

Chhattisgarh Rajya Sahakari Bank Maryadit
(CG-APEX BANK)

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) - 492002



Request for Proposal

For

Designing, Development, Revamping and Maintenance of Bank's Corporate Website

(Hereafter called "RFP of Website Development")

RFP Reference No: CSCB/IT/2022/03

RFP Document Fee: Rs.5000/-

EMD Amount: Rs. 1,00,000/-

RFP Document available on bank's website: 22/04/2022 to 12/05/2022

Pre-Bid Query: till 29/04/2022

Last Date for Bid Submission: 12/05/2022, 05:00 PM

Date of Technical Bid Opening: 13/05/2022, 03:00 PM

Date of Commercial Bid opening: 13/05/2022, 04:00 PM

INDEX

SR.NO	CONTENT	PAGE NO
	INDEX	2-2
	RFP HIGHLIGHTS	3-3
	PART : I – TECHNICAL	
A	General Information and Instructions for Bidders	4-6
B	Broad Scope of Work	6-13
C	Instruction to fill & submit the RFP Documents	13-13
D	EMD and RFP Document Fee	13-14
E	Technical Eligibility Criteria	14-15
F	RFP Rejection Criteria	15-15
G	Payment Terms and Pricing	16-16
H	Terms of Reference	16-18
I	General Terms and Conditions	18-25
Annexure-I	Declaration for acceptance to the RFP Terms	26-26
Annexure-II	Details of Vendor	27-27
Annexure-III	Declaration for conformity to the Website Design, Development, Revamping and maintenance SoW and RFP document attachments	28-29
Annexure-IV	Service Level Agreement (SLA)	30-31
	PART : II –COMMERCIAL	
Annexure-V	Commercial Offer Format	32-32

RFP Highlights

Sr. No	RFP Reference No. : CSCB/IT/2022/03	
1.	Purpose	"RFP of Website Development"
2.	Cost of RFP Documents	Rs. 5,000/- (Rupees Five Thousand Only) To be submitted as Demand Draft/Pay Order in favour of "Chhattisgarh Rajya Sahakari Bank Maryadit", payable at Raipur.
3.	Earnest Money Deposit (EMD)	Rs.1,00,000/- (Rupees One Lakh Only) To be submitted as Demand Draft/ Pay Order in favour of "Chhattisgarh Rajya Sahakari Bank Maryadit", payable at Raipur.
4.	No. of Envelopes (Non-window, Sealed) to be submitted	Three (2) Envelopes Envelope 1 Containing: Technical Bid including Eligibility Criteria documents along with Demand Draft/Pay Order of RFP Fee and EMD Envelope 2 Containing: Commercial bid (Only one bid to be kept). *All above 2 envelopes are to be placed in one common Envelope which is then sealed and submitted to the bank.
5.	Date on which RFP Document will be available on bank's web site " www.cgapexbank.com "	22 nd April 2022
6.	Last Date and Time of Bid Submission	12 th May 2022; 05:00 PM
7.	Venue, Date and Time of Opening of Technical Bids.	13 th May 2022; 03:00 PM, Head Office, Chhattisgarh Rajya Sahakari Bank Maryadit, Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002
8	Address for Submission of Bids	The Managing Director Chhattisgarh Rajya Sahakari Bank Maryadit, Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

9	Contact Persons: Designations: Email id: Phone Nos:	1. A. K. Shrivastava OSD cbs.it@cgapexbank.com 9425254090 2. Vinay Mishra Manager cbs.it@cgapexbank.com 9826199079
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PART I– TECHNICAL BID

A. GENERAL INFORMATION AND INTRUCTIONS FOR BIDDERS

Introduction

Chhattisgarh Rajya Sahakari Bank Maryadit, Raipur is an APEX Bank of Chhattisgarh State. The bank is having 14 **branches and** Head Office at Naya Raipur. The Bank has computerized entire operation using Core Banking Solution of TCS/C-Edge to meet the present and future needs of the Bank.

Objective

Bank desires to have a Bidder who offers proven experience in field of Website Designing & Development/Revamping & Maintenance of Bank's Corporate Websites.

Bank under this RFP will have right to have solution for CG-APEX Bank. However, basic design templates (Home / Internal Pages) to match that of revamped / newly developed corporate website are included in the scope of the work. More information is available on our corporate website.

In case, in the future additional websites needs to be revamped /developed by the bank, the bank will extend the same proportionate cost to successful bidder for the identified task as finalized in this RFP.

The technical features to be implemented for revamping/developing of all the Bank's Websites have been detailed in, but not limited to, in Project Scope.

Purpose of RFP Document

The purpose of RFP Document is to short list Bidder who offers proven experience in the field of Website Designing & Development/Revamping & Maintenance of Bank's Corporate Website. To achieve this objective, CG-APEX bank is inviting proposals in sealed envelopes

from reputed and experienced Website Designers and developers. The vendors would be evaluated based on following BID system.

- a) Technical BID
- b) Commercial BID.

Information Provided

The RFP document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with CG-APEX BANK. Neither CG-APEX BANK nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, CG-APEX BANK and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP Document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of CG-APEX BANK or any of its officers, employees, contractors, agents, or advisers.

Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation and submission of responses including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by CG-APEX BANK, will be borne entirely and exclusively by the Respondent.

No Legal Relationship

No binding legal relationship will exist between any of the Respondents and CG-APEX BANK until execution of a contractual agreement.

Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RFP Document and the meaning and impact of that information.

Evaluation of Bids

Each Recipient acknowledges and accepts that CG-APEX BANK may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Audit firm(s). The RFP Document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

Errors and Omissions

Each Recipient should notify CG-APEX BANK of any error, omission, or discrepancy found in this RFP Document.

Acceptance of Terms

A recipient will, by responding to CG-APEX BANK for RFP Document, be deemed to have accepted the terms of this Introduction and Disclaimer.

