

TENDER DOCUMENT

JHARKHAND RAJYA GRAMIN BANK, HEAD OFFICE, RANCHI INVITES TENDERS

Sl. No.	Description	
(a)	Tender Ref. No.	
(b)	Tender Name	CREATION AND DEVELOPMENT OF OFFICIAL WEBSITE FOR JHARKHAND RAJYA GRAMIN BANK
(c)	Ending Date of Tender	29.11.2024 up to 03:00 PM

Part -1

(Technical Bid)

Name of the Tenderer.....

Address.....

.....

GSTIN.....

NOTICE INVITING TENDERS

JHARKHAND RAJYA GRAMIN BANK, HEAD OFFICE, RANCHI (herein after referred to as **JRGB**) invites **Website Development quotation** from reputed Vendors as mentioned in attached Tender document.

1.	Name & location of Work	CREATION AND DEVELOPMENT OF WEBSITE FOR JHARKHAND RAJYA GRAMIN BANK , HO Ranchi
2.	Specification of Website	As per Annexure-1
3.	Eligibility Criteria	<ol style="list-style-type: none"> 1. Company should be 5 years old. 2. Should have completed project for minimum 5 Government/Financial institutions. 3. Should have one office in Ranchi, Jharkhand. 4. Annual average turnover should be minimum Rs.10 lacs or above for last three years. 5. Firm should have GST registration.
4.	Availability of tender documents	Tender documents can be downloaded from Bank's website www.jrgbank.in under 'Tender' section.
5.	Tender shall remain valid for	For a period of 90 days from the date of opening of price bid of tender
6.	Earnest Money Deposit (EMD)	Rs. 25,000.00 in the form of DD from any Nationalized Bank drawn in favor of 'Jharkhand Rajya Gramin Bank payable at Ranchi.
7.		Note. In case, any of the participating vendors did not execute rate contract agreement after quoting the L1 rate or after signing agreement of the rate contract with L1 rates, their EMD amount will be forfeited.
8.	Non Refundable Tender Fee	Rs. 2000/- in the form of DD from any Nationalized Bank / Private Bank drawn in favor of 'Jharkhand Rajya Gramin Bank' payable at Ranchi.
9.	Tender document downloading Start Date	From 02:00 PM (14:00 Hrs.) on 06.11.2024

10.	Tender document downloading end Date	Upto 02:00 PM (16:00 Hrs.) on 29.11.2024
11.	Last date and time of submission of Tender	Upto 18.00 P.M (18:00 Hrs.) on 29.11.2024
12.	Date and time of opening of tender	<p>Technical on 02.12.2024 at 11:00 am and Financial on 11:30 am</p> <p>At HO Ranchi.</p> <p>Address: - Zila Parishad Market Complex, 3rd Floor, Kutcheri Rd, Ranchi, Jharkhand 834001</p> <p>Vendor should be present on the given date. The tender will be opened even in cases where no vendor representatives are present on given date.</p>
13.	a) Cover-I (Technical Bid)	<p>Technical bid envelope called "Technical Bid" shall contain the following documents: (The bidders has to submit the copy of documents which will be a part of technical bid.</p> <p>They are as under:</p> <p>(i) Vendor will submit Demand Draft for tender fee along with technical bid.</p> <p>(ii) The eligible vendor not submitting any of the above technical bid documents will be dis-qualified and their price bid will not be opened.</p> <p>(iii) Document to support date of incorporation and minimum required turnover criteria.</p> <p>The vendor must submit all documents that meet the technical criteria as specified in the tender requirements.</p> <p>Cover-I will be opened in Tender Committee meeting as per date & time mentioned above in the presence of Tenderers who opted to attend the said meeting.</p>
14.	b) Cover-II (Price Bid)	Shall contain the Price Bid for development of website, maintenance of website and for development cost for static and Dynamic Module.

