

RFP

For

Design, Development and Maintenance of Website

Of

State Election Commission (SEC), Gujarat



GUJARAT INFORMATICS LIMITED
Block 2, 2nd floor, Karmayogi Bhavan
Sector-10 A, Gandhinagar- 382 010, Phone: 079-23256022
Website: www.gil.gujarat.gov.in

Note: Bids will be acceptable only from empanel bidders/agencies registered under the DST G. R. No.: WEB/2006/1178/IT (Part File) dated 16.07.2015. Bids will not be acceptable from other agencies/bidders.

Abbreviations

- **GoG:** Government of Gujarat
- **GIL:** Gujarat Informatics Limited
- **SEC:** State Election Commission, Gujarat
- **GSDC:** Gujarat State Data Center
- **GUI:** Graphical User Interface
- **DST:** Department of Science & Technology

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Section: I

1. INVITATION FOR BIDS

Gujarat Informatics Limited on behalf of State Election Commission, Gujarat invites online bids for "***Selection of Service provider for Design, Development and Maintenance of website of State Election Commission, Gujarat***" as per the Guidelines for Designing, Development, Updation and Maintenance of the Websites of Government of Gujarat GR dated 16th July 2015 issued by DST.

1.1 General Instructions

1. Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and financial bid for the said work.
2. The bidders may download the tender document from website of <https://gem.gov.in>.
3. This RFP document is not transferable.

1.2 Eligibility Criteria/ Pre-Qualification Criteria:

The bidder must be empanel under the DST GR No. WEB/2006/1178/IT (Part File) dated 16.07.2015.

1.3 Important Information

Sr. No.	Information	Details
1.	Tender No:	GEM/2023/B/4373125
2.	Last date for submission of written queries for clarifications only by e-mail.	29.12.2023 up to 1500 hrse-mail ID: dgmTech-gil@gujarat.gov.in manishd@gujarat.gov.in hirenp@gujarat.gov.in projexe1-gil@gujarat.gov.in
3.	Place, date and time for Pre bid conference	29.12.2023 at 1500 hrs Conference Room, Gujarat Informatics Ltd. Block No. 2, 2 nd Floor, Karmayogi Bhavan, Gandhinagar
4.	Last date for submission of Online bid	101.01.2024 up to 1500 hrs Note: Proposal must be submitted online on https://gem.gov.in website
5.	Address and Addressee at which	Proposal must be submitted online on

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Sr. No.	Information	Details
	proposals are to be submitted	https://gem.gov.in website.
6.	Place, date and time for opening of financial / commercial proposal	The place, date and time for opening of financial/commercial proposal will give to the technically qualified bidder later on. Gujarat Informatics Ltd. Block No. 2, 2 nd Floor, Karmayogi Bhavan, Gandhinagar

4. Bids will be opened in the presence of Tender Committee members whoever are present as well as Bidders' or their representatives who choose to attend on the specified date and time. The Tender committee has been empowered to take the final decision regarding the tender.
5. In the event of the date specified for receipt and opening of bid being declared as a holiday for Government the due date for submission of bids and opening of bids will be the following working day at the appointed time.
6. State Election Commission, Gujarat / GIL reserve the right to accept or reject any tender offer without assigning any reason.
7. After Last date of submission of queries from the bidders will not be entertained.
8. Financial bids of only those bidders who qualify on the basis of evaluation of Technical presentation will be opened.
9. State Election Commission, Gujarat/GIL is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the State Election Commission, Gujarat State (SEC), /GIL and may be returned at its sole discretion. The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.
10. The Validity of Tender is 180 days after the date of financial bid opening.

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Section: II

2. INSTRUCTIONS TO BIDDERS

2.1 General Instruction

- All documents submitted in response to this Tender shall be signed by an authorized person. All papers shall be initialed by the said authority.
- The incomplete Bids will be rejected without giving any reason thereof.
- Actual work order should be placed by State Election Commission (SEC), Gujarat, Gandhinagar.
- Consortium shall not be allowed throughout execution of work.
- While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the State Election Commission (SEC), Gujarat /GIL on the basis of this RFP.
- Any notification of preferred bidder status by State Election Commission (SEC), Gujarat /GIL shall not give rise to any enforceable rights by the Bidder. The State Election Commission (SEC), Gujarat/GIL may cancel this Website development contract at any time prior to a formal written contract being executed by or on behalf of the GIL.