Bid Validity Period

The proposal must remain valid and open for evaluation according to their terms for a period of at least 6 months (180 days) from the time the Bid closes on the deadline.

Notification

CG-APEX BANK will notify all short-listed Respondents in writing as soon as practicable about the outcome of their Proposal. CG-APEX BANK is not obliged to provide any reasons for any such acceptance or rejection.

Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will be a disqualification.

Execution of Agreement:

The bidder should execute Service Level Agreement, which would include all the services and terms and conditions of the services to be as may be prescribed by the 'CG-APEX BANK' and Non-disclosure Agreement.

Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

Adherence to Standards: The Bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities.

B. Broad Scope of Work (SoW)

Bank intends to revamp/develop websites to give new look and feel to attract and service customers from all age-group. Revamped/Developed websites should be in alignment with corporate theme using latest web technology to showcase bank's products & services to current and potential clients in attractive, user friendly and easily navigable manner and also comply with industry standards and guidelines of various regulatory bodies including Reserve Bank of India, Ministry of Finance etc. The sites should be developed basis a defined information architecture & best practices for UI/UX. Uniformity should be maintained across all the websites of the bank.

1. Website Development / Revamp Site features/modules

- Study, Analyze and Evaluate the existing website with respect to developing new website (integrating all existing separate components), understand the process, platform, applications and arrive at the gap(gap analysis).
- Website to conform to the international accessibility standards, the World Wide Web Consortium (W3C), GIGW Govt. of India Guidelines for websites and the Web Content Accessibility Guidelines (WCAG)3.0LevelAA, Google Core Web Vitals.
- It should be complying with the Bank's security policy and Govt./RBI guidelines as well as complying with other country regulatory guidelines wherever applicable.
- All regulatory and mandatory requirements w.r.t website including design, content, functionality or any other technical requirement, which arise during the period of contract and are to be complied by the Bank should be implemented without any extra cost for entire period of contract.

2. Design

- Website to have sections for static information, dynamic promotional content/banner, product information including demo, online application form etc., survey / lead generation forms, maps & locators, calculators, tender section, online contest, search options, download option for forms/brochures, request for additional information/enquiry, offline/online support, photo/video gallery, link for internet banking, other websites/micro sites etc. apart from standard /mandatory sections of a financial website. The features/ functionality in current corporate website of the bank needs to be incorporated/used and improved upon.
- While designing the website special care must be taken that the design and structure is SEO friendly and optimization / scalability must be possible to increase SEO ranking of the pages. Unique page definition, proper well defined URL structuring etc. to be adopted by the successful bidder.
- The design and development at all stages to adhere to Banks Branding Guidelines with regards to Font, Color, Text Size etc.

- Migrate existing pages including content as well as database after redesign and reformat as per requirement.
- Sites should open same in all major OS Platform (Mac OSX, Windows OS and Linux) and Browsers (Chrome, Safari, Firefox and IE). Website structure is to be browser independent (Safari, Chrome, Firefox, and Internet Explorer).
- Prepare User, Design & technical manuals and other documents for the developed website in an easy to understandable and User-friendly language with proper diagram, screen-shots and charts where ever required.
- The design should organize business logic and presentation logic separately while developing and implementing the proposed system. Thus, restricting the database queries to be inserted inside the presentation and business logic, rather, it should be written in the database only.
- Personalization of website for regular visitors/users should be included as an important module and customer journey needs to be defined for the same. Website should have capability to capture dynamic data of visitors at various levels (the number of times a visitor visits homepage/Web Pages, how much time is spent on each webpage, at what time in day it visits the website, from which device, and any such information related to the visitor) and should act dynamically i.e., displaying the content, email sending, image adaptiveness, SMS sending, etc.

3. Language

- Its feature to include Multi-lingual capabilities, news, announcements, chat facility, multimedia posts, audit trail, site search, photo gallery etc. (all standard features).
- Bidder should provide Google Language Translator API PIN for languages.
- Scalability and provision to add more regional languages in future. Costing for English and Hindi languages should be included in the initial implementation cost itself. Addition of any other language (apart from English and Hindi) should be mentioned as optional line item in commercials.

4. Plug-Ins

- Locator with search facility to be developed for the location-based services Like: ATM / Branch Finder / E – Lobby/BC points etc. The Locator should be integrated with Google Maps / Navigational systems, bidder to secure the required license without additional cost to the bank. Bank will provide LAT-LOG for all locations. MAPS integration required with Bank services. Locator should ask visitor to detect its location and accordingly detect the current location of visitor and suggest all available nearby options with directions to reach that place. Also, a search bar should be included in Locator with floating search option for visitor to search any desired location.
- Bank will provide its SMS gateway for pushing the SMSs and website vendor to arrange for necessary interfacing.
- Social media Plugins wherever necessary to easy sharing of pages/content/articles to be provided.

5. Information Architecture

- Bidder to define the information architecture hierarchy/approach with rationale before proceeding with development of the site(s).
- Easy access to content across the site is key to user journey. Bidders need to define primary, secondary and tertiary navigation with end-to-end user journey. Bidders to suggest navigation links and sub-links along with proposed nomenclature.
- Bidders need to define placement of CTAs at right junctures to maximize lead capture and simply user experience.
- It should have a Quick Search option; drop down on the homepage to enable the visitors to directly navigate the page they choose.
- Navigation to be simple, easy and intuitive. Customer journey should be defined for every targeted segment.
- Site map should be prepared and made available by the bidder

6. Other features

- Calculators such as EMI Calculator for Home Loan, Car Loan, Personal Loan and other products with a graphical representation should be included.
- Option to download, print and share Brochures, Application Forms, Tender Notices, Guidelines and any other similar document must be provided.
- Dedicated tender and auction section with search options based on location, amount, etc. must be present in the site.
- Latest Banking News, Media Coverage of Bank, Directors Info, Annual Reports, Latest Announcement, banking Glossary and similar sections to be included.
- Product Promotion section to be included which will consist of latest offers, campaigns, discounts, etc.
- Net Banking Login for retail and corporate customers should be provided from the homepage itself instead of redirecting it to the Net Banking portal for login. Integration with Banks net banking portal should be done.
- Websites to have blog section with various segments to organize and host articles for viewers. The blog section to have features like attractive and interactive display, efficient use of images / info graphics / videos, comment section for visitors, directory of articles etc. An admin user to be provided for the bank to authorize and reply to the comments on article. The blog / articles to have functionality of automatic inter-linking to relevant product pages. The blog should be developed keeping in view the SEO best practices

7. UI/UX

- Design to be attractive, latest technology based and should facilitate availability of information with minimum clicks with logical and intuitive flow.
- Website should be mobile, tablet and similar device compatible (mobile first strategy to be adopted). All major browser and platform support.

