification:

- i) An Icon for clarification shall appear on “Bid details” page (in front of each of the bidder’s name) at Corporation’s end after opening of Technical / Financial Bid.
- ii) Corporation shall click on clarification icon for the desired bidder and enter the details of clarifications / missing documents sought within the prescribed time.
- iii) After entering the details of clarification / missing document sought by the Corporation, same icon shall appear at Bidder’s end for replying to the particular clarification / missing document sought by the Corporation. The system will also send the alert to the bidder at his registered e-mail address about the clarification / missing document sought by the Corporation.
- iv) Bidder will click on clarification icon and will reply to the same and upload the required document (optional) in support of clarification sought and submit missing document, if any, within the prescribed time. Bidder cannot ask for any clarification from the Corporation.
- v) Once the prescribed time expires, clarification icon from bidder site shall also disappear automatically.
- vi) After expiry of prescribed time, Corporation shall download the clarification / missing document submitted by the bidder.

21. CORRECTION OF ERRORS

- 21.1 The errors/discrepancies in respect of the specified amount in Bid Proposal Sheets for an individual item and/or sub-item and/or in the sub-total of a Bid Proposal Sheet and/or in the Grand total of a Bid Proposal Sheet, either due to discrepancy between figures and words and/or simple arithmetical error while adding and/or multiplying and/or due to wrong extension of unit rates etc. the error will be rectified and computed by the Corporation as per the following method:

- a.) In case of discrepancy between figures and words the value specified in the words will be considered for computation.
- b.) In case unit rates are not indicated in words then unit rates indicated in figures will be considered and will be used for deriving out the amount from the quantities specified in the Bid documents.
- c.) In case error is due to wrong extension of quantities, the quantities as specified in the Bid documents will be considered and multiplied by the quoted unit rates to obtain the amount. The amounts will be computed as per the extension of amount on the basis of unit rates of individual item, sub-item, sub-total of a Bid Response Sheet, grand total of a Bid Response Sheet and lump sum price of the package based on the above consideration.
- d.) The items for which Bidder does not quote the price i.e. indicated as “Nil”, leaves the rate/amount columns blank, puts a (-) mark or indicates ‘NA’ etc. in the rate/amount
- e.) column; cost of that item shall be considered as “inclusive” for Bid evaluation for such items.

22). ACCEPTANCE OF TENDER

22.1 The General Manager (System), for and on behalf of the Corporation reserves the right to reject any or all the tenders, without assigning any reasons thereof and does not bind himself to accept the lowest or any other tender. When a Bid is accepted, the successful Bidder will be advised for the acceptance of his Bid by a letter or E-mail, as formal ‘Acceptance of Tender’. Where acceptance is communicated by E-mail the formal acceptance of Bid will be forwarded to the bidder, as soon as possible, but the E-mail must be acted upon immediately. The bidder shall submit the acceptance of offer within the three working days from the date of receipt of offer. The successful Bidder shall execute the agreements as per Annexure-II & Annexure-III and IV along with performance bank guarantee within two-week time from date of acceptance of award or as decided by the GM(system) and take up the contract immediately.

22.2 The Corporation reserves the right to award the work for all items of schedule of operation or anyone/few of them by dropping the rest of items of schedule of operations for which rates are called for herein. The decision of the General Manager (System) CWC, Corporate Office, shall be final and binding on the bidder.

23. VALIDITY OF THE BIDS

23.1 The Bid should be kept valid for a period of 90days from the date scheduled for opening of Technical Bid.

- 23.2 The Bid valid for a period shorter than specified period shall be rejected.
- 23.3 In exceptional circumstances, prior to expiry of the original Bid validity period, Corporation may request the Bidder for a specified extension in the period of validity. A Bidder may refuse the request without forfeiting his EMD. A Bidder agreeing to the request will neither be required nor permitted to modify his tender, but will be required to extend the validity of his EMD correspondingly.

24. GENERAL MANAGER'S DECISION

- 24.1 In respect of all matters which are left to the decision of the General Manager (System) including the granting or with-holding of the certificates, the General Manager (System), shall, if required to do so by conveying decision in writing to the bidder.
- 24.2 If, in the opinion of the Bidder, a decision made by the General Manager (System), is not in accordance with the meaning and intent of the Contract, the Bidders may file with the Director (Finance) Corporate Office within seven (7) days after receipt of decision, a written objection to the decision. Failure to file an objection within the allotted time will be considered as an acceptance of the General Manager decision and the decision shall become final and binding

GENERAL MANAGER (SYSTEM)

Section –II

TERMS AND CONDITIONS GOVERNING THE CONTRACT

1. OBJECT OF THE CONTRACT

The tenderers shall render all or any of the services given Section- III as and when necessary and as directed from time to time by the General Manager (System), or any officer acting on his behalf, together with such additional auxiliary and incidental duties, services and operations as may be indicated by the General Manager (System), Central Warehousing Corporation, Corporate Office New Delhi-110016 or an officer acting on his behalf and are not inconsistent with these terms and conditions.

2. CONSTITUTION OF BIDDERS

- 2.1 Bidder shall at the time of submission of Bid declare, whether they are sole proprietary concern or registered partnership firm or private limited company or a body corporate incorporated in India or Hindu Undivided Family. The Composition of the partnership, names of Directors of companies and name of the Karta of Hindu Undivided Family shall also be indicated. The bidders shall also nominate a person(s) in whose hands the management and control of the work relating to the contract during the tenure of the contract would lie. The person so nominated shall be deemed to have power of attorney from the bidders in respect of the contract and whose act shall be binding on the bidders.
- 2.2 The Bidder shall not, during the currency of the contract, make, without the prior approval of the Corporation any changes in the constitution of the firm. The bidders shall notify to the Corporation the death/resignation of the partners / Directors immediately on the occurrence of such an event. In the absence of receipt of such notice/approval the Corporation shall have the right to terminate the contract as soon as it comes to know of it.

3. SUBLETTING

The Bidder shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Corporation. In the event of the Bidder contravening this condition, the Corporation shall be entitled to place the contract elsewhere on the bidders account and at their risk and cost and the bidder shall be liable for any loss or damage which the Corporation may sustain in consequence or arising out of such replacing of the contract.

4. CONFIDENTIALITY

The Bidder shall maintain strict confidentiality of all the documents, information, data coming in possession of the Bidder as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the bidder. The Bidder should certify in writing that the design of any document being printed / processed for CORPORATION is not used / shall not be used by the Bidder for any other Organization / entity under any circumstances. Any violation of the same will be liable for action under the law, which shall entitle CORPORATION to claim damages apart from taking action under the appropriate Law. The successful bidder

shall have to sign and submit non-disclosure agreement as per Annexure-III in this regard.

5. Usage of data / documents / information

The Bidder shall ensure that the documents, data, information etc are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by CWC. The confidential information will be safeguarded and the Bidder shall take all necessary actions to protect CORPORATION and its customers, and Government of India’s interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law, which shall entitle CORPORATION to claim damages from the Bidder apart from taking action under the appropriate law. This is an irrevocable condition and it will continue to be in force even if the agreement between the CORPORATION and Bidder is terminated.

6. BRIBES, COMMISSION, CORRUPT GIFTS ETC.

Any bribe, commission, gift or advantage given, promised or offered by or on behalf of the Bidder or any one or more of their partners/Directors, agents or servants or anyone else on their behalf to any officer, servant, representative or agent of the Corporation or any person on his or their behalf for showing forbearing, favor or disfavor to any person in relation to the contract, shall subject the Bidder to the cancellation of this contract or any other contract with the Corporation and also to payment of any loss or damage if any resulting from such cancellation.

