

Haryana State Dental Council, Swasthya Bhawan,
Director General Health Services,
Sector-6, Panchkula. Haryana – 134109
Phone no. 0172-2561778, E mail - hrystatedentalcouncil@gmail.com

Tender No. HSDC/Website/2021/ Dated:
**Tender for creating, designing, developing, commissioning and maintaining the web
portal of Haryana State Dental Council, Panchkula.**

LAST DATE FOR SUBMISSION : 03 . 09. 2021(up to 5:00 P.M.)
DATE OF OPENING TECHNICAL BID : 04 . 09. 2021 at 11:00 A.M.
DATE OF DEMO FOR WEB PORTAL : 04. 09. 2021 at 2:00 P.M.
DATE OF OPENING OF FINANCIAL BID : 04. 09. 2021 at 4.00 P.M.

Sub:- Tender application for creating, designing, developing, commissioning and maintaining the web portal for Haryana State Dental Council, Panchkula.

Dear Sir,

Dental Council of Haryana an autonomous organization of the Ministry of Health & Family Welfare Government of India was established in the year 1949 to Dental education and Registration for practicing, care and cure of dental and oral alignment.

For automating the process of management System that includes online participation and its related processes, the Haryana State Dental Council, Panchkula proposes to engage a reputed vendor for creating, designing, developing, commissioning and maintaining of completely new website for Haryana State Dental Council, Panchkula subject to the following conditions.

- a. Vendor would have to complete the contract with in a period of one month from the date of job order. The Vendor also has to provide all the technical support related to Haryana State Dental Council, Panchkula to web portal including hosting and domain registration.
- b. The vendor would work closely with the Haryana State Dental Council, Panchkula and designate a team to provide the requested job in a timely and professional manner.
- c. The vendor shall undertake modification, beautification including animation (wherever deemed appropriate) and updation of the content to the utmost satisfaction of the State Council. The vendor will have to convert any material sent in soft copy format (MS-Word/PageMaker or any other format) to PDF/HTML format before hosting.
- d. It may be necessary for the vendor to liaise with various units/sections of the Haryana State Dental Council, Panchkula and gather the required information. Based on the information, the vendor shall analyze and design suitable WebPages, modules to be made online, either dynamically or otherwise keeping in view the easy accessibility and/or security of such information.
- e. Vendor must submit a backup of whole the web portal to the Haryana State Dental Council, Panchkula in softcopy.
- f. The vendor would also assure that the web portal is developed in line with the latest technological trends, Speed and accessibility are also key issues in this regard.
- g. The web portal is expected to cover the objectives/activities related to creating,

designing, developing, commissioning and maintaining the web portal of Haryana State Dental Council, Panchkula The broad contents of the technical of specifications web portal are enclosed at **Annexure-I**.

- h. In line with the stated details and in compliance with the terms and conditions as mentioned in **Annexure-II**, The venders are required to submit their best bid (sealed) for the said job in the format provided at **Annexure-III** and **Annexure-IV**.
- i. At this stage, it may not be possible to quantify the job in totality. Therefore, to further assess the quantum of the proposed job (if required), vendors in their own interest may discuss the subject with council (on mutually convenient date and time), prior to the submission of sealed bids.
- j. Sealed bids should be accompanied with an Earnest Money (refundable) in the form of a Demand Draft/Pay Order drawn in favour of Registrar, Haryana State Dental Council, Haryana for an amount of Rs. 20000/- (Rupees Twenty Thousand only) payable at Chandigarh/Panchkula. Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard.
- k. Sealed bids should be sent to office of Registrar, Haryana State Dental Council, Swasthya Bhawan, Director General Health Services, Sector-6, Panchkula. Haryana-134109 latest by 03.09.2021 at 5.00 P.M. . Technical bids would be opened on 04.09.2021 at 11.00 A.M., Web portal Demo at 2.00 PM and financial bid at 4.00 P.M. on same day in the presence of the vendors or their duly authorized representatives who choose to attend the same.
- l. Bidders are required to submit their bid with a non-refundable amount of Rs. 1000/- (Rupees One Thousand only) towards Cost of tender document, in the form of DD drawn in favour of Registrar, Haryana State Dental Council and payable at Chandigarh/Panchkula.
- m. The Haryana State Dental Council reserves the right to accept/reject any or all bids and/or cancel the Tender proceedings without assigning any reason, whatsoever.

