

जोगिन्द्रा केन्द्रीय सहकारी बँक मर्यादित
मुख्य कार्यालय: न्यू कथेड,
नज़दीक एच.आर.टी.सी. वर्कशॉप,
डा० चंबाघाट, सोलन, हि.प्र. -173213
दूरभाष: 01792-220305, 225690
ई-मेल: info@jccb.co.in



**Jogindra Central Cooperative
Bank Ltd.**
Head Office: New Kather,
Near HRTC Workshop, PO Chambaghat,
Solan, District Solan H.P. -173213
Phone: 01792-220305, 225690,

Estd: 1924

Reference No. 8330

Dated: 12-11-2024

**REQUEST FOR PROPOSAL FOR
DESIGN, DEVELOPMENT, HOSTING & DEPLOYMENT OF WEBSITE**

Place for opening of the RFP	Conference Room Jogindra Central Cooperative Bank Ltd Head Office: New Kather, Near HRTC Workshop, PO Chambaghat, Tehsil & District Solan H.P. - 173213
Last Date & Time of Submission of RFP	02 nd December 2024 upto 05:00 PM(Last date)
Pre-Bid	23 rd November 2024 at Head Office of the Bank at New Kather, Near HRTC Workshop, PO Chambaghat, Tehsil & District Solan H.P. -173213
Name of the Bidding Company/ Firm:	
Contact Person:	
Authorized Bid Signatory:	
Correspondence Address:	
Mobile No	
Telephone	
Fax	
Website	
Official E-mail Address	

1. Introduction

Jogindra Central Cooperative Bank Ltd; a DCCB working in district Solan of Himachal Pradesh intends to design & develop website with latest features and techniques, invites Request for Proposal from experienced, technically and financially sound firms dealing in designing and development of websites. The objective is to create a modern, secure, and customer-friendly banking platform.

2. Objectives:

- 1) To design and develop a banking website that provides comprehensive online banking services.
- 2) To enhance customer engagement through various digital services.
- 3) New Website should be IPv6 compliant /Required IPv6 Protocol for internet protocol.

3. Scope of Work:

- 1 Website Design: Creating a user-friendly and responsive design that aligns with our branding.
- 2 Deployment: Launching the website and providing post-launch support.
- 3 Training: Offering training sessions for staff on managing the website content.
- 4 Professional Email id's management.

4. Detailed Scope of Work

1. Design to be device-agnostic and to easily incorporate latest multimedia formats, including but not limited to – streaming videos, animations, slideshows, and webcam support.
2. Quick-loading, low maintenance, secure site with standard user permissions and management capability.
3. Reduction in average page load time across the site, meeting industry standards and challenging environments.
4. Information security measures to handle typical attacks observed in the past and new vulnerabilities to be implemented.
5. The websites should facilitate social media integration. Vendor will also manage the Bank's Social Media integration i.e. on Facebook, Twitter, LinkedIn, blogs etc.
6. Search Engine Optimization of websites must ensure high rank on web searches and all relevant techniques for SEO (Search Engine Optimization) must be adopted.
7. Training modules and set-up (on train-the-trainer model), and Knowledge Transfer sessions to be provided by the Bidder on the new CMS and any other software/application used in implementation/maintenance.
8. The warranty period will be of one year duration.

5. Technical Requirements:

- 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/Cert-In Guidelines or other connected regulatory bodies thereof.
- 2 Responsive design for optimal viewing on various devices (desktop, tablet, mobile). Website should be compatible to all major browsers (i.e. Firefox, Internet explorer, opera, Google Chrome, Safari etc.) disabled specific devices.
- 3 Security features such as SSL encryption, two-factor authentication, and data protection protocols.
- 4 Websites to comply with the latest web standards. Future developments in web technologies, during the contract period, must be provided so as to keep pace.

- 5 The home pages must be designed to easily incorporate streaming of videos, Flash or JavaScript animations, slideshows, video chats, one-to- one chats or any other type of multimedia content.
- 6 All the licenses required for Software's to meet the RFP document requirements would need to be procured by the bidder in the name of Bank.

6. General Conditions

- 1 Customization Content, source code written from the date of customization.
- 2 Website compatibility within all devices/ not word pressed based.
- 3 The Design and development of the website should be completed maximum within two months time the date of work order issues.
- 4 Website should have Bank's address locator with Geo Location integrated with Google Maps
- 5 Sufficient security measures should be applied against vulnerabilities e.g. hacking / sql-injection-attack etc.
- 6 Website should be in specific manner so that authorize official can easily maintain the respective content themselves.
- 7 There Should be clear distinction in content for authorized user and general public. This website should be Role based access to be given to user to perform activities like upload files, create & update the content etc
- 8 To get safe to host certificate from CERT-In emplaned auditors.
- 9 Website should be updated in consultation with the concerned authority, which will be informed to you from time to time.
- 10 Website has a Copyright Policy, Terms & Conditions and Privacy Policy, prominently displayed on the homepage.
- 11 In case, bank 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.
- 12 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.
- 13 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.