7. WORK COMPLETION PERIOD

The Tenderer shall complete the redesigning of present website of CWC, development of mobile application and digital marketing/social media management detailed in 13 weeks from the date of signing of contract. The brief plan is as follows: -

Sl. No.	Project Milestone	Responsibility	Deliverables	Time to completion** (in weeks)
1.	Acceptance of offer, signing of agreement/ contract	CWC	_____	T +1
2	<ul style="list-style-type: none"> • Study of ‘AS-IS’ process. • Deployment of core team • Process finalization for online space booking. • Redesigning/Revamping, New content development & Prototype of redesigned website. • Development of mobile application on both Android and IOS platforms. 	Bidder and CWC	SRS and 3 prototypes of website for finalization	T+7

3.	User Acceptance and Sign-Off	Bidder & CWC	Finalized redesigned website and mobile application sign off	T+8
4.	<ul style="list-style-type: none"> • Web auditing of the redesigned website and mobile application & resolving the issues raised during audit. • Migration of data from the existing website 	Bidder	CERTIN empanelled auditor's certificate for security audit of the redesigned website.	T+12
5.	Go-Live of Website and Mobile application. Also, Go-live for Digital Marketing & Social Media Management.		Go-Live Certificate	T+13
6.	Operation and Maintenance	Bidder & CWC	Scope of work coupled with SLA	(T+13) + 3 years

*****'T' refers to the acceptance of LOI i.e. project start date.**

The above timelines are mentioned for the Bidder to perform various activities under given milestones on workings days only. Time taken by CWC for evaluation and approval of deliverables or delay due to other reasons in achieving of the above milestone solely not attributable to bidder and will be excluded from above timelines.

8.PAYMENT

Payment Terms:

8.1 No advance payments will be made.

8.2 The onetime charges for redesigned website of CWC shall be released in a phased manner in the quantum of 30%, 20% and 50% on completion of defined activities and deliverables associated with each phase:

8.2.1 Phase-1

20% of item (A) of Annexure-I shall be released on completion of the following:

- i) Complete Study of 'AS-IS' process.
- ii) Deployment of core team
- iii) Process finalization for online space booking.
- iv) Redesigning/Revamping, New content development & Prototype of redesigned website.
- v) On submission of approved prototype of the website and mobile application.
- vi) On submission of certificate signed by GM-System, certifying the completion of above said processes of Phase-I.

8.2.2 Phase -II

30% of item (A) of Annexure-I shall be released on completion of the following:

- i) On completion of User Acceptance Sign-Off and on submission of UAT Certificates duly signed by GM (System) or any official authorized by GM (System).

8.2.3 Phase-III

50% of item (A) of Annexure-I shall be released on completion of the following:

- i) On completion of Go-Live and on submission of UAT GO-live Certificates for the website and mobile application duly signed by GM (System) or any official authorized by GM (System).
- 8.3 The payment in respect Item (C) of Annexure-I shall be released on hosting of the redesigned website of CWC on the production server of the NIC and on submission of third party web audit certificate of both website and mobile application.
- 8.4 Charges for B, D & E aspects of Annexure-I will be paid quarterly by the Corporation on submission of satisfactory performance certificate towards the performance of the tenderer during the quarter. Certificate is to be issued by the GM-System or any officials authorized by him.
- 8.5 Charges for F aspect of Annexure-I will be paid by Corporation on actual basis post one year of go-live period on submission of invoice by bidder along with a certificate in respect of satisfactory completion of said customization to be issued by GM (System) or any official authorized by GM (System).
- 8.6 Prices quoted are inclusive of all applicable taxes except GST. GST shall be paid extra at applicable rates subject to submission of tax invoice as per rules under GST Law. CWC shall deduct GST at source at applicable rates in case transactions under this contract are liable to GST deduction at source. Under GST regime, the contractor is required to correctly and timely disclose the details of output supplies to CWC as per GST rules in his GST returns. Non-compliance would result in mis-matching of claims and denial of input tax credit to CWC. Notwithstanding anything contained in agreement/contract, in case of such default by the contractor the amount of Input tax credit denied in GST along with interest and penalty shall be recovered from the contractor.
- 8.7 **The payment shall be made through E-Payment system for which the tenderer shall provide the following details immediately after commencement of contract:**
- (i) Name of Bank
 - (ii) IFSC code
 - (iii) Beneficiary Account Number
- 8.8 The Bidder should submit all his bills not later than two months from the date of expiry of the contract so that the discharge of PBG may be speeded up.
- 8.9 All the payment will be released within 30 days from the date of the Invoice.
- 8.10 Liquidated Damages as per clause NO (20) of Section –II shall be levied on the Item No(A) of Annexure–I in case of any delay in the delivery of the redesigned website from the project time line stipulated in the clause No (7) of Section –II of this document.
- 8.11 Liquidated Damages for support as per clause NO 22 (ii) of Section-II shall be levied on Item (D) of Annexure-I for that particular quarter.

9. TERMINATION

- 9.1 Central Warehousing Corporation may terminate this agreement at any point of time in the event of material breach of the agreement by the other party. CWC may also terminate the contract in the event of the bidder having been adjudged insolvent or going into liquidation or winding up their business or deciding with their creditors or failing to observe any of the provisions of this contract or any of the terms and conditions governing the contract.
- 9.2 Central Warehousing Corporation without prejudice to any other rights or remedies under the contract shall have the right to get balance work at the risk and cost of the bidder and to claim from the bidder any resultant loss sustained or costs incurred besides forfeiting Performance Bank Guarantee for the balance work.
- 9.3 In the event corporation terminates the contract in whole or in part, pursuant, corporation may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Bidder shall be liable to corporation for any excess costs for such similar goods or services. However, the bidder shall continue the performance of the contract to the extent not terminated.
- 9.4 Central Warehousing Corporation can also terminate the contract by issuing one Months' notice to the bidder. No claim shall lie against the Corporation on account of the termination of the contract under this clause.

10. BLACKLISTING

The non-performing and defaulting Bidder shall be blacklisted and shall be suspended / banned from participating in all the CORPORATION bidding enquiries for a period up to five years. The decision of the Managing Director shall be final and binding in this regard.

11. Force Majeure

- 11.1 The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.
- 11.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of CORPORATION either in its sovereign or contractual capacity, wars or revaluations, fires, floods, epidemics, quarantine restrictions and freight embargoes.

11.3 In a Force Majeure situation arises, the Bidder shall promptly notify CORPORATION in writing of such conditions and the cause thereof. Unless otherwise directed by CORPORATION in writing, Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

11.4 The party unable to fulfill its obligations due to Force Majeure will immediately.

- a) Notify the other in writing of the reasons for its failure to fulfill its obligations and the effect of such failure;
- b) Use all responsible endeavors to avoid or remove the cause and perform its obligations.

12. SET OFF

Any sum of money due and payable to the Bidder (including PBG refundable to him) under this contract may be appropriated by the Corporation and set off against any claim of the Corporation for the payment of any sum of money arising out of this or under any other contract made by the Bidder with the Corporation.

13. LAWS GOVERNING THE CONTRACT

The contract will be governed by the laws of the country in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in New Delhi.

14. AGREEMENT

The successful Bidder shall execute a formal agreement as per Annexure-II with the General Manger (System), Central Warehousing Corporation Office, New Delhi on a non-judicial stamp paper of appropriate value.

5. CONTRACT DOCUMENTS

15.1 The term Contract Documents shall mean and include the following which shall be deemed to form an integral part of the Contract.