Yours faithfully

(Registrar)
(Haryana State Dental Council)

Enclosed: As above

Technical Specifications containing

Broad Contents of web portal and Scope of Work

Features –

- Home Page
 1. Welcome Message
 2. Contacts Numbers & emails IDs
 3. Images(Dynamic & rolling)
 4. Important Links
 5. Latest News(Moving)
- About Us
 1. Team members with photo and bio data
 2. Ethics and Standards
 3. Vision
 4. Mission
- Contact Us
 1. Address with Contact number
 2. E-mail address
 3. Link with Google map
 4. Social plugins
- Public
 1. Latest news with photos, document.
 2. Circulars – with links
 3. Login ID with mobile phone number OTP based on Email or Mobile based
 4. Appointment – Scheduling for virtual interaction.
 5. Registration / Membership (with payment gateways) & Automatic certificate downloadable with QR / Bar code to applicant on email.
 - New/ Fresh form (uploads documents, photos id etc)
 - Renewal form (yrs/ lifetime).
 - NOC form.
 - PVC card application facilities and link to printer.
- **Admin**
 1. Login based & Authentication based access.

2. News and event editing & uploading, real time link.
3. Circulars editing and uploading, fixed due date to shift in archives.
4. Management of Registration & Membership (all type), NOC, Certificates (Received applications, approved by registrar, final document , digital signature on approval and facilities for block, suspend& delete.
5. Email alert/ SMS alert to applicant
6. Appointment facilities, appointment scheduling if any
7. MIS report all type (year, month, date wise, number wise, name & address wise etc
8. Search facilities at admin level.
9. Alert for defaulter at admin level.
10. Bulk email facilities at admin level.

- Grievances and feedback link with support email of admin.
- Query link with support email of admin.
- Web portal should be responsive to mobile, Tab & on desktop.
- Web portal should be dynamic.
- Vendor should include these in the bid - domain charges , Hosting on server , operating System (window 2012), Data base –window 2008 R2 web editions, SSL, payment gateway charges, Security audit , SMS charges at least one year and MOU for maintenance of web portal for 5 years.
- Vendor shall integrate the web portal with the payment gateway for online payment collection from participants through all visa , master cards, debit, credit cards, NEFT, RTGS, net banking. In this regard financial reports date wise, party wise, event wise, unique-id wise etc. shall be generated at admin level of Haryana State Dental Council, Panchkula. It will be the responsibility of Vendor to ensure the security and certificate installation required for operationalize the payment gateway.
- The Vendor will hand-over the source code with complete documentation both hardcopy and softcopy to Haryana State and undertake to debug any flaw in the software development. The Vendor must ensure the confidentiality and security of data to be maintained.
- The Vendor will not use the data generated for any purpose without specific written permission of Haryana State Dental Council, Panchkula.

- The Vendor shall provide the complete backup of the data and its related reports after completion of each fair (held during and including the maintenance period) to Haryana State Dental Council, Panchkula in excel format at down loadable admin level.
- The Vendor must ensure that there should not be any delay of events/fairs related work on the part of software. At any stage if additional technical man power is required, the Vendor shall provide the additional technical manpower at no extra cost to the Haryana State Dental Council, Panchkula.
- The Vendor has to maintain the developed web portal for atleast one year with adequate manpower from the date of successful completion of the web portal. For this the Vendor must quote the maintenance charges for one year.
- Accessibility should be permitted only through secure connection with the facility of a username and password (wherever applicable). Complete integration of above modules and successful commissioning of Web Portal.

TERMS AND CONDITIONS

1. Bid System (Technical, Demo and Financial):

The bid system will be followed for this tender. Bidders are advised to carefully read this tender document before submitting the bid. In this system bidder must submit the offer in two separate sealed envelopes as explained below.

(A) Envelope No.1 “Technical Bid” shall contain.

