



**Netarhat Residential School**  
**Netarhat**

**(An Autonomous Institution under School education & Literacy Deptt., Govt. of Jharkhand)**

**Invites**

**Tender Notice No- 167 , Dated- 02.06.2025**

**Tender Document For Annual Maintenance Contract for Official Website of Netarhat Residential School situated at Netarhat-835218, District- Latehar Jharkhand**

Sealed tenders are invited for Netarhat Residential School, Netarhat from a reputed vendor/ firms having relevant experience under two bid system i.e. Technical Bid & Financial Bid for updating and maintaining the website of school.

1. **Eligibility Criteria**

- a) The Bidder should be a leading name in the field of respective items which are being mentioned in Annexure V.
- b) The bidder should have minimum 5 years' experience, preferably in website creation/development, maintenance & other related matters.
- c) Should have developed and maintained at least 10 portals of Central Government / State Government / Govt. PSU/Educational Institutions of static content, database driven dynamic contents/interactive contents.
- d) The bidder should have local office in the state of Jharkhand since last 3 years.
- e) Bidder should be an Authorized distributor /Authorized Dealer/Authorized service provider of the OEM.
- f) The bidders must submit self-attested copies of last 3 years Income Tax return in the name of the firm/proprietor/partner/Self proprietorship.
- g) The bidder shall provide the GST Registration number of the firm along with the PAN Number allotted by the concerned authorities.
- h) The bidder must have experience of supplying similar orders as mentioned in Annexure V. The documentary evidence of this regard must be attached. Contact details of the concerned person of institutions where services have been provided by the bidder should also be enclosed.
- i) One bidder can give only one quote either directly or through an authorized distributor/dealer /service provider.
- j) The bidder must not be blacklisted either by Netarhat Residential School, Netarhat or any other University/institution/Government department. An affidavit to this effect must be submitted.
- k) Entire work must be implemented within stipulated time from the date of issue of Work Order/Purchase order. Delay in delivery will have penalty of 0.5 % of order value per week to total of 5% of order value.
- l) Netarhat Residential School, Netarhat reserves the right to cancel or giving the order to some other party who have contested in this tender if it is not deployed even after the date mentioned in the purchase order. Delay due to school would not be considered.
- m) The bidder has to quote strictly in format of the Financial Bid mentioned in Annexure VI.

2. **Cost of tender- Tender fee amounted Rs 1,000.00 (One Thousand Only)**

Tender fee must be deposited through Online by using SBI Collect. link available in our school website i.e [www.netarhatvidyalaya.com](http://www.netarhatvidyalaya.com). Cost of tender form is Non-refundable.

3. **Earnest Money Deposit**

The interested firms may put the document complete in all respects along with Earnest Money Deposit (EMD) as a demand draft from any nationalized bank of India (for a minimum period of 6 months from the date of opening of tender) drawn in favor of the Principal, Netarhat Vidyalaya Samiti, payable at Netarhat. The details of payable EMD are mentioned below: -

- a. 1% of the Quoted Price/Value.
- b. The EMD should be enclosed in a separate envelop marked for the same and nothing to be made in the original covering letter.
- c. The EMD will be returned to the successful bidder on providing the security deposit.
- d. EMD will not be waived under any circumstances.
- e. Non submission of EMD will lead to rejection of tender at the opening stage itself.

**4. Security Deposit**

- a) Within fifteen (15) days of the award of Work order/Purchase order, the vendor shall furnish a security deposit amounting to 5% of the purchase order value in the form of Bank Guarantee (from scheduled Bank only) favoring the Principal, Netarhat Residential School, Netarhat.
- b) All Bank details like Name, address, phone/fax no., e-mail etc. should be mentioned clearly.
- c) The security deposit will be forfeited in the case of non-execution of the order and non-compliance of the terms and conditions provided in the tender document.