- i) CWC's Letter of Award duly accepted by the Contractor together with its amendments, if any.
- ii) General Instructions & Terms and Conditions along with its Appendix Annexure and subsequent amendments if any (Section-I)
- iii) General Technical Terms and Conditions (Section- II)
- iv) Contractor's Bid Proposal along with Bid Proposal Sheet
- v) Agreed Minutes of Meeting, if any, between CORPORATION and the Contractor.

15.2 All the aforesaid Contract Documents including the Letter of Award shall form an integral part of the Contract, in so far as the same or any part thereof conforms to the bidding documents and what has been

specifically agreed to by the Owner and brought out in its Letter of Award. Any matter inconsistent therewith, contrary or repugnant thereto or any deviation taken by the Contractor in its "Proposal" but not agreed to specifically by the Owner in its Letter of Award shall be deemed to have been withdrawn by the Contractor.

16. TAXES AND DUTIES

- 16.1 Except as otherwise specifically provided in the Contract, the Bidder shall bear and pay all taxes, duties, levies and charges assessed on the bidder, by all municipal, state or central government authorities
- 16.2 Income Tax at the rate as applicable under provisions of the Income Tax Act 1961, shall be deducted at source from the Bills/Invoices of the tenderer.

17. Indemnity

- 17.1 The Selected agency will indemnify CORPORATION and its client organizations of all legal obligations of its professionals deployed for CORPORATION projects.
- 17.2 CORPORATION also stand absolved of any liability on account of death or injury sustained by the Agency staff during the performance of this empanelment and also for any damages or compensation due to any dispute between the agency and its staff.

18. Availability of requisite permissions and licenses and compliance with the statutory provisions

- 18.1 The bidder is required to follow all the statutory acts as may be applicable for such type of work which may also involve manpower/links/ services provided/ intellectual property right and other IT Acts.
- 18.2 All persons employed by the Tenderer shall be engaged by them as their own employees/workers in all respects and the responsibility under the Workmen's Compensation Act 1923; Employees Provident Fund Act 1952; Maternity Benefit Act 1961; Contract Labour (Regulation & Abolition) Act 1970; Payment of Gratuity Act 1972; Equal Remuneration Act 1976; ESI Act 1948; Minimum Wages Act 1948 or any other similar enactments and rules made there under with up to date amendments in respect of all such personnel shall be that of the contractor. The contractor shall be bound to indemnify the Corporation against all claims whatsoever, in respect of the said personnel under the Workmen's Compensation Act, 1923 or any statutory modification thereof, or otherwise for in respect of any damage or compensation payable in consequence of any accident or injury sustained by any workmen or other person whether in employment of the contractor or not. The contractor shall be bound to indemnify the Corporation against all claims whatsoever, in respect of the said personnel under the Workmen's Compensation Act, 1923 or any statutory modification thereof, or otherwise for in respect of any damage or compensation payable in consequence of any accident or injury sustained

by any workmen or other person whether in employment of the contractor or not.

18.3 Agencies which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the bids only if they are eligible in this respect. Valid registrations viz. GST/PF/ESIC and with any other authorities as per requirement should be available with the bidder and be produced as and when required. The bidder shall obtain such permits and licenses as may be required under any law in force for the time being for his business.

19. EXTENSION

On completion of 36 Months Operation and Maintenance period, CWC shall be free either to continue with the bidder by extending the arrangements for another two years or part with the bidder after giving three-months advance notice or engaging another agency as may be decided by it. The payment for the extension period shall be released as per approved rate and terms and conditions of the existing contract.

20. Liquidated Damages for Non-Compliance of Rollout: -

In case of any delay in the execution of the rollout beyond stipulated time of 13 weeks from the date signing of agreement or as decided by General Manager (System) Corporation reserves the right to recover from the contractor as liquidated damages a sum equivalent to 0.5% (half-percent) of the contract value as per Letter of Award for each week of delay and part thereof subject to a maximum of 10 % (10 ten percent) of the total value of the contract. In case of delay in achieving any of the target/ milestone solely not attributable to bidder, CWC may consider condoning or reducing part of the liquidated damages. CWC has the exclusive rights to exercise this provision.

21. Source Code

Source code and documentation of redesigned website and of mobile application shall be the property of the Central warehousing Corporation. Copyright/IPR (Intellectual Property Right) of the software will be of the Central Warehousing Corporation. The bidder shall provide source code with documentation.

22. Liquidated Damages (LD) for non-performance of support

(i) Resolution Time

Definition	Time in which a complaint / query is resolved after it has been reported by CWC to the Post Go – Live Support team of the contractor
Service Level Requirement	Any query after being given a response should be classified for resolution in following three categories. Resolution Level 1 (R1): Queries regarding issues which has the greatest business impact wherein the user is not able to perform his/her regular work. For example, mobile application is not working or website is unaccessible, etc.

	<p>Resolution Level 2 (R2): Queries regarding issues which has medium business impact wherein the user is partially able to perform his/her regular work.</p> <p>For example, user can not book space in particular warehouse through mobile application or website has some important security issues.</p> <p>Resolution Level 3 (R3): Queries regarding issues which have the least/no business impact involving print certain reports in desired format.</p>
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(ii) Support Requirement

Resolution of the Query	<p>The services should be provided service as per the following standards-</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Type of Query</th> <th>Maximum resolution time allowed (MRT)</th> </tr> </thead> <tbody> <tr> <td>R1</td> <td>1 business day</td> </tr> <tr> <td>R2</td> <td>2 business day</td> </tr> <tr> <td>R3</td> <td>5 business day</td> </tr> </tbody> </table>	Type of Query	Maximum resolution time allowed (MRT)	R1	1 business day	R2	2 business day	R3	5 business day
Type of Query	Maximum resolution time allowed (MRT)								
R1	1 business day								
R2	2 business day								
R3	5 business day								
Measurement of Service Level Parameter	The service level would be defined in the number of business days calculated from the date of logging the call/raising the request with the successful Bidder.								
Liquidated Damages (LD) for non-performance of Support.	<p>Delay of every Business Day would attract LD per day as per the following –</p> <ol style="list-style-type: none"> 1. For R1 – On expiry of allowed maximum resolution time liquidated damages @ Rs. 1500 per day shall be levied till the problem is mitigated subject to maximum 10 % of the corresponding quarterly payment of AMC. 2. For R2 – On expiry of allowed maximum resolution time liquidated damages @ Rs. 1000 per day shall be levied till the problem is mitigated subject to maximum 10 % of the corresponding quarterly payment of AMC. 3. For R3 – On expiry of allowed maximum resolution time liquidated damages @ Rs. 500 per day shall be levied till the problem is mitigated subject to maximum 10 % of the corresponding quarterly payment of AMC. 								

23. Liability for Personnel:

- (a) All persons employed by the Tenderer shall be engaged by them as their own employees/workers in all respects and the responsibility under the Workmen’s Compensation Act 1923; Employees Provident Fund Act 1952; Maternity Benefit Act 1961; Contract Labour (Regulation & Abolition) Act 1970; Payment of Gratuity Act 1972; Equal Remuneration Act 1976; ESI Act 1948; Minimum Wages Act 1948 or any other similar enactments and rules made there under with up to date amendments in respect of all such personnel shall be that of the contractor. The contractor shall be bound to indemnify the Corporation against all claims whatsoever, in respect of the said personnel under the Workmen’s Compensation Act, 1923 or any statutory modification thereof, or otherwise for in respect of any damage or compensation payable inconsequence

of any accident or injury sustained by any workmen or other person whether in employment of the contractor or not.