15.	Opening of Price Bid	<p>Cover-II (Price Bid) will be opened only of those bidders who are successful in Technical Bid (Cover- I) after thorough scrutiny.</p> <p>Note: - The L1 price will be determined based on the combined costs of development, maintenance, one static module, and one dynamic module, with the lowest total bid considered.</p>
16.	Deduction of Income Tax and GST	A) TDS on Income Tax/GST will be deducted at source as per Govt. Guidelines.
17.	Any additional Information	<p>Website will be developed as per the specification mentioned in annexure -1 (enclosed).</p> <p>The bank reserves the right to add or remove modules as needed until the issuance of the purchase order. The estimated rates include development, hosting on a dedicated server, testing, and minor modifications, if required by the bank. After the website's release, the vendor will provide a VA/PT report, with VA/PT conducted by a CERT-IN empaneled vendor. The VA/PT will follow the scope specified in the tender.</p>
Notes:		
a)	The work order will be awarded based on the L1 price quoted by the bidder in the Price Bid. The L1 price will be calculated as the total of development cost, maintenance cost, and the cost of developing one dynamic and one static module, with the lowest quoted price being selected.	
b)	The Bidders are expected to examine all instructions, forms, terms and specifications in the tender documents. Failure to furnish all information required as per the Tender Documents or submission of bids not substantially responsive to the Tender Documents in every respect will be at the Bidders risk and shall result in rejection from Tender.	
c)	In case the date of submission of Technical Bid, Price Bid is declared as a holiday, the respective date will be considered on the next working day at the same time and the tenders will be opened on the next working day at the same time.	
d)	JRGB reserves the right to cancel or postpone or modify the tenders at any stage without assigning any reason.	
f)	Corrigendum: (If any) is to be followed as published in https://www.jrgbank.in portal.	



For and on behalf of Jharkhand Rajya Gramin Bank

General Manager

Jharkhand Rajya Gramin Bank

Head Office,

3rd Floor, Zila Parishad Market Complex, Kutchery Road, Ranchi - 834001

Terms and Conditions

1. Scope of Work

The vendor agrees to design, develop, and deliver a fully functional website as per the specifications detailed in the annexure - I.

Project Milestones & Timeline

- The project must be completed within the agreed timeline.
- Key deliverables will be provided at specified milestones (design approval, development completion, testing, etc.).
- Delays caused by the vendor will result in a penalty of 2% reduction in fees for each week of delay beyond the agreed timeline.

Payment Terms

- Any additional work requested beyond the scope will be charged as per the quotation.

Intellectual Property & Ownership

- Upon full payment, all rights, including ownership of the website, its design, content, and source code, shall be transferred to the client.
- The vendor shall not reuse or replicate any part of the website for other clients without written consent from Bank.

5. Changes

- Regulatory issues raised by the bank must be resolved within 48 hours (Two working days). For non-regulatory issues, the vendor has to resolve issues within 5 working days. If the issue is not resolved within the stipulated time and this occurs twice consecutively, a 5% penalty will be deducted from the yearly maintenance charges.

6. Confidentiality

- Both parties agree to maintain the confidentiality of all sensitive information exchanged during the course of the project.
- The vendor may use the completed website for portfolio purposes only after receiving written approval from the client.

7. Testing & Quality Assurance

- The vendor is responsible for testing the website thoroughly to ensure it functions as specified across all agreed-upon browsers and devices.
- Any normal bugs or issues identified must be rectified within 2 working days, any critical issues identified will be resolved immediately.

Termination Clause

The bank reserves the right to terminate the contract with the vendor by providing a 3-month notice. Similarly, the vendor may terminate the contract by giving a 6-month advance notice.

Dispute Resolution

- In the event of any disputes, both parties agree to first attempt mediation. If mediation fails, the matter will be resolved in accordance with the laws of India and/or Jharkhand Ranchi and the courts at Ranchi shall have exclusive jurisdiction.

Additional Terms and Conditions

1. The website must be hosted on a dedicated server, allowing us to close all unnecessary ports and implement customizations as per the bank's requirements.
2. Website vendor has to conduct a yearly Vulnerability Assessment/Penetration Testing (VA/PT) from a CERT-IN empaneled auditor, should be submitted to the bank before March 31st of each financial year.