A. THE BIDDING DOCUMENTS

2.2 Contents of Bidding Documents

2.2.1 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

2.3 Pre-Bid Conference/Clarification of Bidding Documents

2.3.1 A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on the date indicated of this document. GIL/ State Election Commission (SEC), Gujarat State will respond to any request for the clarification of any bidding documents, which receives before date mentioned for submission of queries. The Queries should necessarily be submitted in the following format.

Sr. No.	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
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2.4 Amendment of Bidding Documents

- 2.4.1 At any time prior to the deadline for submission of bids, SEC/GIL may, for any reason, whether on its own initiative or in response to the clarification may change their bidding document by amendment; the amendment will be uploaded online through <https://gem.gov.in>.
- 2.4.2 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, SEC/GIL at its discretion, may extend the deadline for submission of bids.
- 2.4.3 All prospective bidders who have received the bidding documents will be notified of the amendment in writing, and will be binding on them.
- 2.4.4 At any time prior to the last date for receipt of bids, GIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- 2.4.5 Any such corrigendum shall be deemed to be incorporated into this RFP.

B. PREPARATION OF BIDS

2.5 Language of Bid

- 2.5.1 The proposal prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and GIL shall be in English language.

2.6 Documents Comprising the Bid

- 2.6.1 The Financial Bid must be submitted online through the <https://gem.gov.in>.

2.7 Bid Form

- 2.7.1 The Bidder shall complete the financial Bid furnished with this document giving details as per the format mentioned in the website <https://gem.gov.in>

2.8 Bid Prices

- 2.8.1 The Bidder shall indicate the prices in the Financial Bid format mentioned in the website <https://gem.gov.in>
- 2.8.2 The bidder may download the RFP documents from the websites <https://gem.gov.in> and www.gil.gujarat.gov.in.

2.9 Bid Currency

- 2.9.1 Prices shall be quoted in Indian Rupees only.

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2.10 Period of Validity Bids

- 2.10.1** Bids shall be valid for 180 days after the date of bid opening of Financial Bid. The SEC/GIL shall reject a Bid valid for a shorter period as non-responsive.
- 2.10.2** In exceptional circumstances, the tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 2.10.3** Bid evaluation will be based on the bid prices without taking into consideration the above changes.

2.11 Format and Signing of Bid

- 2.11.1** The Bidders have to submit the bid on the website <https://gem.gov.in>

C. Submission of Bids

2.12 Sealing and Marking of Bids

- 2.12.1** All bids must be submitted online through <https://gem.gov.in> as per the formats mentioned there.
- 2.12.2** Telex, cable, e-mailed or facsimile bids will be rejected.

2.13 Deadline for Submission of Bids

- 2.13.1** Bids must be submitted online not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being declared as a holiday for GIL, the bids will be received up to the appointed time on the next working day.
- 2.13.2** GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of GIL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.14 Late Bids

- 2.14.1** Late bids will be rejected and returned unopened to the Bidder.

2.15 Modification and Withdrawal of Bids

- 2.15.1** The Bidder may modify or withdraw his bid before the last date of submission of bids through the website <https://gem.gov.in> as per the GeM terms and condition.
- 2.15.2** No bid may be modified subsequent to the deadline for submission of bids.

D. Preliminary Bid Opening

2.16 Preliminary Opening of Bids by GIL

- 2.16.1** SEC/GIL will open the Preliminary stage of in the presence of Bidder or his representative who choose to attend, and at the following address:
Gujarat Informatics Ltd,

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Block No. 2, 2nd Floor,
Karmayogi Bhavan, Gandhinagar.

- 2.16.2** The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Preliminary Stage opening being declared holiday for GIL office, the Bid shall be opened at the appointed time and location on the next working day.
- 2.16.3** Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.

2.17 Preliminary Examination

- 2.17.1** SEC/GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 2.17.2** If a Bid is not substantially responsive, it will be rejected by SEC/GIL and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- 2.17.3** Conditional bids are liable to be rejected.

2.18 Methodology & Criteria for Technical, Commercial and Final evaluation

- 2.18.1** SEC will form a Committee which will evaluate the Presentation Criteria based on technical presentation presented by bidders for a detailed scrutiny.
- 2.18.2** The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP. Any deviation from the same will lead to the disqualification.
- 2.18.3** Technical Presentation Evaluation Criteria

Sr. No.	Presentation Evaluation Criteria	Max. Score
	General	
1	Whether Contents are categorized properly?	10
2	Whether Contents address target audience?	10
3	Aesthetics impact & user friendliness	10
4	Ease of Navigation within Website	10
5	Color scheme flexibility, balance, image proportion	10

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6	Level of understanding of the organizational functions	10
7	Focus on citizen centric services	10
	Technical	
1	Integration with other portal backend database through API	5
2	Language Selection Facility	5
3	Remote User / Site Management	10
4	Standard used for integration/ data exchange (XML, Web services etc.)	10
	Total Score	100

Note:

1. Out of 100 marks, Min. 60 marks will be required to qualify for opening of Financial bid (i.e. Minimum 60% score is required to qualify for next stage of opening of the financial bid)
2. 50% weightage of technical score and 50% weightage of financial score will be considered for the final evaluation.