- (b) The Tenderer shall be liable for making contributions in accordance with the provisions of the Employees Provident Funds Act, 1952, and the scheme framed there-under in respect of the labour employed by him. The Tenderer shall recover the amount payable by such employees and deposit the same with concerned PF authorities. The Tenderer shall enclose the copy of Challan form in support of payment of bipartite PF contribution with the successive wage bill to the principal employer failing which the quarterly charges will not be cleared. If, on account of the default of the **Tenderer** in making such payments or for any other reason, the Corporation makes such contributions on behalf of the Tenderer, the CWC shall be entitled to set off against the amount due to the Tenderer or, the contributions made by it including penalty, if any on account of his default in making payments or otherwise in respect of the labour employed by the Tenderer. The Tenderer shall also maintain such records and also submit such returns as may be prescribed under the Act to the Authority designated in the EPF Act, 1952 and the scheme framed there-under, and to the General Manager (System), CWC. The Tenderer shall also make available such records and returns as may be prescribed and/or demanded for inspection to the Officers of the Regional Provident Commissioner and to the General Manager (System), CWC or an Officer authorized by him or acting on his behalf.
- (c) In complying with the said enactments or any statutory modifications thereof, the Tenderer shall also comply with or cause to be complied with, the labour regulations enactments made by the State Govts./Central Govt. from time to time in regard to payment of wages to the workers, wage period, deduction from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wage book or wage slip, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of like nature.
- (d) The Contractor shall cover all workers under EPF/ESI irrespective of their wages i.e. even if the wage of any worker exceeds the statutory limit, he/she will be covered under EPF/ESI to the extent of statutory limit

24. ARBITRATION

All disputes and differences arising out of or in any way touching or concerning this contract, whatsoever (except as to any matter, the decision of which is expressly provided for in the contract) shall be referred to the sole arbitration of any person appointed by the Managing Director, Central Warehousing Corporation, New Delhi. The award of such arbitrator shall be final and binding on the parties to the contract. It is a term of the contract that in the event of such Arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act or resigning for any reason, the Managing Director, Central Warehousing Corporation at the time of such transfer, vacation of office or inability to act or resigning shall appoint another person to act as Arbitrator in accordance with the terms of this contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. It is also a term of this contract that no person other than a person appointed by the Managing Director, Central Warehousing Corporation as aforesaid should act as Arbitrator and if for any reason that is not possible, the matter is not to be referred to arbitration at all. The Arbitrator shall give reasons for his award.

Provided further that any demand for arbitration in respect of any claim(s) of the tenderer or of the Corporation under the contract shall be in writing and made within one year of the date of termination or completion (expiry of the period) of the contract and where this provision is not complied with, the claim(s) of the tenderer shall be deemed to have been waived and absolutely barred and the Corporation shall be discharged and released of the liabilities under the contract.

The venue of the Arbitration shall be at such place as may be fixed by the Sole Arbitrator in his sole discretion.

The work under the contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due or payable to the tenderer shall be withheld on account of such proceedings.

The costs of arbitration shall be borne by the parties as per the decision of the Arbitrator.

The Arbitrator shall give separate award in respect of each dispute or differences referred to him and shall give reasons for his decision.

Subject as aforesaid the Arbitration and Conciliation Act, 1996 as amended from time to time shall apply to the Arbitration proceedings under this clause. Provided further that any demand for arbitration in respect of any claim(s) of the tenderer or of the Corporation under the contract shall be in writing and made within one year of the date of termination or completion (expiry of the period) of the contract and where this provision is not complied with, the claim(s) of the tenderer shall be deemed to have been waived and absolutely barred and the Corporation shall be discharged and released of the liabilities under the contract.

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Subject as aforesaid the Arbitration and Conciliation Act, 1996 shall apply to the Arbitration proceedings under this clause.

Section -III

Scope of work

The website of the Corporation needs to follow a new age, contemporary, minimalistic and parallax design style. Need to implement a consistent look and feel across all pages on the website and templating. Improve user experiences when interacting with the website through design, navigation etc. Improve information architecture to provide easier navigation and search capabilities. The mobile application must also be very responsive must be updated regularly for security and performance optimization. Digital Marketing and social media management of CWC must also build the brand value and customer database of CWC.

Broad scope is presented below, and detailed scope can be understood by following “**Project Requirements**” sections.

1. Broad scope of the project is as follows:

- Preparation of the website (Both Hindi & English) as per GIGW guidelines for website.
- Preparation of home page of the website with link to English & Hindi portion.
- The website must be visually appealing and contemporary in its design and presentation with an attractive mix of photos, videos, graphics and text. Since the contract will be for a period of 3 years, the bidder must ensure that the look of the website is completely changed at the end of each year to ensure freshness of the website. Each year, the look of the website will be finalized and approved by the GM-System, Central Warehousing Corporation.
- Addition of content
- Management of all the contents in the website
- Training to CWC officials for content placement.
- Developing an application for booking of warehouse space at any of CWC's warehouse. For this application a mobile application based on android & ios also need to be developed. These online application and Mobile application needs to be integrated with WMS (Warehousing Management Solution) for real time data.
- To obtain third party Audit certificate from CERTIN empaneled agency of the prepared website. All types of security and audit certificates for the mobile application.
- Dedicated resource (On-site) for dealing with regular works such as addition of new content/Notices/Circulars/Tenders or as desired by CWC regarding the website and Digital Marketing. The resource must have a minimum of 1-year experience for the particular scope of CWC. Google certified with search and display marketing. Should have the basic knowledge of php. Must be a graduate. Should have past experience of website updation through CMS. Should be good at excel
- Digital Marketing of CWC.
- AMC of both mobile application and website post the period of roll out for 3 years. AMC of mobile application includes patches, updates, maintenance, content addition & removal. AMC of website includes removal of deadlinks, security, addition & removal of links.

2. PROJECT REQUIREMENTS FOR WEBSITE: -

Developer must follow guidelines for Government of India (GIGW guidelines) for websites 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:

- Least site opening time
- Website should reflect our organization's indent
- Search engine friendly website

2.1 Functionalities Covered In website-

- i) Landing Page:** There would be a landing page of the website which should contain links to English Version, Hindi Version.
- 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 font configuration for such users.
- iii) Notices and Circulars:** All notices and circulars originating from CWC 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 CWC 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.

2.2. Media Centre: This would have following sections:

- a. Press Release:** All press releases from CWC should be listed under this section.
- b. Photo Gallery:** Event-wise and center (all the warehouses/ ICDs/ CFSs/ICPs etc.) wise photographs should be listed under this section. Each photograph would have a brief description.
- 2.3. 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.

2.4. Tenders: Integration of CPPP (Central Public Procurement Portal) with www.cewacor.nic.in. With this when tender will be uploaded to CWC's website, the tender will automatically will be uploaded to CPP Portal. The visitors to the site should be able to view the Tenders pertaining to department. 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. If integration is not done for some external reasons then the resource deputed in Corporation will be responsible for uploading the tender manually on both CWC's website and CPPP portal.

2.5. Careers: visitors to the site should be able to view all postings of the CWC. 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.

2.6. 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.

2.7. 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.

2.8. 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 center of page) and panels (image/flash on left/right side of page).

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

2.10. Visualization: As per government of India guidelines for website (GIGW Guidelines).

2.11. Content Management System:

(i) The bidder shall provide and support licensed, easy to use Content Management Solution/System for developing, posting and managing the overall content of the website.

(ii)The proposed CMS should have Built-in Responsive, rules-based design engine and simulator for testing responsive pages.

(iii)The CMS should have ease of use by providing simple drag and drop functionality while adding content/widgets to pages and needs to have an easy to operate page template editor with drag and drop functionality.

