

**TENDER SPECIFICATIONS FOR ANNUAL MAINTENANCE CONTRACT
(AMC) OF ONLINE DATABASE MANAGEMENT SYSTEM (WEB PORTAL
& MOBILE APPLICATION) OF DIRECTORATE OF ENVIRONMENT AND
CLIMATE CHANGE, GOVERNMENT OF KERALA**

TENDER NUMBER: DoECC/1/2025

CONTENTS

Sl. No.	Details	Page No.
1	Tender Notice	3
2	Form for Tender Submission	4
3	Instruction to Tenderers	5
4	General Conditions	6
5	Technical Specifications	6
6	Schedule A	10
7	Schedule B	11
8	Form of Agreement	12

ISSUED TO



Director

Directorate of Environment and Climate Change (DoECC),
4th Floor, KSRTC Bus Terminal, Thampanoor,
Thiruvannathapuram – 695001
(Signature & Designation of the Tendering Authority)

No: DoECC/180/2023-E1

Date: 16-05-2025

Name of Work: Annual Maintenance of Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala

TENDER NOTICE

Tender No: DoECC/1/2025

Date: 16-05-2025

The Directorate of Environment and Climate Change (DoECC), Government of Kerala, invites tender for the annual maintenance of the Online Database Management System (Web Portal & Mobile Application) under its scheme 'Environmental Awareness and Education' as per the technical specifications and terms and conditions given below. The successful Bidder shall be finalized based on competitive bidding process.

IMPORTANT INFORMATION

- Annual Maintenance Contract (AMC) for the Online Database Management System (Web Portal & Mobile Application) of 'Environmental Awareness and Education' scheme
- The Online Database Management System includes four micro web portals- Bhoomithrasena Clubs, Paaristhithikam, Training Programs/Workshops, Paristhithimithram Awards and Mobile Application (Bhoomithrasena).
- The web portal (<https://schemes.envt.kerala.gov.in>) is currently hosted in the State Data Centre after conducting its security auditing. The Mobile Application (Bhoomithrasena) is hosted in the Google Play Store.
- The source code and installation guide of the web portal will be provided.

The tenders in the specified form with the required documents shall be submitted in sealed cover super scribing "Annual Maintenance of Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala" addressing the Director, Directorate of Environment and Climate Change (DoECC), 4th Floor, KSRTC Bus Terminal, Thampanoor, Thiruvannanthapuram – 695001 before 3 PM on 31/05/2025. Director, DoECC reserve the right to either accept or reject any or all the tenders without assigning any reasons.

The tenders will be opened at 4PM on 31/05/2025. Detailed information, including the tender documents, can be obtained from the office during office hours up to 5 PM on working days and from our official website www.envt.kerala.gov.in.



Director

Directorate of Environment and Climate Change (DoECC),
4th Floor, KSRTC Bus Terminal, Thampanoor,
Thiruvannanthapuram – 695001

FORM FOR TENDER SUBMISSION
(To be filled by the Tenderer)

TENDER NOTICE

Tender No. DoECC/1/2025 dated 16-05-2025

For the Annual Maintenance Contract (AMC) of the Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala

To,

The Director
Directorate of Environment and Climate Change (DoECC),
4th Floor, KSRTC Bus Terminal, Thampanoor,
Thiruvannathapuram – 695001

Sir,

1. Having examined the above Tender Notice, Schedule, and Tender Conditions of Contract, I/We hereby offer to provide the Annual Maintenance of the Online Database Management System (Web Portal & Mobile Application) as described in the tender.
2. I/We have signed all the pages of the tender documents as a token of acceptance of the Tender specifications.
3. Attested true copies of the specified documents have been attached.