- Responsive & Retina Ready: Site should be fully responsive and ready for retina displays. Customers should get best user experience of website looks on tablets and mobile devices adapting to the screen size layout.
- Navigation to be simple, easy and intuitive. Customer journey should be defined for every targeted segment.
- Site map should be prepared and made available by the bidder.
- The sites should be fully optimized. Attention to details, well written code and optimized images.
- Design should be such that pages are not cluttered. Intuitive design, (i.e.) customer need not to work hard to find where they need to go. It should have Quick Search option; drop down on home page to enable the visitors to directly navigate the page they choose.
- Images should be used intelligently on home page and in all main sections. Images used should be of high resolution and there should be no copyright issue currently or in future. Icons used should be attractive and self-explanatory. Image should be SEO optimized for maintain site speed.
- Modern, trendy with easy to navigate with advanced features to support text, image, audio, video, and combination (multimedia) posting.
- Website should also be optimized to work in low bandwidth places/devices.
- Home page and other pages of website site other than downloads should have high response time for visitors.
- Dynamic display of content/ banners feature should be made available by the successful bidder. The content/ banner to be displayed on the interest/ website journey/usage pattern of the users.
- Images and contents should be adaptive and responsive to all formats, browsers, devices, operating systems, screen sizes, resolutions, etc.
- Relevant iconography & info graphics to be used to represent processes and instructions.
- Standardized use of design elements so that user can identify content items with ease. Eg. CTAs should be color and style instead of using different styled CTAs on different pages
- Text should not spam across the screen width which makes it difficult user to read copy.

8. Security

- Provide secured access to organization information /services and facilitate customer to interact with organization to submit request, view application and track the status.
- Bidder shall comply once in a year with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) and necessary security features to be built for securing the site from hacking.
- Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect.

- Lock HTML source code to protect web pages from unauthorized copy.
- Any security breach identified must be informed to Bank immediately and attended instantly to protect interest of the bank and its customer. Selected vendor would be responsible for providing fix to the problem in consultation with bank's security team. Any such incidence should be followed by Root Cause Analysis (RCA) and audit of the system.
- Successful Bidder to arrange for comprehensive security audit of the site before launch. The audit to also include monitoring setup, its capabilities and preparedness to observe and correct any challenge noticed from inside or outside. The company will also have to get similar audit once in every year and submit the report to bank. The bank will also arrange for an internal/external audit to the entire setup and processes as and when desired. The bidder to extend all possible support to the audit team to examine and update the system to mitigate the observed risk.
- Vulnerability Assessment Penetration Testing (VAPT) should be done at least once a year and additionally based on security threat.
- Take periodical backup of the site
- Build fail safe server mechanism to create replica of live and run this instance in case the live site goes down

9. Website Maintenance

Operational activities

- Successful bidder to deploy resources for remote support for 24x7. The resources deployed may be rotated in shifts so as to ensure one resource is always available at Bidder's Support Center. The resources must be well trained to handle all operational activities of all sites.
- Quarterly Periodical review and modifications of website layout, homepage, internal pages, images, effects, videos, icons, customer journey, content, response, and other features will be carried out at the end of every quarter. Also, all the updation /up-gradation should be carried out at midnight (or when the traffic on website is lowest) to avoid any inconvenience. Any changes, modifications, updation, up-gradation will be carried out accordingly by the bidder.
- Bidder shall provide post implementation technical support including any new feature, template or device integration e.g. tab/mobile.
- Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, Version upgrades. Bidder should update and maintain all supplied solutions to correctly reflect actual state of the setup at any point in time during the contract period.
- Service Provider to manage and maintain the site during the contract period or frequency as decided by Bank including updating.
- Applications software should be up to date with the latest service pack and patches to protect against attacks.
- The bidder will have to trouble-shoot any problems with the website at a short notice.

- The bidder shall be responsible to share SLA adherence and traffic reports with Bank.
- The bidder shall provide the escalation matrix in respect of calls that need to be attended for installation/ support and maintenance.
- Provide the support for newly developed application within the lifecycle. Bidder will have to appoint a dedicated team at their premises for maintenance of website throughout the contract period. The team should include at least one designer, one developer and one project manager who will be the single point of contact for bank throughout the contract period. Any change in the team should be informed to the bank at the earliest.
- Some dynamic pages may require more frequent editing/modifications/ updation etc. Such pages should be identified accordingly and a monthly review will be done for them at the end of every month throughout the contract period. Any changes, modifications, updation, up-gradation will be carried out accordingly by the bidder.
- Tender notices, publishing Bank's results, announcements and any last minute updation should be taken on highest priority and done within 30 minutes after informed.
- Bidder shall take steps to prevent unauthorized access to data and contain malicious activities directed at the Banks website/dedicated server hosting of Banks website through Internet or otherwise.
- Whenever any new threats/vulnerabilities become public, the bidder will take appropriate steps to protect the interests of the Bank so far as it relates to the services covered under this agreement and shall also bring this to the notice of Bank immediately and, wherever required, help/guide Bank in plugging the same.
- Once the call is received by the bidder, it will put its maximum efforts and deploy its best resources to resolve all calls at the earliest possible timeframe.
- The bidder shall be responsible for any act of its employees that may result in security breach of Bank Website.
- As the Bank website has to function under the regulations/ recommendations of regulatory authorities such as – Cert-In, GOI, RBI, etc. the service provider will address all issues/ security related threats / vulnerabilities notified to the Bank by these institutions and fix/ resolve them to the satisfaction of these institutions /Bank.
- Bidder should be able to launch and maintain vernacular sites at the earliest and as per the SLA stated in this RFP.
- Training should be provided by the bidder at its own cost.

