

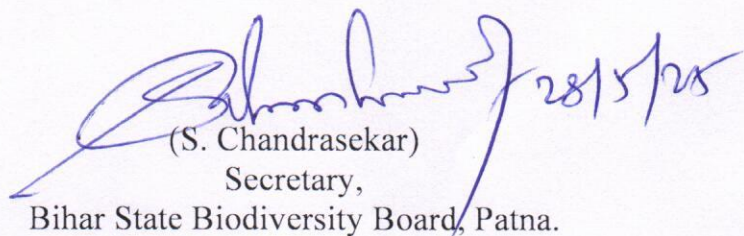


TO WHOME SO EVER IT MAY CONCERN

Letter No.- B-447

Date:- 08/05/2025

This is an approval to upload the tender documents (Page No-01 to 09) of annual maintenance of BSBB Website on Government e-Market (GEM) Portal dated 29-05-2025 with prepared Notice Inviting Tender Document.


(S. Chandrasekar)
Secretary,
Bihar State Biodiversity Board, Patna.





BIHAR STATE BIODIVERSITY BOARD (BSBB)

Tender Document

FOR

Selection of Software Development Agency

FOR

Re-design, Annual maintenance, Upgradation, Security Assessment and GIGW 3.0 of Website of the Bihar State Biodiversity Board (BSBB).

Tender No: - 07

Dated: 28-05-2025

Notice Inviting Tender for selection of Software Development Agency for, re-design, annual maintenance, upgradation, security assessment and GIGW 3.0, of website of Bihar State Biodiversity Board (BSBB).

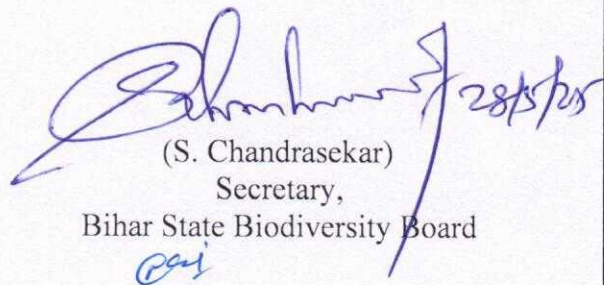
BSBB intends to take services through the Gem portal from vendors/agencies having experience in developing and maintaining websites as per Government of India guidelines for a period of 1 year.

Schedule of Events:

S.No.	Event Description	Timeline
1	Date & time of downloading the Tender document.	29-05-2025 from 3 PM onwards
2	Pre-bid discussion	03-06-2025 from 11 AM onwards
3	Last date & time for submission (upload) of online bidding document.	19-06-2025
4	Last date & time for submission of EMD(Proof).	20-06-2025
5	Time, Date of opening of Technical Bid	23-06-2025
6	Time, Date of opening of Financial Bid	Will be intimated to the technically qualified bidders.
7	Pre- bid meeting venue	Bihar State Biodiversity Board, 4th Floor, Bihar State Building Construction Corporation Ltd., Complex, Shastri Nagar, Patna-800 023.
8.	Estimated Bid Price	Rs. 6,67,500/-

Tender document including terms and conditions, scope of work etc. can also be downloaded from <https://bsbb.bihar.gov.in/>

Note: Any changes/modifications required during the pre-bid meeting should be modified separately after the pre-bid meeting.


(S. Chandrasekar)
Secretary,
Bihar State Biodiversity Board
Pai

SCOPE OF WORK

For Security Audit, AMC & Redesign of **bsbb.bihar.gov.in** under GIGW 3.0, W3C Guidelines etc.

Project Execution Methodology

We require Agile Methodology a **Phased Approach** aligned with government standards, ensuring systematic planning, transparency, and quality control.