2.18.4 Financial Bid evaluation:

1. Financial Bids of only those bidders who qualify on the basis of evaluation of Technical presentation as per presentation criteria mentioned in the RFP.

2.18.5 Selection Process

2. The website developer shall submit at least three prototypes of the proposed website in the presentation meeting.
3. The evaluation committee will evaluate the prototype based on the evaluation criteria mentioned in Clause no. 2.18.3
4. Out of 100 marks, Min. 60 marks will be required to qualify for opening of financial bid.
5. 50% weightage of technical score and 50% weightage of financial score will be

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The technical score would be normalized on a scale of 100, with highest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.

The individual bidder's technical scores will be normalized as per the formula below:

$$T_n = T_b/T_{max} \times 100$$

Where, T_n = normalized technical score for the bidder under consideration

T_b = absolute technical score for the bidder under consideration

T_{max} = maximum absolute technical score obtained by any bidder

(i) Financial evaluation

The financial bids of all the bidder who get 60% marks in the Technical evaluation stage will be opened.

The Bidder with lowest qualifying Financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified on the basis of mandatory technical qualifying score).

Financial Scores for other than L1 Bidders will be evaluated using the following formula:

$$\text{Financial Score of a Bidder (Fn)} = \left\{ \frac{\text{Commercial Bid of L1}}{\text{Commercial Bid of the Bidder}} \times 100 \right\}$$

(Adjusted up to two decimal places)

(IV) Final Evaluation:

The bids will be evaluated on a **Quality and Cost Based Selection [QCBS]** basis. The QCBS is a system enumerated in clause Number 192 of General Financial Rules 2017, Ministry of Finance, Government of India.

Proposals will be ranked according to their combined technical and financial scores using the weights ($T=0.50$ the weight given to the Technical bid and $P=0.50$, the weight given to the Financial Proposal). The final evaluation will be based on Final Score which shall be calculated as shown below:

$$\text{Final Score (S)} = T_n \times T + F_n \times P$$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

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2.18.6 Award of Contract

- On acceptance of Proposal for awarding the contract, SEC/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by all the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to SEC/GIL.

2.18.7 Payment Terms

Milestone	Percentage Payable
After conceptualization of the website (SEC website) (Finalization of Design template and site map in consultation with SEC)	25%
Successful uploading and installation of Website on User's Platform and generation of test reports as well as submission of Systems manual and user's manual (operational manual) in two Sets and training to employees of Organization.	25%
After 2 months of successful completion of the work Implementation report and handing over of all source code, meta data, licenses certification etc for SEC website to the organization or their authorized representative.	20%
After completion of 1st year of Annual maintenance Contract	30%

Note:

1. No advance payment will be made.
2. GST is included in financial bid as per the GeM terms and Condition.

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2.18.8 Penalty Clause

1. In case of delay in deliverables, a penalty of 0.5% of order value per week would be levied up to maximum of 10% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case the delay is more than three months.
2. In case of delay in rectifying the problem/ updation of Website during the contract period, penalty of Rs. 500 per day would be levied up to maximum 10% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case of inordinate delay.
3. The contract will be liable to be terminated and security deposit forfeited, if at any stage, reports are received that the agency has violated the terms and conditions/agreement of contract.
4. The website shall be strictly designed and developed according to the standards laid down in the latest Guidelines for the Indian Government Website (GIGW 3.0) of GIGW and any deviation shall attract termination of contract or other action as may be decided by SEC Department.

2.18.9 Termination for Default or Otherwise

SEC/ GIL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Website Developer, terminate the Contract in whole or part:

- If the Website Developer fails to perform any or all of the design, development works within the period(s)/schedule specified in the Contract,
- If the Website Developer fails to perform as per the performance standards.
- If the Website Developer, in the judgment of SEC/ GIL has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

2.18.10 Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be exclusive of all taxes as applicable up to the completion of job. Any increase in the Rates except taxes will not be allowed after signing the Contract Document.