10. General Scope

- Website is to promote and market products and services of the organization (Bank).
- Successful Bidder will also provide a comprehensive User Acceptance Test (UAT) Plan along with Technical Proposal covering every possible failure/negative scenarios. During Acceptance Test, Bidder shall also demonstrate and provide required documentation for Business Continuity of service in every failure scenarios.
- Website must be beta tested to bank's satisfaction before final go live.
- After award of the contract, successful Bidder has to appoint a Project Manager who will be the single point of contact for the Bank throughout the project cycle. Also, Bank

will require the Project Manager to be located out of CG-APEX Banks Head office at Nava Raipur at least for a period of one month till the website goes live for smooth co-ordination and execution. Replacement of Project Manager should be informed to Bank at the earliest.

- Bidder has to provide training to a maximum of ten people as per the requirement at a central location at Raipur in our premises. Venue for the training will be provided by bank. Training period should not be more than week. Training must be provided by OEM certified trainers. The cost of travelling/stay for trainers to be borne by bidder. Training to include analytical tools implemented in the site(s)
- Bidder will provide Website hosting infrastructure on cloud based in India. Bidder will host the website on this infrastructure. Should be able to revamp and maintain website of Bank for the period of 5 years from the date of implementation.
- Escalation Matrix to be provided by the successful bidder at the start of the project and should adhere to it during the contract period. Any change in escalation matrix structure or contact person should be informed to concerned Bank Officer immediately.
- Evaluate the existing website, understand the process, platform, applications and arrive at the gap (gap analysis).
- Migrate the existing pages including content and database after redesign and reformat.

C. Instruction to fill & submit the RFP Document:

1. RFP must be filled & sealed in two separate envelopes –
 - a) Technical Bid,
 - b) Commercial Bid,

Later, all 2 envelopes are to be in placed in one common envelope and sealed.

2. Common Envelope must be super-scribed as "RFP of Website development".
3. Technical Bid Envelope must be super-scribed as "Technical bid for Website development".
4. Commercial Bid Envelope must be super-scribed as "Commercial bid for Website development".
5. RFP reference Number, Due Date, Name, Address & Contact Numbers of the vendor/bidder must be written on all envelopes.
6. All Envelopes must be sealed, signed & stamped.
7. The RFP Document must be addressed to and physically submitted to the office of:

**The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar,
Nava Raipur (C.G.) – 492002**

D. Earnest Money Deposit and RFP Document fees:

1. Demand Draft of Rs.1,00,000/- (One Lakh rupees Only) as Earnest Money Deposit and Demand Draft/Pay Order of Rs. 5000/- (Five thousand rupees only) as RFP document

fee, favoring Chhattisgarh Rajya Sahakari Bank Maryadit, payable at Raipur (Chhattisgarh).

2. EMD amount is non interest bearing.

E. Technical Eligibility Criteria

(Use following sequence for indexing the bid documents for technical bid)

S.N.	Eligibility Criteria	Self attested documents (Photo-Copies)
1	The Vendor/Bidder organization must a Indian legal entity and should be registered as per Shop & Establishment Act / Partnership Act/ Company's Act in India.	Shops & Establishment certificate, Incorporation Certificate, Memorandum & Articles of Association, PAN, GST Registration Certificate should be submitted.
2	The bidder must have implemented at least 5 website design and development projects in any Public Sector Banks/Cooperative Banks/Financial Institutions/Govt. Sector/Corporate sector.	Submit the Customer Certificates of successful implementation of website Projects.
3	The turnover of bidders should be at least Rs. 1.50 Crores in last 3 financial years.	Chartered Accountant audited copies of balance sheets and profit and loss should be attached.
4	The Bidder must have certified to the following standards ISO 27001 – Data Center and the cloud services should be certified for the latest version of the standards 1) ISO/IEC 27017:2015 - Code of practice for information security controls. 2) ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. 3) ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services. 4) The bidder should conform the industry level certifications like ISO 9001: 2015, ISO 27001:2013& SOC 2 and SOC 3.	(Copy of valid ISO certificate to be submitted as on the date of bid submission).
5	The bidder should have minimum five (5) years of experience in	Documentary evidence with relevant copies of Purchase Order along with Satisfactory

	development and implementation of Websites for BFSI Sector/Govt. Sector/Corporate sector.	Working Certificates / Completion Certificates / Project Sign-Offs in the last five years including names of clients with Phone Number and e-Mail IDs
6	The bidder should not be blacklisted company in any of the government institution /bank.	Self declaration on Bidder's letter head with sign and stamp
7	Declaration to deliver Website project to the specification as per Annexure-III	Self declaration on Bidder's letter head with sign and stamp
8	Bidder must provide the Schedules of Supply and installation to implement this project after WO is received.	Schedule of project implementation on Bidder's letter head with sign and stamp.
9	Original RFP Documents	Attach original RFP Document with the signing on each paper with impression of company seal.
10	Self Declarations for acceptance to the RFP Terms and Details of Vendor	Self declarations as per Annexure-I, II on Bidder's letter head with sign and stamp to be attached.