(iv)The CMS should create SEO-friendly URL's for each page. If pages are later moved or renamed, CMS should configure an HTTP301 Permanent Redirect to notify search engines.

(v) Movement of approved contents and changes should be automatic/ as per planned and stipulated date and time. Rollbacks should be simple with minimal steps.

(vi) Before updation, CMS should take backup of previous data/version. It should be possible to restore pages and contents from backups or previous versions. Each such updation needs to record and audit trail maintained for any future reference.

(vii) CMS shall have built-in facilities such as Document Management, Event Calendar, Event Management, FAQ Management, Glossary, Polls, and Syndicated Content (RSS).

(viii)The CMS should have a backend with editors previewing personalized pages, which can filter by more than one segment to see how a page will display to users in multiple segments.

(ix) The CMS should have a detailed logging of all activities performed by the Backend user on the CMS and features in the Audit trail module to track changes and actions in the system. Also feature to register events such as when a page disappears because it was deleted or moved, when the content of a page is broken due to the widget having been updated, or when an image reference is broken. Also log changes in the configurations.

(x) CMS system must support non-IT literate users to operate the contents within the overall rules and workflow laid down. This will include creating contents, editing, publishing across all modes including text, video etc. Images and contents should be adaptive and responsive to all formats, browsers, devices, operating systems, screen sizes, resolutions, etc.

2.12. Smart Search: Provision of Smart 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.

2.13. Administrator Section: Website should have all facilities be available as below

Secure Login:

- Admin section must be protected by username and password.
- At database level also, password should be stored in encrypted format.
- 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.

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

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

Ownership: For each content the admin should specify the source of the content and owner of the content.

Meta Data: For each content the admin should specify the metadata.

2.14. Online system for Booking of Warehouses: - A application must be developed on website for booking of warehouses in India. This should include the details of every warehouse, space vacant and facilities provided in that warehouse with all communication details and location. A person would be booking the warehouse through this application. After the confirmation from the customer side, a request will be sent to Warehouse Manager of that particular warehouse and also to the Regional Manager of that particular region with all the details of the customer. An example is depicted in Annexure-XI. Also, a mobile application of this is also needed to be developed on

“Android” and “IoS” platforms. A person can either use a mobile application or he can send the booking request from the website. The mobile application and application on website are to be integrated with CWC’s WMS (Warehouse Management Solution) software for capturing the real time data of vacant space in the warehouses.

Note: - (i). All the changes in the redesigned website as per the above said modules will be done by the agency for a period of 12 months from go-live. No enhancement charges will be payable by CWC for changes in the present modules till the period of 12 months from go-live. After 12 months CWC is liable to pay the enhancement charges on actual basis as per the Item (F) of Annexure-1.

(ii). The agency will ensure that the redesigned website is always compliant to GIGW guidelines. If there will be any changes in GIGW guidelines then agency must update the website according to the changes. These changes are to be covered under AMC.

3. Project Requirements for Digital Marketing: -

The scope of work comprises management of CWC’s social media promotion on turnkey basis having following seven broad activities: -

- A. Selection of the social media networking sites;
- B. Development of Content;
- C. Publication or Hosting of Content;
- D. Viral Promotion;
- E. Response Management (24X7, 365 days a year);
- F. Continuous Updating of Content; and
- G. Submitting Effectiveness Analysis and MIS Reports to CWC on continuing basis
- H. Search Engine Optimization.
- I. E-mail and SMS marketing.
- J. Trouble-Shooting

A. Selection of the social media networking sites

- ❖ The agency must determine which social networking sites are most popular social media sites on the basis of parameters like, number of visitors, frequency of visits, total time spent by the visitors on the particular website, demographic & socio-graphic profile of the visitors etc, and submit their suggestions on selection of the sites which will best serve the purpose of CWC.
- ❖ The agency, after taking approval of CWC, must formulate a result-oriented comprehensive social media promotion strategy on the selected sites.
- ❖ The agency should also advise CWC to remove or add any platform during the project duration, if the popularity of any platform ceases to exist or there is a more popular platform available. However, the final decision regarding adding or removing any of the social media and mobile platforms will be taken by CWC.

B. Development of Content

- ❖ The agency must create content that is photo-rich & video-rich, original, engaging and factually & grammatically correct.

- ❖ The Agency is expected to undertake creation, management and promotion of high-quality blogging content.
- ❖ The facts and figures must be derived from authentic sources and vetted by Competent Authority of CWC. However, the service provider shall be responsible for the delivery of overall content, including any new content that may be desired.
- ❖ The service provider should conceptualise and create all the content and then take approval from CWC before uploading.
- ❖ The ownership of and right to all content shall vest with CWC.

C. Publication or Hosting of Content

- ❖ The content/blogs/articles/news shall be hosted at different social media platforms along with domain management.
- ❖ The Agency should proactively track user behaviour and find out the users who are interested in or talking about services provided by CWC and get them positively engaged for knowledge transfer and promotion of CWC.
- ❖ The Agency should host the content in such a way that it encourages users on such social media promotion sites to express their interest for CWC.
- ❖ The Agency must integrate social media with the official portal (web-based) and vice-versa; as well as integrate with each other wherever possible.
- ❖ The service provider shall ensure that the content & activities on the social media platforms do not restrict accessibility of the platform on mobile devices.

The Agency must mark all electronic content (text, photo, video or otherwise) as Copyright of CWC, wherever applicable; and monitor & report unauthorized use. This responsibility includes but is not limited to the following activities:

1. Content sanitization, formatting, uploading and management. CWC would not be responsible for comments of visitors and other personalities.
2. Use of SEO friendly clean permalink structure.
3. Tagging & Categorization of posts and articles.
4. Feedback mechanism to accept & display hierarchical user comments.
5. Develop and update the FAQ bank based on user feedback.

D. Viral Marketing

- ❖ The Agency must formulate and operationalize viral projects for CWC that will provide maximum brand impact in minimal time. For this purpose, the Agency must create effective viral messages on services provided by CWC that appeal to individuals with high social networking potential (SNP) and that have a high probability of being presented and spread by these individuals and their competitors in their communications with others in a short period of time (word of mouth recommendation)

E. Response Management

- ❖ The agency shall provide accurate, complete and prompt feedback to user interactions on the social media sites. The agency shall seek input from CWC where the feedback requires such information.
- ❖ The Agency shall also moderate the sites to avoid spam, advertisements, inappropriate content and negative publicity.

- ❖ The Agency is also expected to track on the social media networks for key words related to CWC or services provided by CWC and its competitors and respond to them in a way to initiate positive conversations on social media sites.

F. Continuous Updation of Content

- ❖ The agency must ensure currency of content with respect to current scenario or promoting corresponding content (text, photos or other) or display theme at periodic intervals.
- ❖ Regularly and periodically update the pages with respect to the current/upcoming news and event(s).
- ❖ Monitoring 24X7, 365 days in a year about number of hits/visits

G. Submitting Effectiveness Analysis and MIS Reports to CWC

The agency must submit, quarterly or as and when required, 'Effectiveness Analysis and MIS reports' to CWC on the effectiveness of the social media as well as viral marketing strategy and if the desired targets are being met. The agency must submit a detailed analysis on the steps undertaken for overall promotion of CWC on the social media networks and the results achieved quarterly or as and when required.

H. Search Engine Optimization

The agency must work upon the search engine optimization to place the website, contents, blogs, links related to CWC on top of the search results. Agency must be able to generate appropriate leads per month for CWC. An enquiry form must be applied on website and other places so that prospects can fill that form and their data can be captured directly.