**5. Submission of Tender**

- a) Separate envelopes for Tender fees, EMD, Technical and Financial Bids duly sealed and superscripted as independent envelopes (Envelope I, II and III) should be placed in one big cover and sealed with the superscription Tender for in Netarhat Residential School campus situated at Netarhat, District- Latehar.
- b) The tender has to be dropped in the TENDER BOX kept for this purpose in the Principal's Office on due date: 14<sup>th</sup> June, 2025 on or before 2.00 p.m.
- c) The Institute reserves right to ignore any tender which fails to comply with the above instructions.
- d) The tender not submitted in the prescribed format or incomplete in detail is liable for rejection. The School will not be responsible for the non-receipt of quotation within the specified date and time due to any reason including holidays or delays.
  - i) **Envelope I (Tender fee and EMD)**  
The Tender fee and EMD should be enclosed in a separate envelop marked for the same and noting to be made in the original covering letter.
  - ii) **Envelope II (Technical Bid)**  
The technical bid/offer should be complete in all respects and contain all information asked for except prices. The Technical offer should include all components asked for in Annexure I-V. The suggested format for submission of technical offer is as follows:
    - Covering letter as per Annexure I
    - The Company profile as per Annexure II
    - Details of 3 major projects as per Annexure III
    - Comprehensive list of items with specifications according to the information given in Annexure V. It should not contain any price information.
    - Undertaking (on stamp paper of Rs. 10.00) that the successful bidder agrees to submit a security deposit amounting to 5% of the purchase order value by way of Demand Draft/Bank Guarantee in favor of the Principal, Netarhat Residential School, Netarhat.
    - Tender form' completed in all aspect as mentioned in last of this tender document.
  - iii) **Envelope III (Financial Offer)**  
The Financial Offer should give all relevant price information as per Annexure VI. The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial offer must not contradict the technical offer in any way.

**6. Opening of Tender:**

- a) The tender (Technical Bid) will be opened in the office of The Principal, Netarhat Residential School, Netarhat on 17<sup>th</sup> June, 2025 at 12.30 P.M.
- b) Financial Bids will be opened only those firms which qualify in technical bids on 18<sup>th</sup> July 2025 at 02.30 P.M
- c) The bidders have to be present or send their representative to be present in the opening of the tender at the time and date specified in the Schedule.

**7. Offer validity Period**

- a) The offer must be valid for a period of twelve months from the closing date of the tender. Any offer falling short of the validity period is liable for rejection.

**8. Payment Terms**

Payment would be made quarterly basis after submission of bills in triplicate copy.

**9. Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of offers, The School administration may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will be in writing.

**10. No Commitment to Accept Lowest rate in the Tender procedure.**

- (i) The school shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete without assigning any reason whatsoever.
- (ii) The school reserves the right to make any changes in the terms and conditions of the work. (iii) The school will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

**11. Order Cancellation**

The school also reserves the right to cancel the order in the event of one or more of the following circumstances:

- a) Delay in work beyond the stipulated time mentioned in the work order from the date of issue of the work order.
- b) Breach by the tenders of any of the terms and conditions of the tender.
- c) Any action by the vendor, which is in breach of law or accepted practices in the commercial transactions.
- d) If the Firm/Vendor goes into liquidation voluntarily or otherwise.

**12. Completeness of the Contract**

The contract will be deemed as incomplete until the system becomes fully operational. Until then the installation will be termed as incomplete and the warranty period will not commence. The warranty period will commence only on acceptance (based on acceptance test) of the installation.

**13. Signing of Tender:**

The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and important conditions referred to in Annexure enclosed herewith. Each page of the tender documents required to be signed and bears the official seal of the bidders.

**14. Amendment in tender conditions**

The Principal, Netarhat Residential School, Netarhat reserves all right to amend or withdraw any of the terms and conditions contained in tender document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Principal in this regard shall be final and binding on all.

**15. Terms and Conditions**

a) **Scope of Works**

The scope of work includes regular maintenance and updating of the website. Details of various elements of the scope of work are as follows:-

- i) The website Maintenance would include updating of content of all existing pages and designing new pages as per the requirement of the school. It would also include the upload images and all type of work as instructed by the Competent Authority of school from time to time.
- ii) Responsible for overall supervision to ensure that authentic and updated information and services are available all the time at the website.

b) **Backend, Integration & Databases Services:-**

- **Programming (Code Repair, New Codes, Repairing Broken Links) Database Administration, Maintenance & Integration**
- **Search Engine Optimization.**
- **Version upgrades (CMS, PHP, MySQL and other tools)**