F. RFP Rejection Criteria:

- a) The bidder's details attached to RFP are not found as per eligibility criteria.
- b) Technical and commercial offers found in one single envelope.
- c) Price information provided anywhere other than 'Commercial Bid'
- d) Non –indexed documents attached to RFP document.
- e) RFPs without EMD & RFP Document fee – Pay Order or DD.
- f) Improper Demand Draft/Pay Order for RFP Document Fee or EMD
- g) RFP submitted with false and wrong information.
- h) The bid submitted by Telex / Fax / Telegrams / E-mail or any other similar way other than as mentioned in the RFP.
- i) Submission of more than one bid. In case, bidder is submitting more than one bid, all the bids submitted by the bidder shall be disqualified.
- j) Information requested by CG-APEX bank for this RFP process is not found in Technical and commercial Bid.
- k) Misconduct and influence if any to this RFP process by the bidder OR its representative/s will result into rejection of bid document. No further communication will be entertained in this regard.

G. Payment Terms and Pricing:

- i. Prices quoted should be exclusive of taxes and inclusive of delivery, installation, commissioning, training and support for 5 year.
- ii. 90 % on Designing, Development, Revamping, Maintenance and dedicated hoisting of Bank's Corporate Website.
- iii. 10% against the maintenance cost spread across 5 years, payable yearly.
- iv. For Implementation of Website Project, the Bank will make payment within 15 days of submission of the invoice (with all required supporting documents) or receipt of written clarifications on the invoice sought by the Bank whichever is later, after proper delivery of the complete order of Website Project. Part payment shall not be allowed in case of partial delivery.
- v. The Bank shall have the right to withhold any payment due to the Selected Bidders, in case of delays or defaults on the part of the Selected Bidders. Such withholding of payment shall not amount to a default on the part of the Bank. TDS or any other applicable tax will be deducted at the applicable rate as per provisions of the applicable law.
- vi. The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. If any of the services as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost quoted by the bidder in the price bid against such services. There shall be no escalation in the prices once the prices are fixed and agreed by the Bank and the vendors till completion of the contract period.
- vii. Any payments towards maintenance for each month/Quarter will be made only after the acceptance/verification of the invoice by the Bank for that month/Quarter. The Bank shall pay the amount due under this RFP and subsequent agreement.
- viii. The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within fifteen (15) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such Fees have become due and payable under this RFP and subsequent agreement.
- ix. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within fifteen (15) Days of the settlement of such disputes.

H. Terms of Reference

1. Contract Commitment

Bank intends that the contract, which is contemplated herein with the successful Bidder, shall be for a period till successful implementation of the project and for five years thereafter after successful go live/ acceptance from bank.

2. Delivery

Banks Corporate Website Revamp and Maintenance – Project must be implemented as per project scope within a period of 3 months in totality from the date of placing of purchase order by Bank. However Bank would decide and freeze individual milestone with the successful Bidder.

Any deliverable has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract

3. Annual Maintenance Contract (AMC)/ATS (Annual Technical Support)

Bidder will enter into an AMC agreement with the bank at the discretion of the Bank, after the expiry of warranty period to support the website for a minimum period of 3 (Three) years at the rate quoted in "Commercial Bid". The agreed maintenance rate would be applicable for 24x7 supports and response time for issue resolution should not be more than 30min.

4. Compliance with All Applicable Laws

Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

Assignment

Bidder agrees that they shall not be entitled to assign any or all of its rights and or obligations under this RFP and subsequent Agreement to any entity including Bidders affiliate without prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bidder under this RFP.

I. General Terms and Conditions.

1. The Bidder must deliver developed Website within Six (6) Weeks from date of Purchase Order date.
2. Proposals should follow the format established in this RFP Document.
3. All bid responses should be in English language.
4. Currency quoted must be in INR (Indian Rupee)
5. Consortium / joint bidding are not allowed.
6. Eligibility evaluation of Joint bidders will be done on combine figures; therefore involved joint bidders must submit each document along with proposal.
7. The prices offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate etc. The Bank shall not be responsible for any fluctuations in exchange rate or any other expenses factored in the pricing till the validity period of the contract.
8. The price should be uniform throughout the tenure of the contract. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
9. Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
10. The Bank ascertains and concludes that everything as mentioned in the RFP documents published for the Bidders and responded by the Bidders have been quoted for by the Bidders, and there will be no extra cost associated with the same other than the cost quoted by the Bidders.
11. The Bidder must provide and quote for all products and services as desired by the Bank as mentioned in this RFP. Any products / services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
12. Any contradictory information, conditional pricing, exclusion of any item in TCO (Total Cost of Ownership) computation or error in computation may lead to summary disqualification of the bid as per sole discretion of Bank.
13. All correspondence, unless otherwise mentioned, should be addressed to :

**The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar,
Nava Raipur (C.G.) – 492002**

14. RFP document is not transferable.

15. RFP Queries/Clarification/Questions:

- a) The Bidder Should carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all requirements/ specifications/conditions/intent of RFP.
- b) Bidders shall have the opportunity to get their doubts clarified pertaining to the RFP, prior to finalizing their responses. All questions/Clarifications/queries are to be submitted to the Bank at e-mail address: cbs.it@cgapexbank.com. Questions should be submitted prior Date of bid query as mentioned in RFP highlights so that response shall be provided to all the vendors.

16. Work Order: The Bank will issue work order to the successful Bidder as per the terms of this RFP after completion of RFP process. Upon issuance of work order, the selected Bidders should submit written acceptance to the Bank within 2 working days of date of receipt of the work order.

8. The Commercial Offer should be quoted as per the given format as mentioned in PART-II Commercial Offer; no changes should be made in this RFP document/Format.

9. The vendor is not liberal to quote for new technical solutions or specifications separately.

10. By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 30 days of receiving the work order will relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.

11. Sealed BID Document must reach Head Office as per the dates mentioned in RFP Highlights. Bids received after due date & time will not be accepted. Postal / courier delays will not be accepted.