I. E-mail and SMS marketing

The agency must indulge E-mail and SMS marketing as per the requirements of CWC. These SMS and E-mails will communicate some special offers/auctions/availability of warehouses to the prospects. These can also be used for brand building and marketing of services offered by CWC.

J. Troubleshooting

The agency must provide troubleshooting of every work related to the scope.

Implementation Approach

- On receipt of work order the developer should prepare 3 sample layouts for the website and the mobile application and should submit to CWC for approval. All changes suggested for the layout would be done by the Developer.
- Further work should only be started after approval. Work should be done based on cyber security guidelines. All existing content of the website should be converted as so to comply with Govt of India website guidelines including all PDF and HTML files. The website should be subsequently launched.
- Training should be provided to CWC officials for management of Administrative Interface at CWC, Delhi.

- The Developer should provide 3 years (Three) technical maintenance for the website and mobile application 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.
- **The activity under Digital Marketing shall commence once the website and mobile application is made go-live. The Digital marketing activity will be on a trial run initially for a period 6 months. CWC shall continue with the activities of Digital marketing, once CWC is satisfied by the results/ leads generated. The satisfactory target is of 500 (Comprise of all social handle) followers on the social media handles of the Corporation in each quarter. If agency fails to meet the target of 500 followers after the completion of initial 6 months for 2 consecutive quarters, services for Digital Marketing shall be discontinued.**
- **CWC has the right to increase/decrease the amount of money to be spent for digital marketing depending upon the reviews and need of the Corporation. These changes will be regulated by GM-System. One-time cost as submitted by the agency will remain the same.**

Roles and Responsibilities

CWC

- 1 CWC will nominate an officer from MIS Division who shall assist the vendor in system requirement study and user acceptance testing.
- 2 CWC is responsible for the connectivity.
- 3 CWC shall attend to all escalation made by the bidder if any within seven days of receipt of such escalations.
- 4 CWC is responsible for NIC cloud services, however bidder has to provide input on requirement of NIC cloud/IT infra for proper functioning of website and mobile application.
- 5 CWC to attend all review meetings with bidder to review the progress.
- 6 SSL certificate will be provided by NIC, this certificate will be provided to bidder by CWC

Bidder

- 1) Bidder shall ensure availability of all resources (People & Software) required providing the services as per this contract.
- 2) Bidder shall inform CWC of any dependency of activities which are owned by them for completion of project.
- 3) Bidder shall appoint a designated person for co-ordination of all activities related provision of services mentioned in this contract.
- 4) Bidder to submit weekly progress report on the progress to the General Manager (System) made till the rollout of redesigned website.

- 5) Bidder shall comply with all the terms and conditions of the contract and shall provide its product and services as required as per the contract.
- 6) Bidder to bring to the notice of CWC any issues which requires immediate attention.
- 7) Bidder to attend to all issues brought to their notice by CWC as support requirements mentioned in sub clause (ii) of main clause(E) of Section-III of the tender document.
- 8) User manual covering screen shots of the updated module of website to be handed over to CWC in the form of annexes.
- 9) The bidder shall submit updated SRS document/ annexes whenever there is customization in the application.
- 10) Bidder should hand over the updated source code with the database export (.dmp), forms and all the reports and password (Administrator as well as of Database user), IP schema of server and all the clients before the expiry of the Contract.
- 11) Bidder should arrange the staging server required for development and testing stage of the website.
- 12) Third party auditing with rectification of all the queries raised during auditing should be the responsibility of the bidder.
- 13) All the hardware and software requirements for redesigning the website should be provided by the bidder.
- 14) Hardware and software required by the on-site resource should be provided by the bidder.
- 15) Bidder should provide On-Site resource to CWC. Resource should be trained by the bidder to look after the regular content management of the website and should be able to solve any instantaneous problem regarding the website and digital marketing.

4. CHANGE USER REQUEST:

For any customization of website and mobile application post one year of roll-out during the contract period will be charged extra on per page basis. CWC agrees to pay the bidder for the additional changes on actual basis, if required with prior approval of GM (System) at the rate of item (F) of Annexure-I. For such additional changes, tenderer shall provide the effort estimation for the additional work to the GM (System) within seven days from the date of receipt of the request. The payment shall be regulated as per clause No (8)/Section-II of the Tender Document.

ANNEXURE-I

RATE QUOTATION FOR REDESIGNING/REVAMPING, CONTENT DEVELOPMENT OF PRESENT WEBSITE OF CWC (www.cewacor.nic.in) HOSTED ON NIC Cloud Server, Development of Mobile Application and Digital Marketing.

Description	One Time Charges in INR	Monthly Charges in INR	Charges per man day basis
A Charges for website redesigning/revamping, content development, online request for space booking application of warehouses and mobile application including integration with CPP portal		-NA-	-NA-
B Digital Marketing	-NA-		-NA-
C Charges for web auditing of the website & Mobile Application.		-NA-	-NA-
D Operation and Maintenance cost for 3 Years (AMC)	-NA-		-NA-
E Onsite Resource			
E.1 On site resource for daily data and content updating on website.	-NA-		-NA-
E.2 On site resource for social media management/digital marketing	-NA-		-NA-
F. Customization			
F.1 Development of Dynamic Page		-NA-	-NA-
F.2 Development of static page		-NA-	-NA-

Note: -

1) The evaluation of price bid at Annexure-I shall be done as follows:

$$TC = A+C+(B+D+E1+E2) \times 36 + (F1+F2) \times 100$$

Where TC is the Bid Price

- The above rates are inclusive of all applicable taxes. However, GST shall be paid extra at applicable rate as per rules.
- The rate quoted by the bidders at Annexure-I shall be valid for the entire contact period.
- Development of static and dynamic pages under user change request/customization, post one year of go live period is considered as 100 pages.
- Charges quoted by the bidder for item F.1 and F.2 is only for the calculation of price bid and shall be paid on actual basis as per the clause no. 8.5 of Section II.
- The cost of item (A+C) to be quoted by the bidder should not exceed 25% of the total cost $(A+C+(B+D+E1+E2) \times 36)$
- In case the quoted rate for item (A+C) is more than 25% of the total cost $(A+C+(B+D+E1+E2) \times 36)$ then, the excess amount will be equally distributed along the tender contract period and will be released along with the quarterly payments.

AGREEMENT

The Central Warehousing Corporation having agreed to grant the contract for redesigning of CWC website i.e. www.cewacor.nic.in hosted at NIC Cloud server, development of mobile application, digital marketing/social media management in response to the uploading of e-tender by me/us on _____ the General Manager (System) Central Warehousing Corporation, Delhi . I/ We, _____ (here enter full name and address of tenderer) am/are executing this agreement on _____ and hereby confirm that I/we have thoroughly examined and understood the terms and conditions of Notice Inviting Tender and the Invitation to Tender and Instructions to Tender bearing No. CWC/MIS-Website-DM/2018-19 dated 04.09.2018 by the General Manager (System), Central Warehousing Corporation, Delhi for Providing Redesigning of CWC website i.e. www.cewacor.nic.in hosted at NIC Cloud server, Mobile application & Digital Marketing.

I/we am/are willingly undertaking the said work consequent on the award of work given to me/us by the, General Manager, Central Warehousing Corporation, \corporate Office at the rate quoted by you i.e. Rs..... /- which forms part of this agreement and as per terms and conditions of the tender.

I/We, assure the said Corporation that I/we will undertake the said work to the best of my/our ability at all stages, during the tenure of the contract. This agreement will remain in force for a period of three years with effect from _____ or the date up to which the contract is extended.

On completion of the agreement period the CWC shall be free either to continue with the tenderer by extending the arrangements for another one year or to part ways with the tenderer after giving three month advance notice and engage another agency as may be decided by it. The payment for the extension period shall be released as per approved rate only.