7. Technical Details as follows for Design and Development of Website as under:

- a. Design and Development of website. Front end using React with NextJS, HTML 5, Java, Java Script/equivalent equivalent web development language with latest updated version.
- b. Back end/Server side: Java Script/React JS with API in Node JS/Python/equivalent with back end website development language with latest version.
- c. Database– MySQL /Postgen SQL with latest version.
- d. Webhosting preferable on managed virtual cloud server with Apache Server 2.4.62 (minimum)/equivalent with latest version.
- e. Website should be optimized to run atleast 5Mbps connections as well.
- f. Server space required storage minimum 300 GB for the Website.
- g. 100 Business Email ids with 5gb space storage also required each account user/per month.

8. Eligibility

- The company should have completed a minimum 10 websites since existing work profile and of Govt/Semi-Govt./ Cooperate/Bank's.
- The company should have at least 3 years old in market and dealing with website development work.

9. Other conditions:

- The work should ensure proper deployment and timely completion of the assignments.
- The work allocated is not transferable to any other individual/ firm.
- The Bank reserves the right to postpone/ withdrawal/extend the date of receipt/opening all RFP/ Quotation/ Amendment in scope of work, assigning any reason.
- The Bank reserves its right to review the output of the project at any point of time and if necessary, can cancel the P/O if work/ project not implemented/executed as per RFP.

10. Schedule of Payment

- 1) Payment shall be released only after handover all the control of the website to the Bank team.
- 2) No payment shall be made in advance.
- 3) 70% of the website design/ Development etc amount shall be released after successful commissioning and implementation and issuing of successful certification by the Bank(s) after one month.
- 4) 20% of the next amount of website design/ Development etc shall be successful satisfactory functioning after rollout of the project Support and Service , shall be payable after one month.
- 5) 10% of website design/ developer etc amount after one year, keep as PBG under one year AMC period released thereafter.
- 6) Hosting/ domain payment may shall be release after installation.

11. Pre-Bid Meeting:

1. JCCB shall hold a pre-proposal meeting with the prospective bidders on 23rd November 2024 at 11.00 am at H.O- Solan,
2. All queries to be raised will relate to the RFP and any corrigendum thereof. Any corrigendum for last date extend/ scope of work amendment if any, shall only be uploading into Bank's website www.jccb.co.in, not in any news papers.

12. 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 empanelled IT Security Auditors by selected vendor and submitted to the Bank.

13. Miscellaneous:

- 1) Web site developer vendor 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 Bank.
- 2) The website developer should be not in violation of any Government of India Guideline for design & development of website.

14. The Operation and Maintenance will consist of:

- a) Resolution of errors/bugs (if any), website updates, changes in the website that may be necessary due to legal / statutory changes etc.
- b) Providing all software updates and patches released by the OEM, update and patch management, resolution of any issues / problems with the software etc.
- c) Deploy adequate facilities management personnel to maintain the Website as per the service level requirements.
- d) Periodically update and insert pages / contents as per Bank directives.
- e) 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 Bank.

- f) No extra cost shall be remunerated by Bank on account of such maintenance activities mentioned herein above.

15. Documentation

The selected website developer shall provide the following documentations in hard as well as soft copies before final handover/live to the Bank:

- a) Complete Source Code with required documentation.
- b) Two sets of User manual (i.e. hard & soft copy in English language for administration and management of website.
- c) Source Code: The source code (published and unpublished) of the website shall be the sole property of the Bank
- d) Original security Audit report and Clearance Certificate.

16. Time limit:

The service provider will have to complete the work within 2 months from the date of work order issued.

17. Indicative Features related to the home page which contain basic information and dynamic interactive pages on including following points:

Content of Website Front Page & Links:

Home Page:

With all pages links and buttons, Product/Services link icon/buttons, Hon'ble Chief Minister and Hon'ble Chairman Photograph/MD photograph/ Any other event photographs uploading provisions , Scroll regarding latest updates in website, Disclaimer, Important Links, IFS Code of Bank and other links as per requirement. Page required to be designed in professional look and attractive to the visitors.

Vendor may check any of nationalized/StCB/DCCB website for information regarding requirement.

Below mentioned minimum links for different pages required in home page.