12. The bid submitted by Telex / Fax / Telegrams / E-mail or any other similar manner will not be accepted.

13. The bid may not be withdrawn after submission and shall be valid for a period of 180 days.

14. No Commitment to Accept Lowest bid or Any RFP – Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.

15. By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 15 days of receiving the work order will relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.

16. Bid Document must be arranged in organized, structured and indexed manner as per the sequence mentioned in Technical eligibility Criteria. Brochures / leaflets and other documents with index, if not organized in index manner and documents not found at

the time of RFP scrutiny, bank will reject the RFP. No communication in this regards will be entertained.

17. The vendors must identify by name, title, and telephone number, the person(s) in their organization to who Bank can address questions during the evaluation of proposals.
18. An authorized officer of the vendor shall sign proposal(s) (supported by appropriate documentation). Any erasures or other changes included on any project submission shall bear the signature of the authorized officer only.
 - a) The proposal should be complete in all respects and contain all information asked for, along with all the technical/product details. The Proposal should include all items asked for in the attached Annexure.
 - b) Impression of company seal is required on each page of this RFP document and same should signed by company's authorized representative.
 - c) Each page of original RFP document must duly sign & stamped as a token of acceptance of terms & condition. Original RFP Document must be submitted along with the offer; otherwise the bid will be rejected.
19. **Earnest Money Deposit:**
 - a) Demand Draft/Pay Order of Rs. 1,00,000/- (One Lakh rupees Only) as Earnest Money Deposit and Demand Draft/Pay Order of Rs. 5,000/- (Five thousand rupees only) as RFP document fee, favoring Chhattisgarh Rajya Sahakari Bank Maryadit, payable at Raipur. EMD amount is non interest bearing.
 - b) made without EMD amount and RFP Document Fee will be rejected.
 - c) The EMD deposits is non-interest bearing. RFP Document fee is non-refundable.
 - d) The amount of EMD would be forfeited in following scenarios:
 - The EMD may be forfeited if a bidder withdraws his RFP during the period of bid validity.
 - In case of the successful bidder fails to accept and sign the agreement/ contract within the stipulated timeline for any reason whatsoever; or
 - e) EMD of unsuccessful bidders will be released in due course.
 - f) EMD of successful bidder will be discharged upon completion of project /the contract. This amount will be treated as Security/performance deposit.
 - g) The EMD of successful bidder will be forfeited if he fails to sign the contract on accordance with terms & conditions.
20. If, in the opinion of Bank, a proposal / quote/documents contain false or misleading statements or references that do not support a function, attribute, capability or condition as contended by the vendor, it shall be rejected.
21. The terms and conditions applicable to any resulting contract are those contained herein this RFP. Any different or additional terms contained in bidder's purchase order acknowledgement or other document, are unacceptable to Bank and may be rejected.
22. The bank reserves the right to contact any Vendor, Client/Bank for clarification or information submitted, to contact current and past customers of the vendor and to use

other sources of obtaining information regarding the Vendor, which may be deemed appropriate and would assist in the evaluation

23. The bank reserves the right to enter into a contract based upon proposals received without further discussion on such proposals. Accordingly, proposal should be submitted with the vendor's best and competitive price, delivery and service capabilities. Bank may/if require, will negotiate on price with vendor/s.

24. RFP Evaluation Process:

- a) The Bank will first scrutinize technical offers submitted by vendor to determine whether they are complete and matching with the eligibility criteria and conditions mentioned in RFP document.
 - b) RFPs will be opened in front of bank's Tender Committee and in presence vendor's representative. The date of opening of RFP document has been mentioned in the RFP. At the time of opening, bank will open main envelope (Common envelope) containing two (2) envelopes ONE for Technical Bid and other for Commercial Bid. Technical bid envelope will be opened for technical bid evaluation on the date of technical bid opening.
 - c) Post scrutiny of technical bid, commercial bid will be opened on the Commercial opening date. Bank will inform eligible vendors/bidders for negotiation or any decision that bank may take.
 - d) The commercial bid of only technically eligible vendor/s will be opened in front bank's Tender Committee and vendor/s representative.
 - e) The non-eligible vendors will be informed by e-mail or postal service, EMD of all such vendors will be returned back.
 - f) The vendor will be selected as per conditions and criteria mentioned in the RFP document.
25. The successful vendor has to start delivery of the Website Project within 20 Days from the date of Work Order. The necessary media, documents should be provided by the vendor to bank.
26. At the discretion of the Bank, there will be Acceptance Test before delivery inspection as per procedure conducted by the vendor in presence of the bank officials. In case of serious discrepancy in Website Project, Bank may cancel the entire work order and return the equipment back to the vendor.
27. The Successful Bidders should adhere to laws of the land and rules, regulations and guidelines issued by the various Regulatory, Statutory and Government authorities.
28. **Service Level Agreement (SLA):** The successful Bidder shall execute Service Level Agreement with the Bank upon signing of the contract agreement.

Service Level Agreement, shall include overall terms of engagement, product level services, deliverables, clauses of confidentiality, non-disclosure, penalty, indemnity for violation of IPR, trademark, indemnity and terms and conditions of the services to be extended, any other conditions as may be prescribed by the Bank etc. Scope of

Service may be enhanced based on Bank's business needs/Regulatory requirement on an ongoing basis; and the effective date of Agreement would be the date from which the services of the selected bidder will be operationalized.