Phase 1: Requirement Analysis & Planning	1. Agency meetings with BSBB officials. 2. Audit of existing website (content, layout, security, traffic). 3. Identify gaps as per GIGW 3.0, WCAG 2.1, and CERT-IN norms. 4. Finalization of features, modules, design direction, and CMS selection.	Deliverables: Requirements Document, Audit Report, Project Plan
Phase 2: UI/UX Design & Wireframing	1. Creation of responsive wireframes and user flow diagrams. 2. Homepage and inner page mockups as per GoI branding guidelines. 3. Incorporation of accessibility and bilingual design.	Deliverables: Wireframes, Design Prototypes (English & Hindi)
Phase 3: Development & CMS Setup	1. Frontend development using modern HTML5, CSS3, JavaScript. 2. Backend development with secure, scalable framework (i.e., .Net, Java, PHP etc.) 3. CMS (custom) configuration with admin roles, content types, bilingual support, and content workflows. 4. Integration of required modules: Gallery, Notice Board, Tenders, Downloads, Contact Form etc.	Deliverables: Functional website, Admin and Dashboard access.
Phase 4: Testing & Compliance	1. Cross-Browser & Device Testing: Chrome, Firefox, Safari; mobile + desktop. 2. Functional Testing: Check all modules, workflows, links, and forms. 3. Security Testing: Internal pre-checks before CERT-IN audit. 4. Compliance Testing: Ensure GIGW 3.0, WCAG 2.1 AA compliance.	Deliverables: UAT Report, Compliance Checklist
Phase 5: CERT-IN Security Audit	1. Engagement of CERT-IN empaneled agency for security audit. 2. Address all vulnerabilities (OWASP Top 10). 3. Obtain final audit clearance and certificate.	Deliverables: Security Audit Certificate, Compliance Report
Phase 6: SSL Integration & Go-Live	1. Procure and install SSL certificate (HTTPS). 2. Final deployment on NIC/State- approved server. 3. DNS pointing and domain verification.	Deliverables: Live Secure Website, Go-Live Confirmation
Phase 7: Training, Documentation & Handover	1. Hands-on training for BSBB Official (Admin & Editors). 2. Provide documentation: CMS guide, access protocols, backup steps. 3. Handover of credentials, source code, server access details.	Deliverables: Training Session, User Manual, Final Handover Kit
Phase 8: Post-Go-Live Support (AMC)	1. Ongoing support for 12 months. 2. Content updates, link monitoring, technical bug fixes. 3. Monthly reports and quarterly reviews.	Deliverables: Support Log, Monthly Reports, Analytics Dashboard

1. Compliance

- 1.1. The Vendor shall be responsible to get the Website audited by CERT-in empaneled security auditors.
- 1.2. The Vendor is responsible for configuring the SSL of the BSBB Website i.e., <https://bsbb.bihar.gov.in/>, Board will pay for each time security audit from Cert-In empaneled agencies.

2. Security:

- 2.1. The vendor will be responsible to resolve the vulnerabilities identified by the Vulnerability Assessment (VA) report every month and Penetration testing (PT) tickets as and when generated. Also, all the vulnerabilities raised by Cert-IN or NIC related to Security Clearance have to be fixed by the Vendor during the contract within the specified timelines.
- 2.2. The Virtual Machines (VMs) and applications should be regularly audited and updated for updates and latest patches/patches. The Vendor should also incorporate any third-party tool or repository advised by SDC related to server security from time to time.
- 2.3. The Vendor is responsible for updating the version and its modules as and when suggested/required by SDC.
- 2.4. Protection against defacement and hacking of the web application and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc. In case of a virus or hacking attack, the Vendor shall have to re- create/restore the Website within 4 hours of SLA when the hardware and backup are provided.
- 2.5. Agency is expected to provide https certificate (SSL) for web application for 1 year.
3. **Archival Policy.** Implementation of Archival policy (as defined by the BSBB) in the application to improve the efficiency of the Website.
4. **Links.** Maintenance & checking for dead links/broken links of all existing pages.
5. **Logs:** Log report should be provided to BSBB.
 - 5.1. Application and Database backups/logs should be monitored daily and resolved if any issues are raised including the log report as well.
 - 5.2. The audit trails/logs should be maintained for audit purposes.
6. **Content and UI related**
 - 6.1. The Vendor is required to make updates/changes to the developed website only after seeking formal approval from BSBB.
 - 6.2. Maintenance of all Pages information and Uploading Content as per requirement (Content will be provided by BSBB). Content modification/links on the existing website and designing of new pages as per the requirement of BSBB.