**c) Services of contract included in the website maintenance plans as follows:-**

- **Text: Additions and Deletions.**
- **Photos: Additions, Deletions and basic retouching.**
- **WebPages : Additions or Deletions using existing webpage design.**
- **Navigation: Basic navigation changes (add, move and or delete an item in the navigation).**
- **File Downloads: Additions or deletions of PDFs and other documents.**
- **Videos : insertion or Deletions of Pre-edited video.**
- **Links: Additions or deletions.**
- **Color and Background Images : Changes/ replacements.**
- **Flash : Text-only changes and basic photo replacements in flash animation.**
- **Forms: Dynamic form layout and integration.**
- **Creating and arranging the archives of documents by suitably indexing and numbering. Putting all the documents in a uniform format w.r.t colour, size, font, etc.**
- **Add more feature in the Content Management System (CMS) of the website (as and when required)**
- **Publishing of the advertisement (Banner, Links etc.) on the website as per instruction of school.**
- **Making Change in the source code of the website (as and when required). Checking the website for dead links.**
- **Archival of information (as per instruction). Updating of data elements on existing pages.**
- **Designing and/or updating and publishing of new or revised pages. Undertaking Content research and management.**

**d) The Corporate Architecture of our website design and elements handlings.**

- **Home page changes**
- **Inner pages content changes/up-dating Adding or maintaining links.**
- **News updates.**
- **Adding new pages to the website.**
- **Adding new interactive components to the website**

- **Modifying content and graphics Site “makeovers”**
  - **Administration/Faculty details changes. Registration updates with search engines. Payment gateway related issues.**
  - **Find all the error regarding the websites and their removal.**
  - **Find all non-operative functions of website and make them operative.**
  - **Various types of content should be delivered through the Websites. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia files, Audio/Video files etc.**
  - **Coordination with the NIC for the server related problems/issues and Banks for payment gateway issues.**
  - **Technical support for the Auditing of websites.**
  - **Support for shifting of websites from shared hosting to cloud hosting.**
  - **Creation of new pages like Grant-in-Aids Form, Recruitment related forms etc.**
- e) **Renewal of Netarhat Vidyalaya Website includes Domain Name, 25 GB Webspace, 5 Anti-spam Email ID’s and SSL Certificate in the month of October.**
- f) **All interactions on the website should be secure, data exchanges encrypted using SSL/TLS and connections using https:// for domain and sub-domains.**
- g) **The site and associated applications shall be well hardened in such a manner that it provides safeguards against malware, hacks, and virus attacks.**
- h) **The agency will setup a HELPDESK to provide Telephonic and E-mail technical assistance to resolve the general and technical queries and issues of the Netarhat Vidyalaya website users and visitors during business days and hours.**
- i) **Regular posting of Photos, Greetings, Videos, Forthcoming Events, Newspaper Clips etc. on Social Media platforms like Facebook, Twitter, YouTube Channel of Netarhat Residential School.**

**Annexure-I**  
**(Letter on the vendor's letterhead)**

To,  
The Principal,  
Netarhat Residential School,  
Netarhat

Dear Sir,  
Sub: Your tender for Quotations for Item Sl. No- \_\_\_\_\_, Item Name-\_\_\_\_\_ as mentioned in Tender notice no \_\_\_\_\_, Dated \_\_\_\_\_ in the Netarhat Residential School premises at Netarhat.

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the supply and services of the following items as detailed in your above referred tender.

Item No.	Item Description
1.	Annual Maintenance Contract for Official Website of Netarhat Residential School 'www.netarhatvidyalaya.com'

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your tender documents and its enclosures. We also understand that The Netarhat Residential School, Netarhat is not bound to accept the offer either in part or in full and have a right to reject the offer in full or in part without assigning any reasons whatsoever. We also hereby undertake that this firm or the OEM represented by us have not been black listed by either by your institution or any other University/institution/Government department.

Yours faithfully,

Authorized Signatories  
(Name and Designation, seal of the firm)  
Date:

**Annexure-II**  
**(Letter on the vendor's letterhead)**

**Company Profile**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b>Sl. No.</b>	<b>Item Details</b>	<b>Details</b>
<b>1.</b>	<b>Name of Company</b>	
<b>2.</b>	<b>Corresponding Address</b>	
<b>3.</b>	<b>Telephone, Mobile and Fax numbers</b>	
<b>4.</b>	<b>Email</b>	
<b>5.</b>	<b>Website</b>	
<b>6.</b>	<b>Date of Registration of the Company</b>	
<b>7.</b>	<b>Year of Commencement of Business</b>	
	<b>Name and designation of the person authorized to make commitments to the School</b>	
<b>8.</b>	<b>Contact details of the person authorized to make commitments to the School</b>	
<b>9.</b>	<b>PAN No.</b>	
<b>10.</b>	<b>Sales Tax Number/Registration with GST</b>	
<b>11.</b>	<b>UDYAM Registration Number (if any)</b>	