WITNESS

1.

(Authorized Signatory of Tenderer)

WITNESS

1.

2.

**General Manager (System)
CENTRAL WAREHOUSING CORPORATION**

NON-DISCLOSURE AGREEMENT

WHEREAS, we the undersigned Bidder/Bidder's Consortium Member, _____, having our principal place of Business / registered office at _____, hereinafter referred to as the Bidder, are desirous of tendering for BID No. CWC/MIS-Website-DM/2018-19dated -----covering redesigning of website and development of content

WHEREAS, the Bidder is aware and confirms that the information, software, hardware, business data, architecture schematics, designs, storage media and other documents made available by General Manager (MIS) in the Bid documents during the tendering process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/ or proprietary to General Manager, (System).

NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all the following conditions, in order to induce General Manager (System) CORPORATION to grant the Bidder specific accesses to confidential information, property, information systems, network, databases and other data, at Vigilance Division.

IT IS HEREBY AGREED AS UNDER:

- a) The Bidder agrees to hold in trust any confidential information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strictest of confidence in respect of such confidential information. The Bidder also agrees:
 - i) To maintain and use the confidential information only for the purposes of tendering for this Bid and only as permitted herein;
 - ii) To only make copies as specifically authorized by the prior written consent of Corporation and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - iii) restrict access and disclosure of confidential information to such of their employees, agents, consultants and representatives strictly on a "need to know" basis, to maintain confidentiality of the confidential information disclosed to them in accordance with this clause;

And

- iv) To treat confidential information as confidential unless and until Corporation notifies the Bidder of release of its obligations in relation to the said confidential information.
- b) Confidential information does not include information which;
 - i) The Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
 - ii) Is independently developed by the Bidder without breach of conditions under this Tender;
 - iii) information in the public domain as a matter of law;
 - iv) Is received from a third party not subject to the obligation of confidentiality with respect to such information;
 - v) Is released from confidentiality with the written consent of Corporation the Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

- c) Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process may require the Bidder's personnel to be present on premises of Corporation or may require the bidder's personnel to be present on premises of Corporation or may require the bidder's personnel to have access to software, hardware computer networks, databases and storage media of a Corporation while on or off premises of Corporation. It is understood that it would be impractical for Corporation to monitor all information made available to the bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder agrees that any technical or business or other information of Corporation that the Bidder's personnel representatives or agents acquire while on Corporation premises, or through access to computer systems or databases while on or off Corporation premises, shall be deemed confidential information.
- d) Confidential information shall at all times remain the sole and exclusive property of Corporation. upon completion of the tendering process, confidential information shall be returned to Corporation or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of Corporation. Nothing contained herein shall in any manner impair rights of Corporation in respect of the confidential information.
- e) In the event that the Bidder hereto becomes legally compelled to disclose any confidential information, the Bidder shall give sufficient notice to Corporation to enable Corporation to prevent or minimize to the extent possible, such disclosure, Bidder shall not disclose to a third party any confidential information or the contents of this Bid without the prior written consent of Corporation. The obligations of this Clause shall be satisfied by handling confidential information with the same degree of care, which the Bidder applies to its own similar confidential information but in no event less than reasonable care.
- f) The obligations herein shall survive the completion or cancellation of the Tendering process.

For and on behalf of : _____ **(bidder)**

Authorised Signatory

Name : _____

Designation : _____

Office Seal : _____

Place : _____

Date : _____

Service Level Agreement (SLA)

This Service Level Agreement (hereinafter referred as "SLA") made at this _____ day of Year_____ between Application provider _____, a Company registered under the Indian Companies Act, 1956 and having its registered office at..... (hereinafter referred to as _____ which expression shall unless excluded by or repugnant to the meaning or context thereof be deemed to include its successors and assigns) of the one part and _____ carrying on business _____ in India amongst other places at _____

_____ (hereinafter referred to as CORPORATION which expression shall unless excluded by or repugnant to the meaning or context thereof be deemed to include its successors and assigns) of the other part.

Whereas

A. The CORPORATION represents that it requires redesigning of its website i.e. www.cewacor.nic.in hosted at NIC cloud server, development of mobile application and digital marketing.

B. Pursuant to the request of the CORPORATION, the tenderer _____ has agreed to provide "AS" service to the CORPORATION mentioned hereinafter.

This section defines various Service Level Indicators which will be considered by CWC in the Service Level Agreement with the bidder.

The bidder has to comply with Service Level Agreements (SLAs) given below to ensure adherence to quality and availability of services.

C. Complaint Management

i) Resolution Time

Definition	Time in which a complaint / query is resolved after it has been reported by CWC to the Post Go – Live Support team of the contractor
Service Level Requirement	Any query after being given a response should be classified for resolution in following three categories. Resolution Level 1 (R1): Queries regarding issues which has the greatest business impact wherein the user is not able to perform his/her regular work. Resolution Level 2 (R2): Queries regarding issues which has medium business impact wherein the user is partially able to perform his/her regular work. Resolution Level 3 (R3): Queries regarding issues which have the least/no business impact involving print certain reports in desired format.

ii) Support Requirement

Resolution of the Query	<p>The services should be provided service as per the following standards-</p> <table border="1" data-bbox="475 327 1345 562"> <thead> <tr> <th data-bbox="475 327 715 360">Type of Query</th> <th data-bbox="722 327 1345 360">Maximum resolution time allowed (MRT)</th> </tr> </thead> <tbody> <tr> <td data-bbox="475 360 715 427">R1</td> <td data-bbox="722 360 1345 427">1 business day</td> </tr> <tr> <td data-bbox="475 427 715 495">R2</td> <td data-bbox="722 427 1345 495">2 business day</td> </tr> <tr> <td data-bbox="475 495 715 562">R3</td> <td data-bbox="722 495 1345 562">5 business day</td> </tr> </tbody> </table>	Type of Query	Maximum resolution time allowed (MRT)	R1	1 business day	R2	2 business day	R3	5 business day
Type of Query	Maximum resolution time allowed (MRT)								
R1	1 business day								
R2	2 business day								
R3	5 business day								
Measurement of Service Level Parameter	The service level would be defined in the number of business days calculated from the date of logging the call/raising the request with the successful Bidder.								
Liquidated Damages (LD) for non-performance of Support.	<p>Delay of every Business Day would attract LD per day as per the following –</p> <ol style="list-style-type: none"> 1. For R1 – On expiry of allowed maximum resolution time liquidated damages @ Rs. 1500 per day shall be levied till the problem is mitigated subject to maximum 10 % of the corresponding quarterly payment. 2. For R2 – On expiry of allowed maximum resolution time liquidated damages @ Rs. 1000 per day shall be levied till the problem is mitigated subject to maximum 10 % of the corresponding quarterly payment. 3. For R3 – On expiry of allowed maximum resolution time liquidated damages @ Rs. 500 per day shall be levied till the problem is mitigated subject to maximum 10 % of the corresponding quarterly payment. 								

Liquidated damage (for not meeting the support) will be payable to the Corporation by the bidder and the same shall be recovered from the quarterly charges.

IN WITNESS WHEREOF the parties hereto have executed these presents the day and year first above written

For and on behalf of CORPORATION

For and on behalf of Bidder

By: _____

By: _____

**Undertaking for Unconditional Acceptance of Terms & Conditions of the
Tender Document.**

Cover Letter from bidder

(To be uploaded on Bidding company letter head along with the bid)

[Date]

To

**The General Manager (System),
Central Warehousing Corporation,
4/1, Siri Institutional Area
Khel Gaon Marg, Delhi-110016**

Subject: Redesigning/Revamping, Content Management and Maintenance of CWC's present website www.cewacor.nic.in hosted on NIC cloud server, Development of Mobile Application and Digital Marketing.