2.18.11 Binding Clause

All decisions taken by SEC regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

2.18.12 Performance Bank Guarantee

1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.
2. The Successful Web developer has to submit Performance Bank Guarantee @

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10% of total order value within 15 days from the receipt of notification of award from "GIL" from All Nationalized Bank including the public sector bank or banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2023/0057/DMO dated 21.04.2023 issued by Finance Department or further instruction issued by Finance department time to time.

3. The Performance security will be valid up to the end of warranty period
4. If the O & M support required to be extended for further after the expiry of warranty of five years then the period of PBG should also be extended.
5. The proceeds of the performance security shall be payable to SEC as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
6. The Performance security shall be denominated in Indian Rupees.
7. Within 15 days of the receipt of notification of award from "GIL", the successful bidder shall furnish the performance security in accordance with the Conditions of the Contract, in the performance security Form provided in the bidding documents in the Performa prescribed in the Tender.
8. The Performance security will be discharged by SEC and returned to the Bidder on completion of the bidder's performance obligations under the contract.
9. No interest shall be payable on the PBG amount. SEC may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

2.18.13 Proposed timelines for Implementation from the date of issuance of workorder

The service provider will have to complete the work within/from the date of work order issued as per below timeline.

SN	Milestone	Timelines T = Date of work order
1	Preparation of SRS – study report for SEC website)	T ₁ = T + 15
2	Web Design and Development	T ₂ = T ₁ + 45
3	Security Audit	T ₃ = T ₂ + 20
4	UAT and Go Live of Website	T ₄ = T ₃ + 10

2.19 Corrupt or Fraudulent Practices

2.19.1 GIL/SEC requires that the bidders under this tender observe the highest standards of ethics during the execution of such contracts. In pursuance of this policy, GIL/ SEC defines for the purposes of this provision, the terms set forth as follows:

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- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the GIL/ SEC official in the selection process or in contract execution; and
- b) "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or an execution of a contract to the detriment of GIL/ SEC, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive GIL/ SEC of the benefits of the free and open competition,
- 2.19.2** During evaluation of bids, GIL/SEC may, at its discretion, ask the Bidder for a clarification of its bid. GIL/ SEC may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.
- 2.19.3** An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event GIL/ SEC will proceed to the next lowest evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.
- 2.19.4** GIL/ SEC reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GIL/ SEC action.
- 2.19.5** GIL/ SEC shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to GIL or black listed by any of the GIL/Government of Gujarat in competing for the contract in question.
- 2.19.6** GIL/ SEC shall declare a firm ineligible, and blacklisted either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
- 2.19.7** After presentation, each bidder will have to submit the copy of the presentation and necessary documents to the authorized person of GIL/ SEC without fail.
- 2.19.8** After techno-financial evaluation, when the two bidders is H₁ (i.e. highest score) with same score with/without two decimal points then for said two bidders, highest score of technically qualified bidder is consider as H₁ (i.e. highest score) for the said contract of the Website development work.

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Section: III

3. SCOPE OF WORK

3.1 Overview

State Election Commission, Gujarat was constituted in September 1993 under Article 243K of the Constitution of India. State Election Commission has been entrusted with the function of conducting free, fair and impartial elections to the local bodies in the state.

Part-IX and Part-IXA were incorporated through the amendment no.73 and no.74 in the constitution of India covering provisions regarding the Panchayats and Municipalities respectively. These parts cover constitutions of Panchayats and Municipality including their elections by the State Election Commission.

State election commission carries out activities related to preparation of wards / election division as per local bodies rules, decision of boundaries and distribution of seats along with preparation of voters list for the local bodies organizations like Gram Panchayat, Taluka and District Panchayat / Municipality and Municipal Corporation of the state and conducting general / mid-term / bye-elections and supervising them. For all these functions, the authority is vested in the State Election Commission under Article 243 K under which it has been empowered with Superintendence, Direction and Control of elections of local bodies.

As per the election rules of such local self-government organizations, District Election Officer for Panchayat elections, District Municipal Election Officer for elections of municipality and City Election Officer for the elections of municipal corporation have been appointed. State election commission has empowered the collectors for all activities related to elections of Gram Panchayat whereas the delimitation and allocation of seats for various reserved categories, voter's list, election programs and other related activities are carrying out by State Election Commission.

3.2 Technical Scope of Work

The Technical scope of work for development of website for State Election Commission, Gujarat is as below:

1. The website shall be strictly designed and developed according to the standards laid down in the latest Guidelines for the Indian Government Website (GIGW 3.0) of GIGW.
2. The website should conform to accessibility standards so that it caters to every single citizen irrespective of their disability. (WCAG 2.2 compliance)
3. The new website is to be developed and maintained for the period of **one** years.
4. The Website shall be bilingual (English, Gujarati). The Gujarati Content is universally accessible by using Unicode Compliant font.

