

## QUOTATION NOTICE

Sealed Quotations are invited by the Chief General Manager, BSNL, Odisha Telecom Circle, Bhubaneswar for undertaking the following works.

Sl. No.	Name of the Item/Work	Period of contract	Submission Date & Time of Quotations	Opening Date & Time of Quotation
1	Annual Maintenance Contract (AMC) of Circle Websites <a href="http://www.odisha.bsnl.co.in">www.odisha.bsnl.co.in</a> , <a href="http://www.odisha.bsnl.co.in/intranet">www.odisha.bsnl.co.in/intranet</a> <a href="http://www.odisha.bsnl.co.in/myadmin">www.odisha.bsnl.co.in/myadmin</a> etc,of BSNL, Odisha Telecom Circle.	Twelve calendar months extendable by six months	on before 13:00 Hrs. of Dt. 19-06-2020	On 16:00 Hrs of Dt 19-06-2020

### **Eligibility Criteria: -**

1. The eligible Firms/bidders should be Indian companies / firms registered to provide service for the item in India (Certificate of incorporation, Articles and Memorandum of Association or Partnership Deed or Proprietorship as the case may be, to be submitted along with the quotation..
2. The bidder should have 2 year of experience in website AMC/Design & Development in Govt/PSU.Experience certificate to this effect signed not below the rank of AGM to be submitted
3. Neither the bidder nor this near relative working in BSNL.A certificate to this effect must be submitted.
4. The bidder should have a valid GST registration.
5. The bidder should have a valid PAN.
6. The Bidder must have performed website audit with CERT-IN empanelled Vendors .
7. Other Terms and conditions and scope of the work will be intimated in PO for Selected Vendor
8. The Bidder must have office in Odisha(Self declaration) .
9. Scope of work placed at Annexure-1

**Dy. General Manager (BP, IT & Reg),**  
**O/o CGMT, Odisha Circle, Bhubaneswar -751022.**  
**Tel: 0674-2393200, FAX: 0674-2394700**

## ANNEXURE-1

**Scope of Work:-** The AMC of Websites/Applications of Odisha BSNL Websites requires the following.

1. Maintaining back end applications of the website.
2. Updating information on the web pages as per information to be given by BSNL.
3. Maintaining the links to web sites of Corporate Office, SSAs etc as decided by BSNL time to time.
4. Maintaining all the database modules of the web site.
5. Updating homepages as per instructions.
6. Performing work all linked sites (SSAs) to add database modules and web pages upto completion of WebPages.
7. Keeping a log of events on the web site.
8. Taking back-up of the web server monthly and on exigency basis.
9. Creating necessary security environment and protect site from intruders.
10. Setting up and configure web server in case of exigencies.
11. Creation of interactive(dynamic pages) as per requirement of BSNL time to time.
12. Managing secured user access through password management module already available.
13. Protecting the web server from virus.
14. Making minor changes in various pages without changing the architecture of the site, as per requirement and as requested by BSNL time to time during the contract period.
15. Keeping official secrecy & non-disclosure of any published data.
16. **The Services related to site availed from third party vendors is chargeable separately as per actual market cost.**
17. Major changes in websites are chargeable separately but it should decided by BSNL whether the work is under category of major or minor. However, minor changes / alteration / deletion / addition of web-pages etc. without changing the architecture of the sites are to be done at no extra cost.
18. (a) The contractor shall provide service/maintenance to BSNL in the presence of the user and at the locations where the hardware/software are installed.  
(b) The Contractor has to ensure compliance with "Guidelines for Indian Government Websites (GIGW)" and modification / up gradation, if required, for such compliance shall be the responsibility of the contractor.  
(c) The Contractor shall undertake work for security audits as per the guidelines/advice issued by CERT-In and/or BSNL and modify/update the website (web pages/database modules) to reduce/remove the security incidents & vulnerability during the contract period, if required. The decision of BSNL in the regard shall be final & binding upon the contractor.

19. Faults, requirement of assistance and requirement of updation of websites will be reported to the vendor by phone / FAX / mail. The contractor has to devise own means to attend the call / request in time.
20. (a) The Contractor shall be solely responsible for the maintenance / updation of the websites and BSNL shall not be liable to interact with partners / collaborators or sub-contractors of the Contractor.
- (b) No liability shall be attached to the contractor for non-performance or delayed execution in the event of accidents, riots, war, government interference, embargos, strikes, lock-out, Act of public enemy or acts of god provided notices & adequate proofs are produced within 21 days of such occurrences. The work shall resume soon after such conditions cease to exist.
21. **Payments shall be made to the contractor half-yearly on submission of claim through invoices in duplicate & on production of satisfactory performance certificate from the system in-charge.**
22. The Annual Maintenance Services as detailed above are of regular and periodic in nature, however any specific service request made to the contractor are to be attended on the same or next days otherwise LD charges @ 0.5 % of contract value per week will be recovered from AMC charges / pending bills for maximum up to 5%. The LD charges for a part of week shall be calculated proportionately.
23. The term of the contract shall be **for a period of twelve calendar months from date of AMC agreement** and extendable by six months. The rate quoted/agreed shall be valid for total term of the contract.
24. Arbitration , in the event of any dispute, difference arising under the agreement the same shall be referred to sole arbitration of CGMT,BSNL,Bhubaneswar or any other person nominated by him.
25. The Selected Firm has to furnish undertaking to BSNL in respect of confidentiality for password sharing by BSNL for the website with selected L-1 Vendor/firms in the process of quotation.

Dy. General Manager (BP, IT & Reg),  
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