The scope of the VA/PT should cover the following:

- Network-Based Vulnerability Assessment
- Application-Based Vulnerability Assessment
- API-Based Vulnerability Assessment (if applicable)
- Host-Based Vulnerability Assessment
- Wireless Network Vulnerability Assessment (if applicable)
- Physical Vulnerability Assessment

All findings from the VA/PT must be classified as:

- Critical
- High
- Medium
- Low

3. The vendor should provide separate pricing for:

- Development

- Maintenance (including hosting the website on a dedicated server)
- Dynamic module development
- Static module development

4. Minor changes such as text updates or CSS adjustments will be handled without any additional cost to the bank.

5. For any new developments, such as module creation or changes to existing modules, the vendor will provide a deadline for completion and ensure the task is completed within that timeframe.

6. For all dynamic modules, there should be a dashboard for the bank, enabling any updates made through the dashboard to be reflected on the front end.

7. The website uptime must exceed 99%. Uptime is measured as a ratio of the time available to the total time.

8. Non-Disclosure Agreement (NDA) Clause

Both parties agree to maintain the confidentiality of all information related to the website, including:

- Design, code, and technical details
- Any information shared during the development or maintenance process that is not publicly available
- Personal information of users or clients shared via the website
- Disclosure of such confidential information is prohibited unless required by law or with written permission from the other party. This confidentiality remains in effect even after the contract or project has concluded.

9. Right to Audit Clause

The bank reserves the right to audit the vendor's records, systems, and processes to ensure compliance with the agreed terms and conditions.

This includes:

- Reviewing security practices and contract compliance
- Scheduling audits with prior notice, during regular business hours, and without disrupting operations
- The bank can conduct audits at any time during the agreement.

10. Upon completion of the website, the codebase will be shared with the bank, and the bank will hold full proprietary rights over the code.

11. Upon award of the bid to the L1 bidder, the bidder is required to promptly provide a timeline for the creation and development of the website.
12. All pages of the tender document shall be signed by authorized signatory and stamped. All corrections shall be duly signed and stamped. Bids received after the above date / time will not be considered.

Date:

Authorized Signatories
(Name & Designation and Signature
with Seal of the Firm)

(On Firm's letterhead)

Ref. No :

Date :

To

The General Manager,
Jharkhand Rajya Gramin Bank,
Head Office,
Kutchery Road,
Ranchi – 834 001

Quoted price for development of website, maintenance, development of Static and Dynamic module

With reference to the above subject, having examined and understood the terms and conditions forming part of the RFP, we hereby enclose our offer for development of website. The copy of the terms and condition signed on each page is attached herewith.

I confirm that my organization (i.e.) or any other organization which I had formed in the past has not been debarred or found using unfair means by any organization.

We further confirm that the offer is in conformity with the terms and conditions laid down in the tender for development and maintenance of website.

We also confirm that the offer will remain valid for 90 days from the last date for submission of the offer.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer without assigning any reason whatsoever.

We enclose herewith a Demand Draft for Rs 25,000/- & 2000/- favoring Jharkhand Rajya Gramin Bank and payable at Ranchi towards Earnest Money Deposit and Tender Fee. Details of the same are mentioned below:

	EMD Draft Rs. 25,000/-	Tender Fee Draft Rs. 2000/-
Demand Draft No.:		
Date of Demand Draft:		
Name of Issuing Bank:		

Yours faithfully,

Authorised Signatory

(Name & Designation and Signature with Seal of the Firm)

(On Firm's letterhead)