- a) Details of permanent Account Number (PAN) and VAT/TIN/Service Tax Number of the firms.
- b) Earnest Money for an amount of Rs. 20000/-, in the form of a Demand Draft/Pay Order drawn in favour of Registrar, Haryana State Dental Council payable at Chandigarh / Panchkula.
- c) A non-refundable amount of Rs.1000/-(Rupees One Thousand only) towards Cost of tender document, in the form of DD drawn in favour of Registrar, Haryana State Dental Council payable at Chandigarh /Panchkula.
- d) Proof of its Registered Office and other office (s), work place etc. and the bidder must have technical and support office in Tri City (Mohali, Panchkula & Chandigarh) Region.
- e) Detail of the Technical Manpower available with the firm.
- f) The bidder must have atleast 5 years of experience in Software Development Life Cycle (SDLC) and development of web based interactive forms and associated work relating thereto.
- g) The bidder should have minimum 10 numbers of permanent employees on the rolls of the bidder, including at least seven employees having degree such as BE/B. Tech/MCA/Graduate in Information Technology computer related field. Please furnish the bio-data covering details of qualification and work experience. The list of such permanent employed Technical professionals must be certified by the Human Resource Department of the company.
- h) The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc.
- i) The period of validity of Bid for 60 days from the date of opening of the Bid.
- j) Letter of undertaking stating that the company is not black listed by any

Govt./semi Govt. organization or PSU during the last five years.

k) Letter of undertaking stating acceptance of all the terms and conditions of this tender document.

(B) Demo of web portal.

(C) Envelope No.2 “Financial Bid” shall contain:

Price details along with other information strictly as per the format at Annexure-IV, should be provided on a separate sheet with proper seal and signature of authorized person. Kindly note that the details should be specified clearly and unambiguously. Any ambiguity in the Bid may result in the rejection of the Bid.

Note: If the firm/Company meets the above requirements, it may apply in the prescribed Performa at Annexure-III and Annexure – IV in sealed covers. Bidder should produce the self-attested photocopies of documents related to Registration Number, PAN

number, copy of job orders etc.

Both the sealed envelopes shall be placed in a third sealed cover super scribed with “**Bid for - creating, designing, developing, commissioning and maintaining the web portal of Haryana State Dental Council, Panchkula DO NOT OPEN BEFORE 16.08.2021**” addressed to Registrar, Haryana State Dental Council, Swasthya Bhawan , Director General Health Services, Sector-6, Panchkula. Haryana – 134109 up to 5.00 P.M. on 03.09.2021 (last date). . After scrutiny and satisfactory technical bidding specifications, the Haryana State Dental Council, Panchkula will shortlist those who are eligible bidding and inform for demo of web portal them.

(D) The bid should be strictly as per the specifications/format provided. Bid should conform to all the terms mentioned herein. Failure to furnish all relevant information as required or submission of bid not substantially responsive to this document in every respect will be at the bidders risk and will result in rejection of the bid. No correspondence will be entertained in case the bid is rejected. Vendors are advised to study the details carefully. Submission of sealed bid shall be deemed to have been done after careful study and examination of the details, as provided hereunder with full understanding of its implications.

(E) The bidder cannot make any amendment in the Technical Bid / Commercial Bid, neither he can impose any conditions. All such bids will be rejected at the discretion of Haryana State Dental Council. Sealed bids should be Addressed to:

The Registrar, Haryana State Dental Council, Swasthya Bhawan , Director General Health Services, Sector-6, Panchkula. Haryana – 134109

- (F) Dead line for submission of bids: On or Before 5.00 P.M. on 03.09.2021.
 - (G) Place, Time and Date of opening of sealed enveloped - The Registrar, Haryana State Dental Council, Swasthya Bhawan, Director General Health Services, Sector-6, Panchkula. Haryana – 134109.
 - (H) Date till which the bid is valid: 60 days from the opening of commercial/financial Bid.
 - (I) The Haryana State Dental Council, Panchkula shall not be responsible for any postal delays, which may lead to non- receipt/non-delivery of the bid.
 - (J) If the cover(s) of the bid are not sealed and marked, the Haryana State Dental Council, Panchkula will assume no responsibility for the bid's misplacement or premature opening.
11. The vendor shall bear all costs associated with the preparation of its bid including cost of preparation for the purposes of clarification of the bid, if so desired by the Haryana State Dental Council, Panchkula.
 12. In exceptional circumstances, the Haryana State Dental Council, Panchkula may solicit the vendors consent to an extension of the period of validity.
 13. Bids shall remain valid for 60 days after the date of bid opening prescribed by the Haryana State Dental Council, Panchkula. A bid valid for a shorter period may be rejected by the Haryana State Dental Council, Panchkula as non-responsive.
 14. The vendor should clarify that the individual signing the Tender or other documents in connection with the Bid must certify whether he/she signs as:
 - 14.1 A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor, or
 - 14.2 A Partner of the firm if it be a partnership, in which case, he must have authority to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership deed or a power of attorney. Alternatively, the Tender should be signed by all the partners,
or
 - 14.3 Constituted Attorney of the firm if it is a company.
 15. It will be imperative on each vendor to fully acquaint himself with the local conditions and factors which would have any effect of the performance of the contract

and/or the costs.