29. The Bank reserves the right to alter the any quantities specified in the RFP.
30. Any publicity by the vendor in which the name of bank is to be used should be done only with the explicit written permission of the bank.
31. The agreement shall be signed between Bank and the successful Vendor for proper design, Development, Revamping and maintenance of Website infrastructure.
32. **Expenses:** It may be noted that Bank will not pay any amount / expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the "Agreed Professional Fee".
33. The bidder cannot change the 'Team Leader' during entire period of execution of the scope unless consented in writing by the Bank.
34. The bid should contain the resource planning proposed to be deployed for the project which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc.
35. **Termination:**
 - a) The Bank will also be entitled to terminate any subsequent agreement, if the Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and such breach is not cured within thirty (30) Days after Bank gives written notice; OR If such breach is not of the type that could be cured within thirty (30) Days and the Vendor fails to provide the Bank, within thirty (30) Days, a reasonable plan acceptable to the Bank to cure such breach.
 - b) Further, the Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank in the event of any of the defaults occurred and the same is not rectified within 30 days from the date of receipt of intimation from the Bank with respect of occurrence of such default in case of:
 - The selected bidder commits a breach of any of the terms and conditions of the RFP/contract.
 - The execution of the contract by the selected bidder is found to be unsatisfactory.
 - Supply of substandard material/services or delay in implementation, supply & services.
 - Any other appropriate reason.
 - c) After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another vendor of its choice by giving one

month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to make alternative arrangements. This clause is applicable, if for any reason, the contract is cancelled.

- d) In the event of termination, Website Infrastructure already procured as per Bank's required quality, Bank at its sole option may lift the stock at its own cost and the selected bidder shall co-operate for the same without any additional cost to the Bank.
- e) The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking EMD, if any, under this contract or any other contract/order.
- f) In addition to this the RFP and subsequent Agreement shall be deemed to have been terminated by either Party one day prior to the happening of the following events of default:
- The other Party becomes unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
 - A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the other Party and such appointment continues for a period of twenty one (21) days;
 - The other Party is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing by the other Party; or
 - The other Party becomes the subject of a court order for its winding up.
 - An attachment is levied or continues to be levied for a period of 7 days upon effect of the bid.
- g) The bidders agree and undertake that an exit by the selected bidder at any point in time resulting due to termination of this RFP and subsequent Agreement for any reason whatsoever would be a time consuming process over a period and only after completion of the Vendor's obligations under a transition mechanism. During this period of Transition, the Vendor shall continue to provide the Deliverables and the Services in accordance with this RFP and subsequent Agreement and shall maintain the agreed Service levels.
- h) Immediately upon the date of expiration or termination of the RFP and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.
- i) Without prejudice to the rights of the Parties, upon termination or expiry of this RFP and subsequent Agreement, Bank shall pay to Vendor, within thirty (30) days of

such termination or expiry and date of receipt of clear undisputed invoice whichever is later, all the undisputed fees outstanding till the date of termination;

- j) Upon the termination or expiry of this contract and subsequent Agreement, the rights granted to Vendor shall immediately terminate.

36. Effect of Termination

- a) The Bank expects the benefits from any un-anticipated decrease in supply or service costs over the term of the contract due to reduction of prices, efficient use of IT infrastructure / reduction of statutory charges, to be passed on to bank through re-negotiation. No conflict between the Selected Bidder and the Bank will cause cessation of services due to this. Only by mutual consent the services can be withdrawn. This would include a transition mechanism, which would normally require 3 to 6 months for migrating to alternate Service Provider.
- b) Notwithstanding termination of the contract in whole or in respect of any part of the Services for any reason, the contract continues in force to the extent necessary to give effect to those of its provisions which expressly or implicitly have effect after termination; and
- c) Where Bank terminates any Part of the contract, the parties shall continue to perform their respective obligations under the contract in respect of other parts where there has been no termination.
- d) In the event of partial termination, amounts will be payable for portions of the supplies/ services not terminated and being provided by the selected vendor after partial termination. However, this payment will be made after providing the supply /services as per the payment terms.

37. Intellectual property rights

- a) The selected bidder shall ensure that it has obtained appropriate rights to provide the Deliverables as per the terms and conditions contained in this RFP.
- b) The selected bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software used by selected bidder in performing its obligations under this contract.
- c) If a third party's claim endangers or disrupts Bank's activities, the Vendor shall at no further expense, charge, fees or costs to the Bank, obtain a license/ authorization so that the Bank may continue avail services in accordance with the terms of this RFP and subsequent Agreement.

38. Insurance Coverage: Selected bidder needs to insure any damage/loss to bank's assets stored at their premises. Also selected bidder need to obtain the transit insurance in case there is a movement of Website Infrastructure from different locations.

39. No outsourcing by selected bidder: The selected bidder will undertake to provide

the services required in this RFP to the Bank and will not outsource or subcontract any of the core activities of the contract to any individual/ firm/LLP/company.

40. The bidder is expected to quote for the prices of the services exclusive of taxes. All taxes and duties are extra.
41. Conditional price bid will be liable to be rejected
42. This RFP is subject to standard Force Majeure and the bank reserves the rights to reject one or all RFPs without assigning any reason.
43. For any dispute, Raipur in Chhattisgarh state will be the sole jurisdiction.

Annexure-I

Declaration for acceptance to the RFP Terms

(This letter must be printed on vendor's letter head)

To
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Date:

Sub: Acceptance to the term mentioned in the RFP.

Dear Sir,

We undersigned, offer to supply, Design, Development, Revamp and Maintenance of website as mentioned in this RFP. We are fully aware with RFP conditions mentioned in this RFP document. In accordance with your RFP dated We are hereby submitting our proposal, which includes this Technical Proposal and Commercial proposal, sealed under a separate envelope and placed in a common envelope.

We hereby declare that we have read the instructions/conditions mentioned in this RFP document and included in the RFP document, and abide by the same. We declare that we are binding on process mentioned in the RFP document and the decisions made by "Chhattisgarh Rajya Sahakari Bank Maryadit"

We hereby declare that all the information and statements made in this proposal are true and accept that any misleading information contained in it may lead to our disqualification. We confirm that all personnel and/or details named in the RFP will be available to undertake the services.

We undertake, if our proposal is accepted, to initiate the services related to the assignment immediately on signing of contract.

We understand you are not bound to accept any RFP and proposal you receive.