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5. To enhance the overall look and feel of the website as per GIGW Compliance.
6. To integrate easy to use contents management system for managing overall content of the website.
7. To provide information to Citizens with minimum number of clicks.
8. Website should be compatible to all major browsers (i.e. Firefox, Internet explorer, opera, Google Chrome, Safari etc.) disabled specific devices.
9. To make website responsive to all the devices.
10. Developer must ensure that, not to violate any copyright law related to images, templates, code etc.
11. It should be required to use latest techniques to build new website rather than using old methods e.g. JQuery rather than using flash to rotate images.
12. Any user input system must have captcha system (Captcha must be neat and clean).
13. Website must have Web Syndication (RSS/Atoms) and mobile and Tablet Responsive web design (RWD). The responsive website with refreshed visual aesthetics will meet following objectives for the department:
 - The responsive version will adapt to various resolution including landscape and portrait orientation of the website.
 - Accessibility across multiple devices (particularly mobile, tablet & Desktop).
 - Website should be device agnostic.
 - Improved site usability through simplified and improved navigation.
 - Streamline content to clearly and efficiently convey information of key areas.
14. Website should have department/organization address locator with Geo Location integrated with Google Maps.
15. Website should have Breadcrumbs feature which will help people to be aware of their navigation trail.
16. To get safe to host certificate from CERT-In empanelled auditors.
17. Website must be optimized for Search Engines (Meta-tags, Dynamic Link Creations, and Dynamic Titles etc.) and also search ability within website.
18. No Installation of third party scripts to track user activity ad-scripts, hidden back links to other irrelevant website.
19. Sufficient security measures should be applied against vulnerabilities e.g. hacking / sql-injection-attack etc.
20. Website should be in specific manner so that authorize official can easily maintain the respective content themselves.
21. There should be clear distinction in content for authorized user and general public. i. e.

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Authorized users will be created for the websites by CMS. This website should be CMS based. Role based access to be given to user to perform activities like upload files, create & update the content etc.

22. Development of content management system for 2 stage workflow with bilingual support and modules for management of notices, circular, vacancy, recruitment, news, announcement, feedback etc.
23. Website should be updated in consultation with the concerned authority, which will be informed to you from time to time.
24. There should be a provision for integration of Social Media.
25. Web developer should develop a website with the concept of less web space and memory. So, web pages can load quickly but this shall also accommodate requirement of Department.
26. Website should be regularly monitored and assessed to ensure content authentication and updation.
27. There should be a location access through map in contact web page.
28. Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive.
29. Website has a Copyright Policy, Terms & Conditions and Privacy Policy, prominently displayed on the homepage.
30. Websites predefined themes should be available to update change design any time.
31. Users no need to knowledge of core coding to manage site.
32. Archival of content/documents should be manage.
33. Site Templates design should be approve from Department. Minimum 4 to 5 templates per website design provide by agency at the time of approval.

3.3 Design & Development Standards:

1. The selected web developer shall follow the design, Development and Technical standards specified in the guidelines of DARPG (GIGW 3.0) for Indian Government websites issued and updated from time to time by NIC shall be complied with. So, the new website should be accessible to persons with Disabilities (PWD) as per the guidelines issued by DARPG (GIGW i.e. <https://guidelines.india.gov.in/>) and W3C (WCAG i.e. <https://www.w3.org/TR/WCAG22/>).

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3.4 Indicative Features related to

1. The home page which contain basic information and dynamic interactive pages on including following points:
 - About State Election Commission
 - Overview.
 - Activities
 - Organizational Chart
 - Contact
 - Commissioner's Desk
 - Branches
 - Kendra
 - Overview
 - Activity of Branch
 - Contact
 - Administrative
 - Sub menu same as above branch
 - Establishment
 - Sub menu same as (Kendra) branch
 - Account
 - Sub menu same as (Kendra) branch
 - Registry
 - Sub menu same as (Kendra) branch
 - Election
 - Municipal Corporation

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- Municipality
- District
- Taluka
- Village
- Election Result
- e-Voting System
- Important Information
 - Total Seats & Its Breakup
 - Parties & Symbol
 - Elected Member List
 - Important Judgement/ order / Circulars
- Model Code of Conduct
- Voter registration
 - Guideline
 - Application forms
- Statistics
- Delimitation
- Right to information act
- Downloads
- Tenders
- Useful links
- The Results of election
- Photo Gallery