16. When deemed necessary, the Haryana State Dental Council, Panchkula may seek clarification on any aspect from the Vendor. However, that would not entitle the vendor to change or cause any change in the price quoted. The Haryana State Dental Council, Panchkula may, if so desired, ask the vendor to give presentation for the purpose of clarification of the Tender. All expenses for this purpose, as also for the preparation of documents and other meetings shall be borne by the Vendor.
17. The Haryana State Dental Council, Panchkula shall open the bid in the presence of the bidders or his authorized representatives, who may choose to be present at the following location:- The Registrar, Haryana State Dental Council, Swasthya Bhawan , Director General Health Services, Sector-6, Panchkula. Haryana – 134109
18. The Haryana State Dental Council, Panchkula will examine the bids to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed. Incomplete or unsigned bids may be rejected.
19. A bid determined as not substantially responsive/incomplete information/partial offer will be rejected by the Haryana State Dental Council, Panchkula and may not subsequently be made responsive by the Tenderer by rectification of the non-conformity.
20. The Haryana State Dental Council, Panchkula may waive any minor infirmity or non-conformity in the bid which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Tenderer. The decision of the Haryana State Dental Council, Panchkula in this regard shall be final.
21. In the event of due date being a closed holiday or a declared holiday for Central Government offices, the due date of submission of bids would be following working day at the appointed time and venue.
22. The Haryana State Dental Council, Panchkula will award the contract to the Vendor whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bid is determined to be qualified to perform the contract satisfactorily. The Council shall however not bind itself to accept the lowest or any bid, wholly or in part.
23. At any time before the deadline for submission of bids, Haryana State Dental Council, Panchkula may, for any reason, whether at its own initiative or in response to a

clarification requested by a prospective Bidder, or in response to some points brought to Haryana State dental Council, Panchkula attention by a prospective bidder. Haryana State Dental Council, Panchkula can modify the Tender Document by amending, modifying and / or supplementing the same. All changes shall be posted on web portal and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on bidders without any further act or deed on Haryana State Dental Council, Panchkula, part. In the event of any amendment, Haryana State Dental Council, Panchkula reserves the right to extend the deadline for the submission of the bids, in order to allow prospective bidders a reasonable time in which to take the amendment into account while preparing their bids.

24. The vendor shall indemnify the Haryana State Dental Council, Panchkula against all third party claims of infringement of patent, trademark or industrial designs, rights arising from the use of the software programs and/or goods or any other part thereof. The software developed on behalf of this contract will be sole property of Haryana State Dental Council, Panchkula.
25. The council reserves the right to accept or reject any bid, and to annul the Tender process and to reject all bids at any time, without thereby incurring any liability of the affected Tenderer or Tenderers of the grounds for the Purchaser's action. The decision of the council in this regard would be final and binding.
26. Performance Guarantee: Within 10 days of the receipt of notification of award from the **Haryana State Dental Council, Panchkula**, the successful Tendered shall furnish a performance guarantee equivalent to 10% of the contract value (subject to adjustment of EMD), either in the form of Demand Draft in favour of **Registrar, Haryana State Dental Council** or a Bank Guarantee (applicable for a minimum period of one year computed from the date of issue of the Job Order), in accordance with the conditions of the contract. Failure of the successful Tenderer to comply with this requirement shall constitute sufficient ground for the annulment of the award, in which event, the Haryana State Dental Council, Panchkula may made the award to the next lowest evaluated Tenderer or call for new bids. Security deposit will be refunded to the vendor after the expiry of contract, subject to successful execution.
27. Payment: Payment after deduction of taxes (as applicable) shall be released by the Haryana Dental Council, subject to production of pre receipted Invoice in duplicate

according to the following milestones achieved.

S.No	Milestones	Release of payment
1	After completion and successful test reports of the software.	50% of the Total cost.
2	On successful commissioning of EMS Software on URL.	30% of the Total cost.
3	After the satisfactory performance of software.	Balance 20% of the Total cost.