Yours faithfully,

Authorized Signature with stamp

Name and Title of Signatory

Place:

Date:

Annexure II:
Details of the Vendor

(This letter must be printed on vendor's letter head)

S.N.	Particulars of Information	Response
1	Name of Firm/LLP/Company	
2	Date of incorporation	
3	Company Head Office and registered office address	
4	Telephone and Fax numbers	
5	Name and designation of the person authorized to make commitments to the Bank	
6	Email Address	
7	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Company)	
8	Company Sales Tax Number, VAT registration number & Service Tax number.	
9	Company PAN & TIN number	
10	Support center (s):	
11	Number of employees Supporting the Project and Technical support	
12	Whether adequate number of Engineers can be provided for taking care of every Locations.	

*** Self attested copy PAN, GST Number, Registration Certificate should be enclosed.**

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Annexure-III

Declaration for conformity to the Website RFP and RFP document attachments

(To be submitted on bidder's letter head)

To
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Date:

Subject: Declaration for conformity to the RFP for website and RFP document attachments

We___hereby undertake to agree to abide by all the terms & conditions stipulated in the RFP document Ref no.....dated.....

We certify that the Bid Bided by us conform to the requirements of Website Design, Development, Revamping and Maintenance as per the RFP.

The following documents/items are enclosed –

S.N.	Eligibility Criteria	Self attested documents (Photo-Copies)	Remarks (Yes/No)
1	The Vendor/Bidder organization must a Indian legal entity and should be registered as per Shop & Establishment Act / Partnership Act/Company's Act in India.	Shops & Establishment certificate, Incorporation Certificate, Memorandum & Articles of Association, PAN, GST Registration Certificate should be submitted.	
2	The bidder must have implemented at least 5 website design and development projects	Submit the Customer Certificates of successful implementation of website Projects.	
3	The turnover of bidders should be at least Rs. 1.50 Crores in last 3 financial years.	Chartered Accountant audited copies of balance sheets and profit and loss should be attached.	
4	The Bidder must have certified to the following standards ISO 27001 – Data Center and the cloud services should be certified for the latest version of the standards 5) ISO/IEC 27017:2015 - Code of practice for information security controls. 6) ISO 27018 - Code of practice for protection of personally	(Copy of valid ISO certificate to be submitted as on the date of bid submission).	

	<p>identifiable information (PII) in public clouds.</p> <p>7) ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services.</p> <p>8) The bidder should conform the industry level certifications like ISO 9001: 2015, ISO 27001:2013& SOC 2 and SOC 3.</p>		
5	The bidder should have minimum five (5) years of experience in development and implementation of Websites for BFSI Sector/Govt. Sector/Corporate sector.	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Project Sign-Offs in the last five years including names of clients with Phone Number and e-Mail IDs	
6	The bidder should not be blacklisted company in any of the government institution /bank.	Self declaration on Bidder's letter head with sign and stamp	
7	Declaration to deliver Website project to the specification as per Annexure-III	Self declaration on Bidder's letter head with sign and stamp	
8	Bidder must provide the Schedules of Supply and installation to implement this project after WO is received.	Schedule of project implementation on Bidder's letter head with sign and stamp.	
9	Original RFP Documents	Attach original RFP Document with the signing on each paper with impression of company seal.	
10	Self Declarations for acceptance to the RFP Terms and Details of Vendor	Self declarations as per Annexure-I, II on Bidder's letter head with sign and stamp to be attached.	

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Date:

Place:

Annexure-IV

Service Level Definitions for Bank's Corporate Website Revamp and Maintenance

(To be provided on Bidder's Letter head)

To,
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Dear Sir,

Sub: RFP No..... Dated..... for Website Designing, developing, revamping and maintenance.

Hereby, we guarantee a minimum uptime of 99% (for the entire site), calculated on a monthly basis. Website/Application availability along with the requisite software (as provided by the bidder if any) will be 99% on 24x7x365. The penalty will be calculated as per the details given below.

Uptime percentage- 100% less Downtime Percentage

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Total Available Time–24 hrs per day for seven days a week

Unavailable Time - Time involved while the application is inoperative or operates in consistently or erratically.

Uptime Percentage (A)	Penalty Details
A >= 99.5%	No penalty
98% = < A < 99.5%	2% of cost of monthly maintenance charges
95% = < A < 98%	5% of cost of monthly maintenance charges
A < 95%	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly maintenance charges for every 0.1% lower than the stipulated uptime

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall cap of 10% of the Monthly Maintenance Charges and thereafter, Bank has the discretion to cancel the contract. In case if there is no pending invoices to be paid by the Bank

to the bidder, the bidder has to submit a pay order / cheque payable at Raipur in favour of Bank for the same within 15 days from the notice period from the Bank.

Availability Service Level Default

Availability Service Level will be measured on a monthly basis.

A Service Level Default will occur when the bidder fails to meet Minimum uptime (99.5%), as measured on a monthly basis.

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Date:

Place:

PART : II - COMMERCIAL OFFER

Annexure-V

COMMERCIAL OFFER FORMAT

(The commercial offer to be given on Bidder's Letter head)

A. Commercials for Website Design, Development, Revamp and Maintenance (5 years Maintenance Contract)

Service & Support Option (5 years)				
Particulars	Qty.	UNIT PRICE	TERM (year)	TOTAL AMOUNT
One Time Charges for Website Designing, Development, Revamping.	1		-	
Dedicated Hoisting Charges/Year	1		-	
After warranty, Website Maintenance/year	1		-	
Total Amount				
GST 18%				
Total Amount Payable (inclusive of Tax) INR				

Terms and Conditions:

- a) Website Infrastructure delivery and dispatch and all related out of pocket expenditure will be done by the selected Vendor/bidder.
- b) Applicable Taxes will be at current rate.
- c) Internet connections will be provided by the CG-APEX Bank.
- d) All other payment and general terms and conditions as mentioned in the RFP are applicable.

Signature of Authorized Signatory & stamp

Name:

Designation:

Place:

Date: