

Bihar Vikas Mission
NOTICE INVITING TENDERS

Selection of an agency for Design, Development and maintenance of official website of Bihar Vikas Mission.

Ref. No.: BVM/2015-16/HR/09

Dated: 06/10/2016

- The Bihar Vikas Mission (BVM) is a new entity established by the Government of Bihar, under Society Registration Act, 1860, to continue its primary agenda of sustained development in the state of Bihar and to drive the effective planning and execution of various key Government development programs
- Bihar Vikas Mission seeks a proposal, as per the tender documents, from reputed consulting organisations for Design, Development and maintenance of official website of Bihar Vikas Mission.
- This website is an integral channel of communication for Bihar Vikas Mission through which the initiatives undertaken by the government and the progress under the purview of the said Mission will be disseminated. This would hone the process of building a strong online community and providing a platform for citizens' engagement and effective public dialogue.
- The detailed terms and conditions for qualification of the bidders, for bid submission and selection of the consultant, and roles and responsibilities of the consultant are indicated in the Bidding Documents. The Bidding Documents can be downloaded from the websites www.csd.bih.nic.in/www.prdbihar.gov.in/www.tenders.bih.nic.in
- Interested and qualified agencies are requested to submit their proposals. Tenders Documents including terms and conditions, specifications etc. can be obtained from the office of Bihar Vikas Mission on all working days (Monday to Friday) between 10:00 hours to 17:00 hours by payment of a demand draft of Rs. 1000/- drawn in favor of Member Secretary, Bihar Vikas Mission Payable at Patna. It may also be downloaded from the website www.biharvikasmission.org/www.prdbihar.gov.in/tenders.bih.nic.in. In case of a downloaded form, D.D of Rs 1000/- to be attached with the form.

Downloading of Bidding Documents : 13-10-2016
Pre Bid meeting date : 20-10-2016
Bid Submission end date : 03-11-2016 up to 3:00PM
Bid Opening Date : 03-11-2016 at 4:00PM

- For any kind of dispute with regard to the said RFP advertised, the arbitrator will be the Development Commissioner, Government of Bihar and the High Court of Patna will hold exclusive jurisdiction.


Member Secretary, Bihar Vikas Mission-cum-
Principal Secretary, Cabinet Secretariat, Govt. Of Bihar

REQUEST FOR PROPOSAL (RFP)

For

Design, Development and Maintenance of official website

Of

Bihar Vikas Mission

Downloading of Bidding Document : 13.10.2016

Pre Bid meeting date : 20.10.2016

Bid Submission end date : 3.11.2016 up to 3.00 pm

Bid Opening date : 3.11.2016 at 4.00 pm

06 October , 2016

Bihar Vikas Mission

Bihar State Building Construction Corporation Campus,

Hospital Road, Rajvanshi Nagar,

Patna – 800 023

Email: tenders@biharvikasmission.org

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1. DISCLAIMER

- i. The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- ii. This RFP is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- iii. Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- iv. The Purchaser, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- v. The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

- vi. The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

- vii. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

2. IMPORTANT INFORMATION

Name of the project	Selection of SDA for Website Development and Maintenance
Name of the Client	Bihar Vikas Mission (An entity of the Government of Bihar, registered under the Society Registration Act, 1860)
Address from where the RFP Documents can be obtained	Bihar Vikas Mission Bihar State Building Construction Corporation Campus, Hospital Road, Rajvanshi Nagar, Patna – 800 023 please visit www.csd.bih.nic.in / www.prdbihar.gov.in / tenders.bih.nic.in .
Bid Notice date.	06.10.2016
Downloading of Bidding Documents	13.10.2016
Pre-bid meeting date and Time	20.10.2016
Bid Submission end date	03.11.2016 up to 3.00 pm
Bid Opening date.	03.11.2016.2016 at 4.00 pm
Address where Bid have to be submitted.	Bihar Vikas Mission Bihar State Building Construction Corporation Campus, Hospital Road, Rajvanshi Nagar, Patna – 800 023
Pre-bid meeting Venue	Venue : Conference Hall Bihar Vikas Mission Bihar State Building Construction Corporation Campus, Hospital Road, Rajvanshi Nagar, Patna – 800 023
Time and place and date for opening of the Financial Bid.	To be declared after technical valuation of bidders bid. Only those bidders who qualified will be informed about the Financial bid opening place and date.
Validity of Bids	Minimum 180 days from proposal date
Tender Document Fee	Rs.1,000/- through demand draft from the scheduled bank, drawn in favour of "Member Secretary, Bihar Vikas Mission " Payable at Patna Only
Earnest Money Deposit	Rs. 1,50,000/(Rupees One Lac Fifty Thousand only). in the form of Demand Draft /Bank Guarantee in favour of "Member Secretary, Bihar Vikas Mission" Payable at Patna Only

3. Bihar Vikas Mission - Overview

Bihar Vikas Mission is an entity established by the Government of Bihar, under Society Registration Act, 1860, to continue its primary agenda of sustained development in the state of Bihar and to drive the effective planning and execution of various key Government development programs. The following are objectives of the mission:

- To ensure implementation in mission mode, fixation of priorities and monitoring of achievements against targets of programs and other resolutions of 7 Nishchay for a developed Bihar within the Sushashan ke karyakram: Programs of Good Governance 2015-2020, Agriculture Road Map, Human Development Mission, Skill Development Mission, Infrastructure development and Industrial incentives.
- To ensure strengthening of institutional arrangement and to promote modern and better work culture for a faster and more effective implementation of schemes and programs.
- To provide assistance in strengthening of monitoring mechanism and methodology for government programs and encourage use of modern techniques in data collection, analysis and flow.
- External ecosystem - To develop institutional arrangements and enter into agreements for availing the experiences and knowledge resource of educational community, private sector and civil society. To involve experts, thinkers, experienced professionals, youth and students for ensuring effective policy framing and compliance.
- As a facilitator, actively provide easy access and availability of technical-managerial knowledge, methods and resources to various levels of administration.
- To ensure simplification of processes and make aware innovative solutions and best practices for developing and establishing a fast track system for quick decision making. To provide customized solutions for difficult problems and issues.
- To help in providing solutions to policy issues cropping up during the implementation of programs and ensure their approval from appropriate authority. To ensure coordination and removal of difficulties among departments in implementation of programs. To encourage documentation and sharing of experiences of modern methods and better work mechanisms of problems resolution among departments.
- To establish effective public dialogue and receive public reactions and response. Document the progress and achievements and ensure their effective dissemination and propagation for public awareness and education.
- For raising additional resources, enter into partnership with local and global organizations, governments and financial institutions for capacity enhancement for various activities of the Mission.

Objective of Project

- BVM invites proposals to engage an agency to design a dynamic and interactive website which is aligned to its goals and designed as per the Guidelines for Indian Government Website (GIGW) prepared by NIC and adopted by DARPG, Ministry of Personnel, Public Grievances and Pension, GOI. ¹
- The website for BVM forms an integral part of the Mission through which the initiatives and the information regarding BVM will be shared with the general public. Additionally, the website will serve to be a resource for volunteers, media and others to stay updated with the progress of the BVM.
- Along with disseminating information, the website (integrated with other digital media properties) will also serve as a platform for two-way communication with the government and other stakeholders of governance wherein their valuable suggestions and feedback will be sought after.

¹The guidelines and compliance matrix prepared by NIC which contains procedures for development and management of Government websites and portals in India, are available at <http://web.guidelines.gov.in>. Compliance Matrix is a checklist of mandatory guidelines. This checklist shall be used to validate websites against the guidelines to ensure compliance

4. Instructions to bidders

There are two parts of tender document papers namely: -

- ✓ General Bid cum Technical Bid
 - ✓ Financial Bid
- a) The tender should be submitted by Post/hand only. No other form of tender submission will be valid for evaluation. The bidders can submit the EMD in form of DD or Bank Guarantee along with general bid of tender.
 - b) The Technical Bids of only the Bidders short listed from the General bids will be opened. Similarly, The Financial Bids of only the Bidders short listed from the Technical bids will be opened.
 - c) Tenders should be fully in accordance with the requirements of the Terms and Conditions as specified in this RFP.
 - d) Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete, illegible form will be rejected.
 - e) All offers should be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.
 - f) The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Quotations/ Bids with validity of less than 180 days may be rejected.
 - g) Modification of specifications and extension of closing date of tender, if required, will be made by an Addendum. Copies of Addenda will be sent to those who have purchased the tender document. This shall be signed and shall form a part of the tender in full and /or part thereof.
 - h) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. The terms of payments, delivery and acceptance applicable in this case and indicated in the Terms and Conditions of this RFP.
 - i) In comparing tenders and in making awards, Corporation/ Department may consider such factors as compliance with the specifications, relative quantity of supply, ability to provide repairs and maintenance service, the time of delivery and such other conditions as it may consider relevant.

- j) Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.
- k) The bidder shall make its own arrangements, for supply, installation and commissioning of materials at destination.
- l) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means Purchaser's personnel or representatives, on matters relating to the tenders under consideration. The purchaser if necessary will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for Corporation/Department tenders in future for a period of three years.

5. General conditions

1. Late Bids

Any bid received by the Tenderer after the time and date for receipt of bids prescribed in the RFP document will be rejected and returned unopened to the Bidder.

2. Bid Forms

- i. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.
- iii. Department shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

3. Amendment of Bid Documents

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified to all prospective bidders through publish in the given website or via email.

4. Pre bid Conference (PBC)

- i. Tenderer shall hold a pre bid conference (PBC) after the sale of the RFP document as per schedule mentioned in this RFP. In this PBC, Tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to the Member Secretary, BVM in writing to be received at least 1 day prior to the PBC or E-Mail at tenders@biharvikasmission.org. Queries not submitted within this deadline will not be taken up at the PBC.
- ii. Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

5. Response to Bidder's Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person two days prior to the date specified for pre-bid meeting in the RFP Data Sheet. Any query received after the due date shall not be entertained. The queries should necessarily be submitted in the following format:

BIDDER'S REQUEST FOR CLARIFICATION			
Name of Organization submitting request		Name & position of person submitting request	
		Complete address of the organization including phone, fax and email points of contact	
		Tel:	
		e-Mail:	
		FAX:	
Sr.	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring clarification	Points of clarification
1.			
2.			

All enquiries should be sent either through email or Fax. Purchaser shall not be responsible for ensuring that bidders' enquiries have been received by them. Purchaser shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response, nor does Purchaser undertake to answer all the queries that have been posed by the bidders. All responses given by Purchaser will be distributed to all the bidders through publication at web site.

6. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the Bihar Vikas Mission. The Bihar Vikas Mission will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

7. Cost of Bid Document

The cost of Bid document is Rs. 1000/- (Non refundable) the document will be available on website visit www.csd.bih.nic.in / www.prdbihar.gov.in / tenders.bih.nic.in. The Fee of downloaded RFP document has to be submitted as a Demand Draft in favor of Member Secretary, Bihar Vikas Mission payable at Patna. Bidders who have deposited the fee of bid document will only be eligible to attend the pre bid conference.

8. Earnest Money/Security Deposit:

- i. The General Bid should also contain relevant supporting documents and Earnest Money Deposit (EMD) as per details given below, by Demand Draft /Irrevocable Bank Guarantee (valid for six month) of any nationalized/ scheduled bank or drawn / deposited in favor of Member Secretary, Bihar Vikas Mission, Patna EMD for the entire project Rs. 1,50,000/-. The Earnest Money Deposit of the unsuccessful bidders will be refunded without any interest after issuance of LOI on successful bidder.
- ii. In the case of bidders whose bids are accepted for undertaking the work assigned for this tender, the successful bidder will submit a **Performance Security deposit**, which will be

- equal to 2% (two percent) of the project Value and additional 8% deducted from each bill which will be refunded after contract period. The same would have to be in form Demand Draft and have to be submitted within 15 days from the issuance of the LOI.
- iii. The successful bidder will also submit an acceptance of the LOI within three days from the awarding of the Contract.
 - iv. Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Security Deposit from the bidder.

9. Local Conditions

- i. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- ii. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award as described in the bidding documents. The Tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- iii. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.
- iv. The Bidder is expected to visit and examine the locations and obtain all information that may be necessary for preparing the bid at their own interest and cost.

10. Purchaser's Right to Terminate RFP Process

- i. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.
- iii. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

11. Contacting the Tenderer

- i. Any effort by Bidder influencing the Tenderer's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

- ii. Bidder shall not approach Bihar officers after office hours and/ or outside Bihar office premises, from the time of the bid opening till the time the Contract is awarded.

12. Bid validity

The bids shall remain valid for a period of 180 days from the last date of submission of tender.

13. Period Of Project

This Project shall come into effect on the Effective date of agreement and shall continue for a period of 3+2 Years and unless terminated earlier.

14. Supplementary Information / Corrigendum / Amendment to the RFP

- i. If Purchaser deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on website visit www.csd.bih.nic.in / www.prdbihar.gov.in / tenders.bih.nic.in. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- ii. At any time prior to the deadline (or as extended by the Purchaser) for submission of bids, Purchaser, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- iii. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Purchaser, at its discretion, may extend the deadline for the submission of bids.

15. Arbitration

Bihar Vikas Mission and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after ninety (90) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Office of Development Commissioner, Bihar State, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

16. Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- i. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- ii. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- iii. The bidder qualifies the proposal with his own conditions
- iv. Proposal is received in incomplete form
- v. Proposal is received after due date and time at the designated venue
- vi. Proposal is not accompanied by all the requisite documents
- vii. If bidder provides quotation only for a part of the project
- viii. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any
- ix. Commercial proposal is enclosed with the same envelope as technical proposal
- x. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- xi. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately
- xii. Bidder fails to deposit the security deposit or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the RFP.
- xiii. while evaluating the proposals, if it comes to Purchase Committee's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period, as decided by the Purchaser, from participation in any of the tenders floated by the Purchaser.

17. Conflict of Interest

SDA shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SDA or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Purchaser. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SDA to complete the requirements as given in the RFP. Please use form given in Annexure for making declaration to this effect.

18. Commercial Proposal

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Purchaser may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the

items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.

- ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.
- iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only.

19. Correction of Error

- i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Purchaser. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- ii. Proposals will be checked by the Purchaser for any arithmetic errors during the evaluation of the Financial Proposal.

20. Prices and Price Information

- i. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in this RFP. All the prices will be in Indian Rupees.
- ii. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- iii. The price quoted in the Commercial Proposal shall be the only payment, payable by the Purchaser to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between the Purchaser and the Bidder after negotiations.
- iv. The price would be inclusive of all taxes, duties, charges and levies as applicable
- v. The prices, once offered, must remain fixed, and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- vi. Bidder should provide all prices, quantities as per the prescribed format given in Format for Bid Response – Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.
- vii. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a

discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.

- viii. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable.
- ix. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

21. Language of Proposal

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

22. Limitation of Liability-

Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of bidder shall be, regardless of the form of claim, the consideration actually received by bidder for the statement of work under which the claim arises

23. Confidentiality-

Bidder is allowed to use the reference of this contract in other bid for meeting eligibility criteria, but Confidentiality will survive till one year from the date of expiration/termination of contract

24. Approval / Clearances-

Bidder will support in getting clearance with all the authorities but the prime responsibilities lies with Department.

25. Savings Clause-

Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidders non-performance is caused by Department's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.

26. Deemed Acceptance-

Any Deliverable(s) / Work Product(s) provided to the Department shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or

does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 15 days from the date of receipt of such Deliverable(s) / Work Product(s).

27. Change Order Clause-

Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Bidder. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, bidder shall not be bound to perform any additional services

28. Taxes and Duties :

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the taxes will be borne by Department and any decrease would be passed on to Department by the bidder.

29. Local Office Location

The bidder should have office in Bihar. In case bidder has no presence in Bihar, bidder shall furnish an undertaking that an office shall be opened in Bihar, with sufficient personnel and inventory of spares within a month of selection as Successful Bidder.

30. Submission of Documents

Bidders are required to submit all relevant documents for Pre-qualification criteria. Bidders are responsible to submit model make and **manufacture authorization certificate** from OEM regarding the IT equipments.

31. Appointment of the Committee

1. The Committee of the BVM will evaluate the Bids.
2. BVM decision would be binding on the Bidder.

32. Insurance

The equipment and services supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to the BVM after the project period ends.

6. Scope of Work

The bidders are expected to provide consultancy services towards the achievement of the following objectives:

A. DESIGN PHASE

1. Study, requirement understanding and analysis with respect to developing new website
2. Design, develop and establish a content management system modules for the website to capture the current status and progress of Bihar Vikas Mission across exhaustive social media channels and content.
3. Identify the requisite number of human resources with the required skill set and qualifications outlined

B. IMPLEMENTATION PHASE

1. Provide off-site warranty, annual maintenance of website/application, technical support and security from the date of issue of completion certificate
2. Identify and execute training requirements for successful execution of project along with preparation of User Manual

6.1 Detailed description of the scope of work:

6.1.1 DESIGN PHASE

A. Study, requirement understanding and analysis with respect to developing new website

- a) **Analyze and understand the existing government websites/portals**
 - Identify model government websites and understand their website structure and design
 - Outline the scope of work and areas of integration between the website and other social media platforms (both existing and in process of development)
 - Conduct detailed discussions with relevant stakeholders to understand the overall objective of the assignment
- b) **Strategically outline a comprehensive project plan with detailed targets and timelines and a thorough requirement analysis**
 - Conduct detailed requirement gathering and analysis including the role of the CMS for efficient information integration and consolidation
 - Enable system in manner that concerned users/stakeholder can upload their respective contents with online approvals of concerned US/DS s(Under Secretaries/Deputy

Secretaries). CMS will also enable the user to assign timeline for the contents to be displayed on the website

- Carry out a System study to prepare the SRS and FRS
- Detail High level and Low level application designs
- Finalize a detailed list of tasks, scope and duration for each target in the project plan
- Finalize all project objectives and requirements inclusive of information or support required from concerned government departments
- Submission of the detailed project plan and requirement analysis to concerned stakeholders

6.1.2 Design, develop and establish website for BVM

Design, develop and establish a content management system for the website to capture the current status and progress of Bihar Vikas Mission across exhaustive social media channels and content

a) Design and prepare the content structure and wire frame for the website

- Content structure and wireframe should include (but not limited to) the following:
 - Information on BVM's objectives and timelines and subsequent coverage of its progress
 - Detailed sections on each Nishchay with its current status and progress made
 - Detailed sections on each Sub-Mission along with navigation and integration to concerned departments under Government of Bihar and their related schemes
 - Detailed Sections on any social media integration such as Tenders, Vacancy, Press Release, Updates etc. have to be kept dynamic
- **Develop appropriate screen layouts and templates inclusive of the 7 Nishchay and all the Sub-Missions under BVM for user feedback**
- A prototype (design interface) developed by agency should get approved
- The website will incorporate database based application pages. This database will be universally used in all the concerned applications / Newsletters / Blogs / Schemes / Public engagements. The newsletters / blogs will have the facility to be subscribed through emails to the registered users. A newsletter registration module using emails will be part of this section.
- Design should comply on all parameters with guidelines issued by Government of India for websites
- Comply with website security guidelines issued by NIC and DIT, GOI

b) Liaison with concerned stake holders for feedback on content and wire frame

- Coordinate and collect required content from the concerned stakeholder
- Approval on the content gathered by the client department

- c) Develop a comprehensive content management software and operating system**
- Develop website using Free and Open Source Software (FOSS) solutions along with a content management software (CMS like Joomla/Drupal) including web analytics on all operating system
 - Latest stable versions of software be used as on date of implementation
 - Design website to be adaptable, responsive and accessible from mobile devices, tablets and desktop systems
 - Public access to all features on website should be independent of the type/kind of browser
 - Website will be available in bilingual mode, i.e., English and Hindi.
 - Website content should be original and updated regularly such that website ranks high using White Hat SEO practices (Search engine friendly)
 - Provision of allowing easy search using keywords or phrases
 - Coding/temporary demo server
- d) Develop inbuilt dynamism in website for easy modification and alteration of content and design elements by government departments**
- Inbuilt capability for designated Bihar government website administration staff to:
 - Control size of individual web pages
 - Control size and types of images used within the site
 - Control publishing of links to other websites
 - Flexibility within the portion of the website assigned to the concerned Bihar government department for designated staff to add, remove and update content using tools and templates that don't require extensive knowledge of web development languages or technical structure
 - Modification based upon user feedback
- e) Design the website in terms of usability and accessibility according to the broad requirements outlined**
- Website should be vibrant with a contemporary feel and with useful and appropriate information specifically tailor made for relevant stakeholders of BVM
 - Based on the objectives of BVM the tab names for the website could be (for illustrative purposes):
 - Home page
 - Independent tab on 7 Nishchay
 - Independent tab on Submissions
 - Tenders
 - Press Release
 - Media Kit
 - FAQs
 - Feedback section

The websites' usability should subsume the following elements, depicted in the table below:

Sr.No.	Component/Tab name	Required Features
1	Home Page	<p>Should be well constructed and attractive, such that the first impression of the website is engaging for the user</p> <p>Tagline(s) used should increase the user's understanding of the site</p> <p>Key topic areas should be presented in order of importance and should be easy to scan</p> <p>Up-to date news stories should be focused on the homepage</p> <p>Should clearly communicate the site's purpose and show all major options available on the website</p> <p>Majority of the homepage should be visible 'above the fold', and should contain a limited amount of prose text</p> <p>Easy access should be provided to the Home page from every other page/tab of the website</p>
2	Page layout	<p>All items should be appropriately aligned on the pages and layout should be consistent on all related pages</p> <p>Limit the amount of white spaces (negative space-i.e. areas without text, graphic etc.) on pages that used for scanning and searching</p> <p>Style and colour scheme should be consistent across the site</p> <p>Use a fluid layout that automatically adjusts the page size to monitor resolution settings that are 1024x768 pixels or higher</p>
3	Navigation	<p>Website's navigation scheme and features should allow users to find and access information effectively and efficiently; facility to upload documents and other information</p> <p>Navigation tabs should be located at the top of the page and look like clickable versions of real-world tabs</p> <p>Navigation elements should be clearly differentiated from each another and should be placed in a consistent way so that it can be easily located on each page</p> <p>User should be able to reach the required page within 2-3 clicks</p> <p>Site maps should be available with all the links of pages existing on the website and link for the sitemap should be clearly visible on the homepage</p>
4	Heading, titles and	Headings should be used in appropriate HTML order and heading

	labels	levels should not be skipped
		All pages should have category labels including links and clearly reflect the information contained within the category
5	Accessibility	Should be accessible to differently abled persons including: persons with low/no hearing capacity; persons with no/low vision capacity, colour blindness; persons with inability to use the mouse
6	User Provision and Feedback	Collecting information from visitors by enticing them to providing feedback or post comments
		Facility for users to create login IDs and subscribe for receiving updates through emails

f) Provide extensive web analytics services and statistics for BVM website

- Conduct comprehensive web analytics including, but not limited to the following:
 - Traffic reports
 - Visitor analysis
 - Duration analysis
 - Content wise analysis
 - Top landing pages & top exit pages
 - Other statistics and reports as required by BVM.
- Analytics tracking must be integrated on the site to allow for website visitor tracking, page tracking etc.
- Provide performance test reports, security test reports, UI Usability report, Deployment script

g) Develop original and engaging content supported by a simple and efficient content management system

- Content generation sole responsibility of agency, approved by the client department/s and thereby updating the same in accordance with the activities of BVM
- Content to be aligned with BVM's current activities, with easy adaptability to modify direction and content changes as and when the current strategic goals change
- Prepare administrative section of website for bilingual content
- Provide graphic, pictorial and audio-video interfaces, on needs basis of client
- Design and develop website as per Government of India guideline in Hindi and English with Content Management System and ability to add more languages (No Google translation to be used)
- Adaptability to add sections and/or edit/add content through a user-friendly graphic content management system. Addition of reports/data/other content to website as per requirement
- Integrate User administration services as a part of the Content Management System and website design

- Integrate organization profiles with regular support for updates including Press Release and Media kit section

6.1.3 Feedback Management:

1. Facility for analysing feedback on monthly basis to provide insights to achieve Portal goals and objectives.
2. Provision of an FAQ (Frequently Asked Questions) page to address common user queries.
3. Email and feedback management by addressing queries and feedback within a maximum time span of 24 hours for queries within the scope of FAQs and maximum of 48 hours for other queries requiring referencing and/or research.

6.1.4 Content Management System

1. Creation and Maintenance of a comprehensive Content Management System as a single repository for storage of all types of Portal content such as video and images along with controlling placement of content.
2. The CMS should be flexible and user friendly to allow extensive use by users of varying levels of technical knowledge.

6.1.5 Search Functionalities and SEO

1. Search engine and Sitemap functionalities on site to facilitate easy navigation and instant access to relevant information.
2. Developing own facility or installing third party tools to offer state of the art search facility for site content.
3. Making design and architecture of the site friendly to search engines

6.1.6 Hosting and Uploading/Downloading Services:

1. Hosting Support
2. Hosting of Online Contests & Data Management.
3. Provision for email addresses (minimum 100 ids). Creation of uniform e-mail Ids for offices and divisions / officers in the BVM GOB.

6.1.7 Backend, Integration & Database Services:

1. Programming (Code Repair, New Codes, Repairing Broken Links)
2. Database Maintenance & Integration
3. Project Management (Project Management Process & Deployment documentation required)

6.1.8 Security and backup Services

1. Security Audit by third Party.

2. Redundant Current Local Backup Copy of Portal at all times with backup being taken weekly.
3. Hosting on servers with adequate backup capacity in order to ensure zero down time.
4. Provision for backup servers to be active within maximum one hour of main server being compromised.
5. Incorporating security features to prevent hacking.
6. **Ensure website security is audited by a Indian Computer Emergency Response Team (CERT-IN) empanelled agency, under Department of Information Technology, Government of India**
 - Provide the following security features for the website:
 - Tools for control and monitoring website security
 - Protection against defacement, hacking
 - Design should incorporate security features to protect the site from session hijacking, SQL injection, cross-scripting, denial of service etc.
 - Recommend and specify suitable systems to ensure complete security and performance of the website. The details required in the proposal include:
 - Systems required
 - Software required including control and monitoring tools
 - Security of systems: databases, software, access controls
 - Compliance with Guidelines of Government of India websites, Version January '09 and comply with WCAG 2.0 standards for minimum level A
 - Free from OWASP 2013 Top 10, vulnerabilities
 - Captcha to be implemented to prevent password cracking tools and secure mechanism for changing password if lost/forgotten
 - Audit trail should be enabled such that the administrator can see the successful/unsuccessful logon, with time, IP attempts on the website
 - Provision of blocking any IP or network by assigning IP address range from accessing the pages of admin module of the website; also the main website-such that identified attackers can be blocked.

6.1.9 Monthly e-newsletter (English and Hindi Language)

1. Designing and mailing out to all registered subscribers, with mail bounce reports, mail open & click tracking.
2. Content including a minimum of 800 words text, five photos and one video.
3. Exclusive newsletter for the trade of minimum 500 words text, regarding activities of the Bihar Vikas Mission and updates on tourism related matters.
4. The agency should acquire audio, video, photo material for the Portal with exclusive rights or one time usage right as per the requirement.

6.1.10 Mobile and tablets apps module(Android and IOS):

It is envisaged that the website will also be accessible through various Mobile devices and smart phones, through defined mobile application or normal browsing through a mobile device. All the features and functionalities as defined for the access mechanism through Web Browser / Internet will also be applicable in case of accessing the website through any mobile device. The SDA will need to optimize the web content, with user friendly features so that the Users can easily browse and operate the service features through these devices.

Some of the key requirements related to Mobile Apps, but not limited to, are mentioned below:

1. The Mobile Apps should provide an intuitive and user friendly GUI that enables users to navigate and apply actions with ease. The GUI should be responsive with very little or no delays or time lag at launch or whilst navigating through screens.
2. The Mobile Apps should enable ease of configuration and changes to existing GUIs, and support the introduction of new screens.
3. The Mobile Apps should provide on screen tips and online help to aid users while interacting with it.
4. Should make use of data available in the existing Database and reduce duplicate data entry
5. Provide way for users to provide feedback on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms.
6. Incorporate analytics into mobile app, to track and identify users experience and actions.
7. Apps should be easily customizable and easy to Administer data in the Portal Database
8. Network level security, traffic should be encrypted using secured connectivity
9. Should support real time information via GPS availability
10. Should provide mobile Apps download based on phone OS and services
11. Apps should structure overall content with proper tagging to make them screen reader friendly.
12. Apps should ensure Compatibility with all platforms like Android, iOS etc.
13. Apps solution should develop Resolution independent design structure i.e. Mobile Apps should adjust itself automatically as per the screen resolution of the Mobile
14. Mobile Apps should work flawlessly across different platforms
15. There should be minimum use flash contents so that home page should be loaded quickly
16. It should not occupy excess client's Mobile RAM.

It is envisaged that the BVM will be provided with tabs, for easy accessibility and mobility, using which they can access the website through a data connection. These tabs are expected to be pre-loaded with the basic content and tool kits, required for their day-to-day work. Since these contents will need to be updated frequently, the tabs are envisaged to be synced with the Portal and download the updates etc. The SDA will be required to load the tabs with the

basic content, as per requirements defined by Department, and provide a mechanism so that these devices can sync with Portal over Internet and download the updated content.

6.2 Identify the requisite number of human resources with the required skill set and qualifications outlined

- Provide and position the human resource with the requisite qualification and skill set(Refer to Annexure 7 for Team CV format)
- The agency shall identify and position the required human resources for the website development, implementation and monitoring, inclusive of individuals who will be operating from the Patna office for the full duration of the said project for example, Project Lead, Developer, Database Expert etc.
- The content/technical writers are to operate from the Patna office over the project duration, with details outlined in the table below:

SR. No.	Proposed Resource	Requisite Educational Qualification	Type
1	Database Expert	<p>Qualification Full Time MBA/MCA/ M. Tech & B. Tech / B.E. from a reputed institute. Minimum 5 Year Domain Exp as DBA</p> <p>Responsibilities: Manage databases through multiple product lifecycle environments, from development to mission-critical production systems. Configure and maintain database servers and processes, including monitoring of system health and performance, to ensure high levels of performance, availability, and security. Apply data modeling techniques to ensure development and implementation support efforts meet integration and performance expectations Independently analyze, solve, and correct issues in real time, providing problem resolution end-to-end. Refine and automate regular processes, track issues, and document changes Assist developers with complex query tuning and schema refinement. Perform scheduled maintenance and support release deployment activities after hours. Share domain and technical expertise, providing technical</p>	Full time and Onsite

		<p>mentorship and cross training to other peers and team members.</p> <p>Oversee system administration and manage related roles and responsibilities</p> <p>Help tune performance and ensure high availability of infrastructure</p> <p>Skills:</p> <p>5+ years DB Administration experience required</p> <p>Experience with Performance with backups, restores and recovery models Knowledge of High Availability (HA) and Disaster Recovery (DR)</p> <p>Familiarity with load balancing, firewalls, etc.</p> <p>Proficient with network tools</p> <p>Experience with virtualization technologies,</p> <p>Excellent written and verbal communication</p> <p>Flexible, team player, get-it-done personality</p> <p>Ability to organize and plan work independently</p> <p>Ability to work in a rapidly changing environment</p>	
2	Project Manager	<p>Education: Full Time MBA/MCA/ M. Tech & B. Tech / B.E. from a reputed institute.</p> <p>Total Experience: At least 6 years in IT domain</p> <p>Should have more than 3 years of experience of handling such large projects as a project manager</p> <p>Languages known (Read, Write and Speak): Hindi, English</p> <p>Excellent writing, communication, time management and multi-tasking skills.</p> <p>The manager will be responsible for the overall direction, coordination, implementation, execution, control and completion of web and mobile development projects, ensuring consistency with company strategy, commitments and goals.</p> <p>**Responsibilities**</p> <p>Ensure that project are delivered on-time, within scope.</p> <p>Develop a detailed project plan to monitor and track progress.</p> <p>Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques.</p> <p>Supervise the development, bug-fixes and upgrades of web and mobile application projects..</p> <p>Report problems and escalate to management as needed.</p> <p>Coordinate with developers to create and maintain a robust</p>	Part Time /Offsite

		<p>framework to support the applications. Create and maintain comprehensive project documentation. Plan and oversee the preparation and dissemination of project communications. Create learning opportunities within the development team through training, conferences, hands-on training and mentorship in projects. Oversee recruitment of new team members when required.</p> <p>**Skills** Must have a good professional background in coding. Must have knowledge of Web and Android development technologies..</p>	
3	Web Content writer	<p>BA/MA (English) or Degree in Mass Communication Technical skills/experience: 2-3 years experience in creative and web content writing Work involves writing original content for blogs and websites after sound research on given topics WCW have written for websites and have exposure to SEO centric content writing would be preferred Knowledge of Keywords insertion & placement, sequencing, keyword density etc preferred Write social media content like blogs, articles, online press releases, tweets, posts etc Ability to research and gather reliable data and information to use in content writing Ability to work as a team player in a target driven work environment meeting deadlines Ability to write succinct, fact-filled and engaging content Other skills/experience: Effective communication and management skills Researching & Prospecting skills Should have content management skills Ability to write fresh, unique, high quality and error free content.</p>	Full Time On Site

6.3 Provide off-site warranty, annual maintenance of website/application, technical support and security from the date of issue of completion certificate

- a) Develop a monitoring and maintenance strategy for BVM website**
- Develop online web strategy with major upgrades in design and content of current website

- Prompt and proper maintenance of the website and updating relevant content for a period of 1 year, renewable based on performance for the total duration of the contract
- Edit and proof read website content
- Develop data backup/archival process and requirement traceability matrix

b) Provide technical support across all components of website

- Provide support to create microsites / web portals within a main website using a sub-domain / virtual directory
- Perform periodic updates of all software including their dependencies
- Database Management: create new database and user interface to display dynamic content from the database.
- Menu Management: add, move delete, modify menus on the site.
- UI changes
- Server management
- Bug resolution and ensuring that the site is up at all times

6.4 Identify and execute training requirements for successful execution of project along with preparation of User Manual

- Identify and execute training requirements and subsequent preparation of a comprehensive User and Technical Manual
- Handing over complete website source code and other technical documents associated with website development and administration to BVM designated staff of Bihar government
- Supplement handing over process with training in the use of the website to concerned staff
- Provide all exhaustive and necessary technical details including operating software, software tools and systems required for the proper upkeep and maintenance of the website to the designated staff of the Bihar government
- **Delivery Terms and Period:** The regular updation will be handled by the successful bidder and will start from the date of award of contract. The vendor will undertake a study to finalize the requirements in consultation with BVM. The work plan outlining the different phases and delivery schedule will be submitted to BVM for approval. The vendor should ensure timely completion of work as per schedule. The proposal should specify the schedule and delivery period for code, text, graphics, photographs, and other functionalities, as also for complete implementation.
- The agency / vendor needs to prepare different templates for the homepage, contents of the website and sitemap which would be presented to and finalized after consultation with BVM.