- 6.3. Publishing and Updating would include regular upgradation of news, tender, office orders, recruitment and other relevant information etc., on a daily, weekly, fortnightly or monthly basis as may be required.
- 6.4. Re-design of any Pages (as and when required) and all inputs shall be provided by BSBB.
- 6.5. Regular web promotion activities in line with Search Engine Optimization.
- 6.6. Support for cross-browser compatibility of Websites of BSBB.
- 6.7. Total hits for English as well as Hindi pages separately and to be indicated in the bottom homepages of English and Hindi Version of the Webpages.
- 6.8. Enhance the website with new pages, application forms, tabs, specialized corners, gallery, social media integration, and any other functionality as required by the BSBB.
- 6.9. Any other work as required by the BSBB under the change management policy.
- 6.10. Customization of user interface in terms of color, font size and language, etc.

7. Data related

- 7.1. Manage Database availability, backup, archival, availability, restoration, and health management of Data and the Database.
- 7.2. The Vendor shall be required to undertake full responsibility for the safe custody, and security of data provided by BSBB.

8. Troubleshooting

The vendor will provide immediate maintenance support and assistance in the event of any disruption to the Website. The manner and time frame for troubleshooting and the timelines for the resolution of the problems will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)	Reporting/ Updates Frequency
High	Out of Service – Website is not functioning	15 Minutes	4 Hours	30 Minutes
Medium	Partial/intermittent service interruptions e.g. System, N/W performance degraded but the Website still functioning etc.	30 Minutes	8 Hours	1 Hour
Low	All change requests, access requests etc.	1 Hour	24 Hours	4 Hours

9. Instruction to Bidder-

- 9.1. Bidder must be a CERT-IN Empaneled Information Security Auditor & must submit empanelment certificate issued by CERT-IN.
- 9.2. Bidder must be ISO 10667-1:2020, ISO/IEC 27701:2019 & ISO 27001 Certified at least three months before publishing date of this bid.
- 9.3. Bidder should not have been blacklisted by any state/Central Government organization. A declaration on notarized Stamp Paper of Rs 1000 needs to be submitted by the bidder.
- 9.4. In last 1 year Bidder must have executed minimum 5 cyber security audit related government project with one government project of not less than 20 lacs.
- 9.5. Bidder must submit Incorporation/Registration Certificate.
- 9.6. Bidder must submit copy of GST & PAN of the Company/Firm.
- 9.7. Bidder must submit Articles of Association (AOA) & Memorandum of Association (MOA) of the company.
- 9.8. ITR of last 3 FY years need to be submitted by the bidder.
- 9.9. AWS, CISA, CISM, CND, ECSA, LPT, OSCP certified resources.

The bid is liable to be rejected in case any of above document is not attached by the bidder.

10. Special Terms and Conditions:

- 10.1. The bidder needs to submit a presentation of the proposed Pentest Methodology, approach, framework to be used etc.
- 10.2. Malicious Code Certificate: The bidder should upload following notarized certificate in the bid: -
 - 10.2.1. This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to: -
 - 10.2.1.1. Inhibit the desires and designed function of the equipment.
 - 10.2.1.2. Tap information **resident or transient in the equipment/network.**
 - 10.2.2. The firm will be considered to be in breach of the procurement contract loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.
- 10.3. BSBB may increase the duration of this contract Period yearly for up to 3 years maximum at the revised contracted rates on the basis of performance. Bidders are bound to accept the order accordingly. A notarized affidavit needs to be submitted for the same.
- 10.4. Agency needs to submit a signed terms & conditions & additional terms & conditions as per tender document.

11. Technical Details to be provided: The following details need to be submitted on GeM Portal:

- 11.1. Copy of valid empanelment certificate issued by CERT-in.
- 11.2. Copy of licenses of the tools which will be used for security audits. In case of open source, submit the undertaking for the same with details.
- 11.3. Details of Proposed manpower to be deployed.
- 11.4. GST Registration Certificate along with GSTIN.
- 11.5. Copy of MSME certificate
- 11.6. The bidder/Auditor should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Bihar or any of the PSU in the state of Bihar. Certificate / affidavit mentioning that the Bidder is not blacklisted/ debarred by Government of India or by Government of any State in India or any of the PSUs in the state of Bihar due to engagement in any corrupt & fraudulent practices. Self-Declaration form must be submitted.
- 11.7. Bidders/Agency need to submit a well drafted Technical Proposal regarding the security audit to be performed and the test cases to be used."

12. Evaluation of Bids

The weightage of the Technical and Financial bid will be considered in the 60:40 ratio for arriving at the final identification of qualified bidders. BSBB reserves the right to call for such clarifications confined to the contents of the bids submitted by the firm/agency. All the bidders fulfilling the criteria of technical bids will be shortlisted for penning the Financial Bids.