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- Video Gallery
- Success Stories
- Circulars & Orders
 - Government Resolutions, Notifications, Circulars-State Level, District level, Field level Schools
 - Archival of Circulars
- Policies & Guidelines
 - Central level, State Level, District level,
- Press Release-Latest News
- Tenders & Notices
- Notice board
 - Events-Calendar for various branch wise programmatic activities
 - Updates
- Documents & Reports
 - Financials-Budget, Annual Report
- Sitemap
- FAQs
- Contact details
- Important links to other websites
- Online Telephone directory - Contact details of Officers at State Level, District Level, field level, school authorities, etc.
- Citizen Charter/Feedback System
- Proactive Discloser
- Visitor counter

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- RSS Feed
 - Downloads
 - Disclaimer
 - Feedback forms and suggestion box to be provide in the website.
 - Election Mode
2. Payment gateway facility (including SMS and E-mail facility): Successful bidder has to integrate the payment gateway (including SMS and E-mail facility) in the website without any additional cost. The SEC will provide the necessary payment gateway, SMS and E-mail to the successful bidder.
 3. In case, SEC request for Data Migration from existing website (Actual URL will be given the successful bidder) to new website. Bidder has to accomplished this work without any additional cost. The prescribed technology (i.e. Front end and back end technology an database) of the website will be shared with successful bidder.
 4. Website should provide facility to upload the content without any technical knowledge i.e. Website should be integrated with Content Management System.
 5. Password should not be hardcoded in any website configuration files or stored in plain text. Passwords should be properly hashed and salted (encrypted) to reduce the effectiveness of password cracking.
 6. Website should be IPv6 compliant.
 7. Website should be running on SSL i.e. http request should automatically get redirected to https. SSL certificate for new website will be provided by the department. The new website will be host on GSDC. The Selected bidder has to install the same on the new website.
 8. Web developer should be responsible for macro level and micro level design of the website ensuring that the site is contemporary in all respects to the extension possible.
 9. The Website Developer should be responsible for ensuring that all the Software, Plugins, Scripts etc., used for the development of the Website is updated with the latest patches and are free of any known vulnerabilities. The updatation of patches should be carried out within 15 days from the date of announcement of the patch by OEM (in case of High Critical Vulnerabilities) and 30 days (in case of other vulnerabilities) in consultation with composite team of GSDC.
 10. The Website Developer may strive to use Open Source Software to design Websites. The use of Open Source Software should be as per the Framework on Open Source Software issued by Govt. of India
([http://egovstandards.gov.in/sites/default/files/Framework%20for%20Adoption%](http://egovstandards.gov.in/sites/default/files/Framework%20for%20Adoption%20of%20Open%20Source%20Software.pdf)

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200f%20Open%20Source%20Software%20in%20e-Governance%20Systems.pdf). For selection of Technology, Bidder has to propose the best technology platform for the said website.

11. Searching facility in the website for internal website search as well as advance search option.
12. The selected web developer should ensure professional look and feel of website. While preparing design make sure to develop as per relevant guideline.
13. The selected web developer should ensure website content is organized as per visitors' expectations. User should reach any part of website within 3 Clicks.
14. The selected web developer has to study the requirement in details in consultation with Department and develop the Website accordingly after due approval of concern Organization.
15. There should be provision for integration of application with website to be developed for department. No additional cost will be given for this work. (In view of the existing applications of SEC, the proposed website should be integrated with existing applications/ software like . soul software database to create a dashboard displaying important statistics like – No of available books, Author wise, publisher wise and any other requirement given by department at the time of development.)
16. Website should be in compliance with:
 - GIGW Guidelines
 - For compliance in GIGW, the selected bidder has to compliance the new website as per the GIGW standards. The Selected bidder has to provide own certificate for compliance of GIGW standard.
 - User should be able to operate on various Operating Systems like Windows, UNIX, LINUX, etc.
 - The pages should be printer friendly i.e. all the pages shall be displayed and printed upon demand by user.
 - To improve the experience of the Web on mobile devices and other handheld devices like iPad, tablets etc. the website needs to be developed with "One Web" concept. (One Web means making, as far as is reasonable, the same information and services available to users irrespective of the device they are using)

3.5 Multi-language

1. Website will be developed in two different languages (English and Gujarati) with an option for the users to switch between the languages. The content for both languages will be provided by department.
 - The essential features of the GoG website is as under:
 - Compliance with Guidelines for Indian Government websites & Government of