No amount would accrue to the Contractor in case of failure to furnish Performance Guarantee and payments will be released subjected to satisfactory performance.

28. Forfeit/Termination

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of the council and Forfeiture of Performance Security.

29. If at any time during performance of the Contract, the vendor should encounter conditions impeding timely delivery of services, the Vendor shall promptly notify the council in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, the council shall evaluate the situation and may at its discretion extend the time for performance.

30. Force Majeure:

31.1 Notwithstanding the above provisions, the Vendor shall not be liable for forfeiture of Performance Security, liquidated damages or termination for default, if and to the extent that delay in performance or other failure to perform obligations is a result of an event of Force Majeure.

31.2 For the purpose of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor and not involving the Vendor's fault or negligence and not foreseeable.

31.3 If Force Majeure situations arise, the Vendor shall promptly notify the council in writing of such conditions and cause thereof.

31. Any disputes arising out of or relating to the contract shall be settled through arbitration to which both, Haryana Dental State Council, Panchkula and the vendor

here to consent that the decision of Registrar , Haryana Dental Council, Haryana shall be final and binding. However, for all unresolved disputes, arbitration proceedings shall take place at Panchkula and courts at Panchkula shall have jurisdiction over the matter. The contract shall be interpreted in accordance with the Indian Laws.

Annexure-III

Tender No. HSDC/Website/2021/

Dated:

Technical Bid

For Creating, Designing, Developing, commissioning and maintaining the web portal for Haryana State Dental Council, Panchkula

1. Name of the Company –			
2. Address (with Tel. No., fax no. & e-mail –			
3. Contact person –			
4. (a) Registration Number			
(b) PAN Number			
(c) Service Tax No./ Tin No			
5. Details of EMD Deposited and cost of Tender			
Demand Draft /PO Number	Name of the Bank	Amount (in Rs)	Date

6. Confirm the following enclosures along with this format:

- a) Self-attested copy of the proof of Registered office
- b) Self-attested copy of Pan card and service tax proof.
- c) Documents attached showing details of Technical Manpower
- d) Bio-data of Project Manger and Technical Manpower to be deployed under this project with their qualification and experience.
- e) Document in support of 5 years of experience in Software Development Life Cycle (SDLC) and development of web based interactive forms and associated work relatingthereto.
- f) Demand Draft/ PO enclosed (Rs 20000 against EMD and Rs 1000/- against the cost of Tender) .
- g) Letter of undertaking stating that the company is not black listed by any Govt./semi Govt. organization or PSU.
- h) Letter of undertaking regarding acceptance of all the terms and conditions of this tender document.

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. I understand that in case found any deviation in the above statement at any stage, the company shall be black-listed and shall not have any deal with the Council in future. I also certify that the period of validity of this Bid is 60 days from the date of opening of the Financial Bid. In case of any concealment or misrepresentation, legal action would be taken against the culprits. Such action can be taken under section 182, Section 145 read with Section 417 and section 420, of Indian Penal Code as the case may be.

(Signature of authorized
signatory)

Note: The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc before submitting his bid.

ANNEXURE-IV

Tender No. HSDC/Website/2021/

Financial Bid

For Creating, Designing, Developing, commissioning and maintaining the web portal for Haryana State Dental Council, Panchkula.

Format for the submission of bid

Sr.No	Item	Costs (In INR)
1	Creating, Designing, Developing, commissioning and maintaining the web portal.	
2	Annual Maintenance charges including the cost of (Project manager and technical manpower) for 1 Year from the successful completion of above EMS.	
	Total (1+2)	
	Applicable Taxes	
	Grand Total	

Grand Total (in words) _____

Signature and Seal of authorized signatory

Dated:

32. Pre Bid Meeting

Pre-bid Meeting shall be held to satisfy the queries of the prospective bidders who like to attend the meeting. The Haryana State Dental Council, Panchkula shall try his best to respond to the questions raised or clarifications sought by the Bidders. However, The Haryana State Dental Council, Panchkula reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring the Haryana State Dental Council. State Dental Council, Panchkula may also on its own initiative, if deemed necessary, issue Interpretations and clarifications to all Bidders. Verbal clarifications. Information given by The Haryana State Dental Council, Panchkula or its employees or representatives shall not in any way or manner be binding on The Haryana State Dental Council, Panchkula.