1. About Us
 - a. Bank History
 - b. Bank License
 - c. Bank Registration
2. Organization
 - a. Board of Directors
 - b. Chairman
 - c. Managing Director
3. Head Office
4. Branches
5. Loan
6. Deposits
7. Interest Rates
8. Recruitment/ online link for apply
9. Employee Corner
10. Tender & Notices
11. Contact Us
12. Miscellaneous
13. Suggestions & Complaints
14. Unclaimed Deposits

15. Service Charges
16. Downloads
17. RTI
18. **Photo Gallery : Provision to upload/ scroll the photograph automatically**
Photographs of standard size with latest events.
19. Video Gallery
20. Circulars & Orders
21. Important links to other websites
22. EMI/Deposit/RD calculator in website.
23. Graph & charts features
24. Facebook Page link.
25. Provision/link **for online loan application processing login, execution for customers.**
26. **Provision/link customer for internet banking login, operation etc all process.**
27. Add-on some more features as per the bank requirement without any additional charge during development / before installation of website in live environment if required.

Form 1

Covering Letter on Letter Head of the Bidder with Correspondence Details

To,

The Managing Director,
Jogindra Central Cooperative Bank Ltd,
H.O-Solan, Near Kather bye pass,
Near HRTC Workshop PO Chambaghat,
Tehsil& District Solan H.P- 173213.

Subject: RFP for “Design, Development & Deployment of Bank’s Website”.

Dear Sir/Madam,

This is with reference to your advertisement inviting “ RFP for Design, Development & Deployment of Bank’s Website”. We, the undersigned, offer to provide the services for the same, please find below the details of our agency for your consideration:

S. No.	Information	Details
1	Name of the Contact Person	
2	Address of the Contact Person	
3	Name, designation and contact, address of the person to whom, all references shall be made regarding this RFP.	
4	Telephone number of the Contact Person.	
5	Mobile number of the Contact Person	
6	Fax number of the Contact Person	
7	Email ID of the Contact Person	
8	Corporate website URL.	
9	Name of the Organization/ Date of registration:	
10	Head of the Organization (with designation):	
11	Legal Status (Whether Company, Proprietorship , Partnership, Society/Trust etc.	
12	Address of Head Office:	
13	Number of Offices (including Head Office): India	
14	Annual Turnover (in Lakhs): (Last three Years)	
	i) Years of Operation (in Years):	
	ii) Date of commencement of Business:	
15	PAN Number	
16	GST Registration Number	
17	Number of Employees:	
18	Number of Technical Staff(IT)	
19	Number of Non-Technical Staff	
20	List of major similar web based application Projects undertaken and completed with details	

We are hereby submitting our Request for Proposal & we understand that you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favour our company in the short listing process, we are liable to be dismissed from the RFP selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this RFP.

We hereby declare that our proposal submitted in response to this RFP information contained is true and correct to the best of our knowledge and belief.

Sincerely,

(Applicant's Name with seal) :

Name of Contact person :

Designation :

Signature :

FORM-2
Compliance Sheet for Pre-Qualification Criteria

S. No.	Requirement/Compliance		Provide Compliance details (Yes/No) Ref Page No in RFP Other details, if any	Remarks
1	LEGAL			
	A.	1	The Bidder must be a Sole proprietor, individual Company/ Firm/ Society registered under Indian Company Act, 1956/ The Partnership Act 1932/ Society Registration Act, 1860.	
		2	Bidding firm is an individual corporation/ company.	
	B	1	The Bidder possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the RFP document.	
		2	The bid is complete in all respects and covers the entire scope of work as stipulated in the document.	
		3	Bidders is meeting the Eligibility Criteria	
2	TECHNICAL			
	A	1	Single Point of Contact Provided	
		2.	Executed Similar Projects	
		3	The agency should have been in the Website Development and execution of similar projects as mentioned in RFP at least for last three continuous years.	
		4	The bidder must have its own Website developed integrated software solution which can be customized as per the requirements of Bank.	
		5.	Organization should own the complete source code of the software being used for integrated solution	
3	Financial			
	A	1	The bidder should have minimum annual turnover of at least 20 lakhs per year for three years continuously	

Form 3: FINANCIAL BID

Schedule of Rates :

Sr. No.	Description of Work	Amount (inclusive of applicable taxes) in INR
1	Design, Development and successfully Deployment of Website along with 1 year of technical support/maintenance/warranty from the date of Go-Live and regular updation support.	
2.	Annual Maintenance Charge for the subsequent year post expiry of warranty <u>(Optional)</u>	
3.	Domain & Hosting charges	
4.	Business Email management with minimum 5GB space per user/ per month /Per id cost(if any)	

Note:

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

**Sd/-
Managing Director**