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Gujarat

- W3C's WCAG minimum 2.2 Compliance and its amendment from time to time
- Designing of home page and the inner pages with accessible Website Structure
- Bilingual Contents of the Website to be maintained by Comprehensive Content Management System
- Incorporation of Security features as per the guidelines of cert-in and free from OWASP Top 10 vulnerabilities
- Meta data creation
- Use of graphics / pictures / animation in a manner that the page should be loaded within least possible time
- Website should be compatible to smartphone devices and should have responsive GUI. The website should adapt to lower resolution such that smartphone users can seamlessly browse the site based on smartphone user experience and browsing behavior. It is imperative that the website is evolved to cater to various form factors like smart phones, tablets, desktops and any other handheld devices. Along with this it needs to be ensured that a right approach is adopted.
- All the websites should be compatible with Mobile. The mobile website should meet the following criteria:
 - Mobile version should deliver information contextual to the mobile users
 - The mobile version must adapt to various resolution including landscape and portrait website
 - Mobile website must work on all mobile based browsers such as Opera and Chrome etc.
 - Mobile website loading and viewing should be quick by using latest compression system from time to time during contract period.
 - The information on the mobile version should also be managed by content management system - CMS

3.6 Security Audit

1. Website should be hosted and released only after undergoing the Website Security Audit as per the guidelines of Government of India and obtaining a Security Audit Clearance certificate from CERT-in empaneled IT Security Auditors. SEC may take help to GIL for selection of Security auditor for Security audit of website. So, Payment of Security audit would be paid by SEC. Web developer should be responsible to fix the vulnerabilities found even after the hosting is completed till the completion of its contract period with SEC, Government of Gujarat.

3.7 Miscellaneous:

1. Web developer should be responsible to provide detailed web statistics report as

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and when required to the concerned officials in written or through e-mail after full-fledged Development of website.

2. Web developer should develop a website with the concept of less web space and memory. So, web page loaded quickly but this shall also accommodate requirement of SEC.
3. Web developer should be responsible to provide training as per requirement.
4. The website should be not in violation of any Government of India Guideline for design & development of website.

3.8 Hosting and Server Maintenance

1. During operation and maintenance phase, Service Provider's onsite team should coordinate with GSDC in order to ensure that the website is functioning as per standard norms. SEC will provide all necessary administrative support to team. If required, SEC will take responsibility of arranging any meeting with Gujarat State Data Centre, Gandhinagar.
2. Bidder is expected to host the website at their premises during the period of development and security audit and thereafter it has to be transferred in GSDC.

3.9 Operational Acceptance

1. Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/sub systems:
 - Bidder must host the services from its own testing server in development and testing phase.
 - In the Go-live phase, Bidder will have to manage and roll out a beta stage where the system will be made available and restricted only to the users in the department through an appropriate mechanism on the web, and conduct user acceptance testing of the System based on test cases developed by the Bidder in consultation with Department and validated by Department. Based on the test results, required changes will be carried out and tested. Post this, department Website will be officially launched and operational acceptance will be complete.
 - In order to accept the system, Department must be satisfied that all of the work has been completed and delivered to Department's complete satisfaction and that all aspects of the system perform acceptably. The functional/logical acceptance of the system will only be certified when the proposed system is installed and configured according to the design and that all the detailed procedures of operating them have been carried out by the Bidder in the presence of Department team.

3.10 Operations and Maintenance

1. The Successful bidder shall maintain and support the supplied software (Website) for a period of 1 years after the successful operational acceptance without any additional cost.

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The Operation and Maintenance will consist of;

- Resolution of errors/bugs (if any), website updates, changes in the website that may be necessary due to legal / statutory changes etc.
- Providing all software updates and patches released by the OEM, update and patch management, resolution of any issues / problems with the software etc.
- Deploy adequate facilities management personnel to maintain the Website as per the service level requirements
- Periodically update and insert pages / contents as per SEC directives.
- Successful bidder shall provide a dedicated project manager (though not required to be deployed full time) during the period of the contract that should be present for discussions, important meetings and should act as one-point contact for SEC.
- Resources (need not be onsite) for maintenance of Website
- As per the Government Guidelines, the selected bidders may or may not use Google analytics for generating the Web statistics reports. Department may require permission from GSDC to use google analytics. In case of deny by GSDC, Bidder has to propose the best solution for web statistics report.

No extra cost shall be remunerated by SEC on account of such maintenance activities mentioned herein above.