13. Payment

Annual maintenance charges shall be made at pro-rated rates on quarterly basis (at the end of each quarter after bill submitted by concern agency.) to the Vendor upon satisfactory services provided to BSBB on support activities for Website maintenance during the period. GST/TDS and other TAXES will be deduction on bill as per government rule.

14. Maintenance

The vendor is expected to maintain the complete websites both technical and application for 1 year (24*7*365) subject to satisfactory performance of the agency which will be evaluated half yearly. The application management will include any content update, upload or any other minor change to the Website. The agency will have to provide security from virus attacks and hacking of the Website. In case of a virus or hacking attack, the agency shall have to re-create/restore the Websites immediately. On satisfactory completion of one year the extension of AMC period is may provide for one year.

15. Termination of Contract

Secretary, BSBB shall have the right to terminate the contract without any prior notice. It may also be noted that in case of the Vendor backing out in midstream without any explicit consent of BSBB, they will be liable to recoveries, vis-a-vis, those contracted with it, which may have to be incurred by BSBB on maintenance of the Website from the remaining period of contract through alternative means.

Jurisdiction: All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of tender is issued.

16. QCBS Scoring

Particulars	Max Score (Total 100)
Average Annual Turnover of the bidder during last 03 (three) consecutive financial years i.e. 2020-21, 2021-22 and 2022-23. 1. 26.7-75 Lakh INR – 3 marks 2. 75 Lakh-1.5 Cr INR – 5 marks 3. More than 1.5 Cr INR – 10 marks	10
The Bidder must have implemented software solutions with any Government department (Central/State), University Central/State, PSU, Examination Board (Central/State), or Public Service Commission. This should be duly supported by the Purchase Order/Work Order copy. Work order should be for the bidder and not any other subsidiary/OEM/Reseller company. 1. Less than 15 Lakh INR work – 5 marks 2. More than 15 Lakh INR work – 15 marks	15
Bidder Certifications should be of prior date from the tender notice. Attach certifications: 1. ISO 9001, ISO 27001: 3 marks 2. ISO 9001, ISO 27001, ISO 20000: 5 marks 3. ISO 9001, ISO 27001, ISO 20000, CMMI 3: 10 marks	15
Understanding of Scope, Deliverables Approach, Methodology & Past Success Stories (to be evaluated on the basis of presentation)	60
Total Marks	100

17. Selection Criteria

17.1. Evaluation of Technical Proposal

Ts = Total score obtained by the bidder based on document and details submitted.
Bidder with at least 60 score will only be eligible for financial evaluation.

17.2. Evaluation of Financial Proposal

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidders with the lowest quote as below:

$$F_s = 100 * F_l / F$$

Where: F_s = The financial score of the Financial Proposal being evaluated, F_l = The price of lowest priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

17.3. Final Bid Selection Method

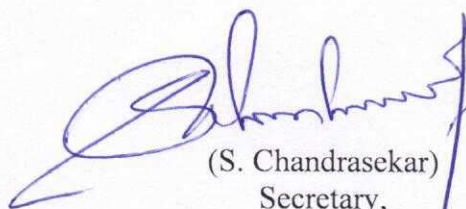
The selection of the agency will be based on the maximum accumulated points in collaboration of weight associated with technical aspect i.e. Technical Proposal which will be 60% and that associated correspondingly with cost i.e. Financial Proposal which will be 40%.

The formula will be as follows $Stf = (Ts/100) \times 60 + (Fs/100) \times 40$.

BSBB, at its sole discretion, shall have the right to interpret various aspects of the evaluation criterion as it deems fit. The decision of on such interpretation and awards of marks shall be final and binding on all bidders.

The contract would be issued to the vendor with best Final Score. In case of a tie in the Final Score, the bidder with the higher Technical Score in the presentation and the interview, will be first invited.

- 17.4. Earnest Money Deposit: Bidders are required to submit an Earnest Money Deposit (EMD) as per Gem rule. It must be delivered in form of Demand Draft/Bank Guarantee in favor of The Secretary, Bihar State Biodiversity Board. The EMD of unsuccessful bidders will be returned to them after the award of the contract. Earnest Money Deposit for the purpose of tender will earn no interest.


(S. Chandrasekar)
Secretary,
Bihar State Biodiversity Board