Profile of the Firm

Sl No	Description of item	Details
1.	Name and Address (Head Office) of the firm	
2.	Status of the firm (Proprietor/ Partnership / Ltd etc.)	
3.	Year of Establishment / Incorporation	
4.	Name of the Proprietor/Partners /Directors with professional qualifications, if any	
5.	Years of experience working in development of website (Enclose self-attested copies of work order / agreement)	
6.	Details of PAN, TAN & GST (enclose self-attested copies)	
7.	Furnish Name and address of present clients (Separate sheet to be enclosed, if needed)	
8.	Turn Over of Last 3 Financial Year (Minimum 10 lacs in each year).	
9.	Copy of balance sheet of last three years to be enclosed (2021-22, 2022-23 & 2023-24) (In case Audited balance sheet not available for 2023-24, bidder may submit three year balance sheet starting from 2020-21)	
10.	Details of local office address, contact person, contact no & email	
11.	Have you ever been blacklisted by any PSB/PSU	
12.	Any additional information	

* Separate enclosures whenever required should be enclosed.

Authorized Signatory

(Name & Designation and Signature with Seal of the Firm)

Date:

(On Firm's letterhead)

DECLARATION

I/ We have read the terms and conditions and have given all information required by the Bank.

The information furnished by me/ us is correct to the best of my knowledge and belief.

I / We agree that If, information furnished by me/ us are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later stage, my/ our application/ agreement / Work Order will be cancelled and EMD/ security deposit will be forfeited and I/ We will be solely responsible for the consequences.

I/ We agree that the decision of Jharkhand Rajya Gramin Bank in selection of Vendor(s) will be final and binding to me / us.

I/ We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets/ annexure.

I/We understand that the bank is not bound to accept any proposal it may receive and that the evaluation would be carried out based on the applicable eligibility criteria and the supported documents submitted by me/ us.

I/We agree to pay all the taxes/ insurance/ statutory dues as levied by Government/ Local authorities.

Date:

Authorised Signatories
(Name & Designation and Signature
with Seal of the Firm)

Jharkhand Rajya Gramin Bank

HO, Ranchi (Jharkhand)

PART-II

PRICE BID

(To be submitted on office Letter Head)

INDICATIVE PRICE FOR DEVELOPMENT OF WEBSITE

Sl. No	Item Description	Quantity	Rate
A	B	C	D
1	Cost for developing website (One Time cost)	1	
2	Maintenance cost (Hosting on dedicated server and Yearly VA/PT for website as per the scope provide) of website	1	
3	Development cost for static module.	1	
4	Development cost for Dynamic module.		
	Total Cost =		

(GST as applicable)

Note: - 1. L1 will be decided for each category mentioned above, independently on the basis of net effective price (Column - F).

2. Price quoted shall be excluding GST. GST at applicable rates will be paid additionally by the bank.

JHARKHAND RAJYA GRAMIN BANK

Website Requirement Specification



1.Introduction

Jharkhand Rajya Gramin Bank (JRGB) is a Regional Rural Bank (RRB) that operates across all 24 districts of Jharkhand. It was established on April 1, 2019, through the amalgamation of Vananchal Gramin Bank and Jharkhand Gramin Bank. Sponsored by the State Bank of India, JRGB provides a range of banking services primarily aimed at rural customers, including deposit accounts, loans, internet banking, mobile banking, and agricultural financial services.

Existing Website: jrgbank.in

2.Modules

2.1 Header

The header of a bank's website typically includes several key modules that are designed to be both informative and functional. These modules may be static or dynamic, depending on their purpose and content. Here's a breakdown of the common header modules and their specifications:

1. Logo and Branding

- **Type:** Static
- **Specification:** The bank's logo and branding are usually placed on the top left of the header. This element is static, providing a consistent branding experience across all pages.

2. Navigation Menu

- **Type:** Dynamic
- **Specification:** The navigation menu typically includes links to essential sections like Home, About Us, Products & Services, Contact Us. It can be a dynamic dropdown or mega menu, allowing users to access various subsections easily. Some of key sections are:

- Home
- About Us
- VISION & MISSION
- OUR PRODUCT
 1. LOAN/ADVANCES
 2. DEPOSITS
 3. RUPAY OFFERS
- Grievances
- RTI
- TENDERS & NOTICES
- CUSTOMER ENQUIRY FORM
- ROSTER
- CONTACT US

3. Search Bar

- **Type:** Dynamic
- **Specification:** A search bar enables users to quickly find specific information on the website. This is a dynamic element that interacts with the website's search functionality.