3.11 Training

1. The successful bidder shall provide onsite training on the following ;
 - Overview of the website to all the departmental users.
 - A detailed technical demonstration to the nodal officer of the State Election Commission on website administration.
 - Training to the nodal officer of the SEC on the CMS tools.
 - Approx. 10 officials need to be trained. Training will need to be provided at single location i.e. Gandhinagar. All the necessary arrangement like projector and training space will be given by department.

3.12 Copyright

Any software, hardware, data, awards, certificates, patent, etc. shall be absolute property of State Election Commission (SEC), Gujarat State, Government of Gujarat. The Successful bidder will transfer to the Department all Intellectual Property Rights in the Software developed. The bidder shall relinquish to the Department source code of the developed Website within Five (5) days from the date of acceptance of the system. The source code supplied to the Department shall at all times be a complete, accurate, and up-to-date copy corresponding exactly to the current production release of the software.

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3.13 Place of Performance

1. The Successful bidder shall perform a majority of the work at its own facility. The bidder shall be required to meet at the SEC facility once per week (day and time TBD) for a weekly status meeting. Additionally, all project reviews will be held at the Department facility and attended by the selected bidder. SEC shall provide and arrange for meeting spaces within its facility for all required bidder meetings. Once the project reaches the training phase, all training shall be conducted at the SEC facility.

3.14 Website Updation & Maintenance

1. The major activities covered are as under:
 - 24*7 Technical Assistance
 - Fixing security variabilities whenever any issue is reported or in the case of cyber-attacks.
 - Training and Handholding of user on CMS on demand basis.
 - To ensure website uptime by coordinating with Gujarat State Data Centre.
 - Addressing browser compatibility related issue
 - Addressing device compatibility related issue
 - Addressing of website performance related issue
 - Rectification of bugs like content formatting issue, image placement, link mismatch etc. immediately after user request.
 - Changes like static images, text, updating privacy policy, site terms of use, disclaimers etc.
 - Regular updation & maintenance based on request from the department.
 - Fixing all problems in running the website and support the content updating.
 - Website should be updated at least once in 15 days. If the maintenance agency does not get any intimation about the updation from the department, he has to proactively ask the department for the same.
 - Website should be updated in consultation with the concerned authority, which will be informed to you from time to time.

3.15 Documentation

1. The project team shall provide the following documentations in hard as well as soft copies:
 - Detail Project Plan
 - Fortnightly progress reports
 - System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
 - Complete Source Code with required documentation. Two sets of User manual (i.e. two hard & soft copies in English language and hard & soft copies in Gujarati language) for administration and management of website.

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- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, and User Acceptance Test Plan).
- Test report w.r.t the functionality, Compliance to W3C Standard & WCAG 2.0 AA level and its latest amendment.
- Original security Audit report and Clearance Certificate
- Training Manuals and literature which will include all details pertaining System Administration, CMS Tool, Website Users, Installation, Operations, Maintenance and security policy and procedure for website including Password security, logical access security, operating system security, data classification, and application security and data backups.

3.16 Source Code:

1. The source code (published and unpublished) of the website shall be the sole property of the SEC.

3.17 Time limit:

1. The service provider will have to complete the work within 4 months from the date of work order issued.
2. Other Terms & Condition & Scope are as per the GR. No. WEB/2006/1178/IT (Part File), Department of Science & Technology, Gandhinagar, dated 16th July, 2015.

3.18 Change Request: The Change Request shall be accepted by the department only in case the department feels that the change is widely out of scope then the bidder can submit the change request up to a maximum capping 10% of the financial bid for the entire contract period post-go-live of application.

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Section IV

4. Form II: FINANCIAL BID

Sr. No.	Description	Amount (Rs.)
1.	Design, Development, and successful deployment of website of State Election Commission (SEC), Gujarat on user platform including One year warranty support for regular updation & maintenance from the date of Go-live	

Note:

1. The rate should not be provided as a percentage figure but in absolute Indian Rupees.
2. GST is included on above amount as per the GeM terms and conditions.

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5. Form III: Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having _____ awarded _____ to _____ M/s. _____ having Principal Office at _____ (hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of _____ by issue of Purchase Order No. Dated issued by Gujarat Informatics Ltd. ,Gandhinagar for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, _____ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. _____ (Rupees _____) to the OWNER/PURCHASER on demand at any time up to _____ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/ PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise

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the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or Security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any Security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at _____ on this _____ day of _____ 2019

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

List of approved Banks:

All Nationalized Bank including the public sector bank or banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2023/0057/DMO dated 21.04.2023 issued by Finance Department or further instruction issued by Finance department time to time.

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