**Signature**

**(Name and Designation)**

**Date**

**Seal**

**Annexure-III**  
**(Letter on the vendor's letterhead)**

**To,**  
**The Principal,**  
**Netarhat Residential School,**  
**Netarhat-835218**

**Dear Sir/Madam,**

**Subject: Your tender ref no \_\_\_\_\_, dated \_\_\_\_\_.**

**Details of Projects : Should have completed minimum FIVE work orders of Schools / University/Institutions with Central/State Government in last 10 years or above.**

<b>Sl. No.</b>	<b>Name of School / University / Institution</b>	<b>Details of work carried</b>	<b>Work Order details</b>	<b>Clients contact details (including name, email, address, phone and fax no.)</b>
1.				
2.				
3.				
4.				
5.				

**Signature**  
**(Name and Designation)**  
**Date**  
**Seal**

**Annexure-IV**  
**Experience in Website/Application Development and Maintenance**  
**(Letter on the vendor's letterhead)**

To,  
The Principal,  
Netarhat Residential School,  
Netarhat-835218

Dear Sir/Madam,

Subject: Your tender ref no \_\_\_\_\_, dated \_\_\_\_\_.

Details of Projects : Should have completed at least TEN websites/portals/application software of Central Government / State Government / Govt. PSU / Autonomous Institutions in last 10 years or above.

Sl. No.	Name of Client / Institution / University / Govt. Department	Type of Website/Applications Developed and Maintained
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Signature  
(Name and Designation)  
Date  
Seal

## Annexure-V

**Bidders shall submit their financial bid in the following format in separate envelope with super-scribed “Financial Bid for Website Maintenance”:**

**COST: Maintenance Cost including updating, designing and development of new pages**

**To,  
The Principal,  
Netarhat Residential School,  
Netarhat-835218**

**Dear Sir/Madam,**

**Subject: Your tender ref no \_\_\_\_\_, dated \_\_\_\_\_.**

<b>Sl. No.</b>	<b>Description of Work</b>	<b>Duration</b>	<b>Annual Cost (in Rupees)</b>
<b>1.</b>	<b>Renewal of Website including</b> <ul style="list-style-type: none"><li>- <b>Domain Name</b></li><li>- <b>25 GB Web Hosting</b></li><li>- <b>Wildcard SSL Certificate</b></li><li>- <b>5 Anti-Spam Email Accounts of 25 GB each</b></li></ul>	<b>One Year</b>	
<b>2.</b>	<b>Maintenance of Website including Social Media Handling</b>	<b>One Year</b>	
<b>3.</b>	<b>Taxes (if any)</b>		
	<b>Grand Total Cost</b>		

**Note: No other cost/ amount would be paid over and above the aforesaid proposal amount.**

**Signature  
(Name and Designation)  
Date  
Seal**

## Tender Form

The bidders should furnish the under mentioned information and also enclose the copy of the respective document as mentioned below failing which their bids will not be considered.

1. Name of the Firm along with Full Address:
2. Name of the Proprietor:
3. Telephone / Mobile Number:
4. Email:
5. Website:
6. Bank Account Number:
7. Income Tax Permanent Account Number (Please enclose photocopy):
8. GST Registration Number (Please enclose photocopy) :
9. Income Tax Return for the past three years (Please enclose photocopy):
10. Firm deed and Registration of the firm: (Please enclose photocopy):
11. (a) Demand Draft/SBI Collect towards the cost of the Tender Form (Rs.1000.00):
  - a. Draft No. / SBI Collect Transaction No. :
  - b. Name of the issuing Bank with Date:
12. Demand Draft for the Earnest Money Deposit (EMD, Rs. \_\_\_\_\_):
  - a. Draft No.
  - b. Name of the issuing Bank with Date:

Demand Draft should be drawn in favour of the Principal, Netarhat Residential School, Netarhat payable at Netarhat. Tenders/Bids not accompanied by the requisite Demand Drafts shall not be considered and shall be rejected.

**Principal  
Netarhat Residential School  
Netarhat**