4. Language/Region Selector

- **Type:** Dynamic
- **Specification:** This module allows users to select their preferred language or region. The content may change dynamically based on the user's selection.

5. Social Media Icons

- **Type:** Static/Dynamic
- **Specification:** Links to the bank's social media profiles. These can be static images with links or dynamic, displaying the number of followers or recent posts.

6. Security Alerts/Notifications/Latest News

- **Type:** Dynamic
- **Specification:** Often used to display important alerts such as phishing warnings or updates on the bank's security policies. This content is dynamic, as it changes based on current threats or announcements.

7.Important Links

- **Type:** Static/Dynamic
- **Specification:** The links themselves are usually static, providing consistent navigation to critical pages. However, the content linked might be dynamic, such as updates on government schemes or real-time financial data.
 - Chairman's Message
 - Annual Reports
 - Alternative Delivery Channel
 - Know Your Bank
 - Video Gallery
 - Complaints
 - Auctions
 - Board of Directors
 - Senior Officials
 - Fraud detected at RRBs
 - Our Branches

- Our Policies
- Holiday Calendar
- Careers
- Internet Banking (Bank's Specific URL)
- Mobile Banking
- DISA JRGB (Online Account Opening)
- NPS Registration

8. Carousel Slider

- **Type:** Static/Dynamic
- **Specification:** Serves as a dynamic, engaging visual tool to showcase important information and services offered by the bank. The slider can highlight key features such as loan schemes, savings account options, digital banking services, customer success stories, and financial inclusion initiatives for rural development.

2.2 FOOTER

1. NAVIGATION

- Home
- DEAF Account List
- About Us
- Annual Reports
- Customer Grievance
- Branch List

2.POLICIES

- RTI Act
- Privacy Policy
- Integrated Ombudsman Scheme
- Customer Service Policy

3.HEAD OFFICE

- About
- Address
- Contact
- DICGC QR CODE

SOME OF THE ESSENTIAL FEATURES OF WEBSITE

1. Responsive Design

- The website must be optimized for various devices and screen sizes, ensuring a seamless user experience on desktops, tablets, and smartphones.

2. User-Friendly Navigation

- Clear, intuitive navigation helps users easily find the information they are looking for. A simple menu structure, breadcrumbs, and search functionality enhance usability.

3. Fast Load Time

- Speed is crucial. Pages should load quickly to avoid frustrating users and reducing bounce rates. Optimized images and code can contribute to faster load times.

4. Clear Call-to-Actions (CTAs)

- Well-placed and clearly defined CTAs guide users toward desired actions.

5. Search Engine Optimization (SEO)

- SEO-friendly content, proper meta tags, keywords, and fast site speed ensure your website ranks well in search engines, increasing visibility.

6. High-Quality Content

- Engaging, well-written content that resonates with our audience is key. This includes blogs, articles, product descriptions, and updates that provide value to the user.

7. Security Features

- For websites dealing with sensitive information SSL certificates, encrypted data transfers, and security measures against malware and hacking are essential.

8. Mobile Optimization

- With a majority of users accessing websites via mobile devices, mobile optimization ensures your site is easily navigable and visually appealing on smaller screens.

9. Social Media Integration

- Seamless integration with social media platforms allows users to share content easily and helps businesses engage with customers through multiple channels.

10. Contact Information and Forms

- An easy-to-find contact page or section, complete with phone numbers, email addresses, physical locations, and a contact form, helps users connect with you quickly.

11. Interactive Features

- Interactive elements like live chat, FAQs, chatbot and comment sections can enhance user engagement and support.

12. Content Management System (CMS)

- A robust CMS which enables easy updates, ensuring your website stays fresh and relevant without needing extensive technical expertise.

13. Blog or News Section

- A regularly updated blog or news section helps keep your audience informed about company updates, industry trends, and valuable tips, while also improving SEO.