Dear Sir,

Having examined the tender document, we, the undersigned, to Redesigning/Revamping, Content Management and Maintenance of CWC's present website www.cewacor.nic.in hosted on NIC cloud server, Development of Mobile Application and Digital Marketing.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to CENTRAL WAREHOUSING CORPORATION is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Corporation in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and corrigendum if any and also agree to abide by this tender response for a period of 120 days from the date fixed for bid opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Bank Guarantee in the form of demand draft issued by any Scheduled / Nationalized Bank be payable at Delhi.

We agree that CWC is not bound to accept any tender response that they may receive. We also agree that CWC reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We understand that it will be the responsibility of our organization to keep CENTRAL WAREHOUSING CORPORATION informed of any changes in respect of authorized person and we fully understand that CENTRAL WAREHOUSING CORPORATION shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person of the company is not provided to CENTRAL WAREHOUSING CORPORATION.

Dated this Day of **2018**

(Signature) (In the capacity of)
(Name)

Duly authorized to sign the Tender for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:
Witness Name:
Witness Address:

BANK GUARANTEE FOR CONTRACT PERFORMANCE GUARANTEE

(To be stamped in accordance with Stamp Act)

Bank Guarantee No.

Date

To

[CWC's Name & Address]

Dear Sirs,

In consideration of the [CWC's Name] (hereinafter referred to as the 'CWC,' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s. [Contractor's Name]with its Registered/Head Office at (Hereinafter referred to as the 'Contractor', which expression shall unless repugnant to the context or meaning thereof, include its successors administrators, executors and assigns), a Contract by issue of CWC's Notification of Award

No. Dated and the same having been unequivocally accepted by the Contractor, resulting in to a contract bearing No..... dated Valued at..... for and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to

....

(*) % (..... percent) of the said value of the Contract to the CWC.

We [Name & Address of the Bank] having its Head Office at (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the CWC, on demand any and all monies payable by the contractor to the extent of

(*) as aforesaid at any time up to (@) [days/month/year] without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor. Any such demand made by the CORPORATION on the Bank shall be conclusive and binding notwithstanding any difference between the CORPORATION and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank under takes not to revoke this guarantee during its currency without previous consent of the CORPORATION and further agrees that the guarantee herein contained shall continue to be enforceable till the CORPORATION discharges this guarantee.

The CORPORATION shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The CORPORATION shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the CORPORATION and the Contractor or any other course or remedy or security available to the CWC. The Bank shall not be released of its obligations under these presents by any exercise by the CORPORATION of its liberty with reference to the matters omission or commission on the part of the Owner or any other indulgence shown by the CORPORATION or by any other

matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the CORPORATION at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the CORPORATION may have in relation to the Contractor's liabilities.

Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to (*) and it shall remain in force up to and including..... (@) and shall be extended from time to time for such period, as may be desired by M/s..... [Contractor's Name] on whose behalf this guarantee has been given.

In witness where of the Bank, through its authorized officer, has set its hand and stamp on this day of 2018 at

This day of 2018 at

WITNESS

.....

(Signature)

.....

(Name)

.....

(Official Address)

(Signature)

(Name)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No..... Dated

- Notes:**
1. (*) This sum shall be ten percent (10%) of the Contract Price. (@) This date will be sixty (60) days beyond the Warranty period as specified in the Contract.
 2. The stamp papers of appropriate value shall be purchased in the name of Guarantee issuing Bank.

Pro-forma for Declaration of Non-Blacklisting

Covering Letter from bidder

(To be submitted on Bidding company letter head)

Dated:

To,

**The General Manager (System),
Central Warehousing Corporation,
4/1, Siri Institutional Area
Khel Gaon Marg, Delhi-110016**

Subject: Declaration for Not Blacklisted with reference to Tender No. CWC/MIS-
Website-DM/2018-19.....reg.

With reference to the abovementioned tender, we hereby confirm that we have not been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government as on Bid calling date.

**Yours faithfully,
For (Bidders Name)**

Authorized Signatory

Format of Net Worth

A. The Net Worth of Mr./Ms./M/s _____ for last Financial Year 2014-15,2015-16,2016-17 are Rs. _____ lakhs respectively as per his/her/their books of Accounts.

(Note: Net Worth means sum total of paid up share capital plus free reserves. Further any debit balance of Profit and Loss Account and Misc. Expenses to the extent not adjusted/ or written off, if any, shall be reduced from Reserves and Surpluses.

Signature of Chartered Accountant

Name:

Membership No:

Seal :

AFFIDAVIT

To be submitted on a stamp paper (of Rs.10/- minimum) duly attested by Notary Public (duly affixed with Notarial revenue stamp; and with Notary Seal; and Notary Registration number etc.).

I _____ S/o / D/o / W/o _____
Managing Director* /Director* /Proprietor* /Partner* of M/s. _____
located at _____

Do hereby solemnly affirm and declare as under: -

1. The company is a Micro/Small Enterprise as per the Govt. of India definition; and has been functional at the time of bar code registration.
2. The company continues to be a Micro/Small Enterprise and functional as on date.
3. As per books of accounts, the total investment (original purchase value) in Plant and Machinery in the company as on the date of submission of bids is Rs. _____ which is within the limit prescribed in MSME Act.
4. i) Udyog Aadhar Memorandum (UAM) number of our company is _____
ii) We hereby confirm that we have declared the UAM number on Central Public Procurement Portal (CPPP).
iii) We are aware that non-declaration of UAM number on CPPP will make us ineligible to enjoy the benefits as per Public Procurement Policy for MSEs order, 2012.

Signed on _____

DEPONENT

VERIFICATION:

Verified that the contents of the affidavit are true to the best of my knowledge and belief.

DEPONENT

Place:

Date:

Note: - * Strike out whichever is not applicable.

Sample plan for the Online Space Booking Application

- **Warehouse and tariff page should show as per given below diagram.**

Smart search			Region wise warehouse						
Warehosue	Warehouse Details	Regional Office	Capacity		Vacant		Open space (Square Metter)	Facilities	Tariff
			Metric ton	Square Metter	Metric ton	Square Metter			

Note:

- 1 User can select here multiple warehouse
- 2 on selected warehouse only user should raise a space reservation request after register
- 3 Tooltip should need to be added on facilities

- **When user search by smart search based on input alphabets Warehouse details should be shown on this screen.**
- **Based on warehouse availability wise state should show on the warehouse and tariff page on state selection. (Currently showing all states and one more state showing as Other).**
- **On this page user can select warehouses and he can go for booking.**
- **When user click on book now screen should show as below image.**

Forgot password?

Not a member? Register now

- **If register depositor wants to request for space, warehouse details should show along with details (warehouse address, vacant space, Facilities, and tariff)**
- **Smart search should made available in depositor login.**
- **Selection of zone and region not required when user selecting warehouse on space reservation request page.**
- **Warehouse and tariff page warehouse details and regional office details are showing wrong and some of the warehouse details showing as a "NA"**

- **On this page warehouse details should show when data provisioned on the system.**
- **On registration page TAN, PAN details are not capturing as per tally.**
- **Forgot password is not sending password change link to Gmail ID's.**
- **Forgot password page should be as shown below.**

Forgot Password?

Reset password by entering valid userID

Enter below text here

T D8qq

WMS will send an email containing password reset instruction to your registered email id.

Send

- **Space approval list: print option needs to be added on verify document warehouse manager can print uploaded documents.**