Date of Submission:

Signature

Name & Address of Tenderer

TENDER SPECIFICATIONS

This document contains three parts – PART I, II & III

Part I contains Instructions to the Tenderers

Part II contains General Conditions of Contract (SECTION-A) & Special Conditions of Contract (SECTION – B)

Part III contains Schedule A & B and Form of Agreement

For the Annual Maintenance Contract (AMC) of the Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala

Part - I

INSTRUCTIONS TO TENDERERS

1. Tenders should be submitted in a sealed cover, superscribed "Tender for Annual Maintenance of the Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala," and addressed to 'The Director, Directorate of Environment and Climate Change (DoECC), 4th Floor, KSRTC Bus Terminal, Thampanoor, Thiruvannathapuram – 695001.
2. The tender, including the covering letter, tender specifications, schedule, attested copies of documents, etc., should be enclosed in one sealed cover.
3. The last date for receipt of the sealed tender will be up to 3PM on 31/05/2025. Tenders received after the stipulated time will not be accepted/opened. The Authority will not be responsible for any postal delay in this regard.
4. Tender specifications can be obtained from the Directorate of Environment and Climate Change (DoECC), 4th Floor, KSRTC Bus Terminal, Thampanoor, Thiruvannathapuram – 695001 during office hours on working days or from the website www.envt.kerala.gov.in. Quoted rates should include all expenses that are required for the Annual Maintenance of the Online Database Management System (Web Portal & Mobile Application). Alterations should not be made in the Tender form or schedule or Tender Conditions, except to the extent of filling in the tender forms and schedules.
5. Tenders will be opened at 4 PM on 31/05/2025 by The Director, Directorate of Environment and Climate Change (DoECC), 4th Floor, KSRTC Bus Terminal, Thampanoor, Thiruvannathapuram – 695001, or his representative/designated officer(s) at the office in the presence of those bidders or their representatives who may be present at that time. The Bidders/their representatives who are present at the time of the opening of the bid should sign in a register.
6. If the tenderer has any doubt regarding any portion of the general conditions/special conditions of the contract, they should get clarification from DoECC (Ph. No: 0471-2326264).

Part II
SECTION A
GENERAL CONDITIONS OF CONTRACT

1.	Name of work	Annual Maintenance of the Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala
2.	Period of Service	1 year (extendable) Note: The AMC cost for succeeding years (minimum three years) shall be provided in the quote. However, the award for the succeeding years will be carried out upon evaluation of the service rendered in the first year of the AMC.
3.	Location of Service	Directorate of Environment and Climate Change (DoECC)
4.	Classification of Bidder	Kerala Government approved IT service providers with experience in web portal development and maintenance
5.	Last Date and Time of Receipt of Bids	Up to 3 PM on 31/05/2025
6.	Opening of Pre-qualification cum Technical bids	4 PM on 31/05/2025
7.	Opening of Financial Bids	4.30 PM on 31/05/2025

PART II
SECTION B
TECHNICAL SPECIFICATIONS

The maintenance and support services are applicable to four micro web portals under the scheme 'Environmental Awareness and Education' - Bhoomithrasena Clubs, Paaristhithikam, Training Programs/Workshops, Paristhithimithram Awards and Mobile Application (Bhoomithrasena). The web portal (<https://schemes.envt.kerala.gov.in>) is currently hosted in the State Data Centre after conducting its security auditing. The Mobile Application (Bhoomithrasena) is hosted in the Google Play Store. The source code and installation guide of the web portal will be provided.

The selected bidder shall provide annual maintenance and support services for the Online Database Management System (Web Portal & Mobile Application) as given

below.

Service Provider Responsibilities

The project will involve the support and maintenance of Online Database Management System (web portal and mobile application).

Technical support involves providing expert technical assistance in operation and maintenance of the web portal and mobile application. This support provides clients with services of expert technical personnel so that the software system runs smoothly and any issues which may cause failure of the software are handled effectively and services are brought back online at the earliest. The following services will be available in this support.

1. Application Support - Bug fixing

a. The bugs refer to the problems which are detected from the field caused by faults in the software. These are not new functionalities but cause defects in existing functionalities since the system is not working as it should.

b. Any bugs/issues observed by the users shall be vetted by the concerned department before forwarding these bugs/issues in a standardized format to the Service Provider via email.

c. Such bugs reported shall be attended to and fixed at the earliest possible

2. Database maintenance

The maintenance of the database of the systems is of high importance for proper functioning of the software system. The maintenance of the database involves regular re-indexing and vacuuming for proper memory management in the server.

3. Security audit for preventing hacking

Regular security audits shall be done in the server and database to detect any kind of abnormalities or security issues.

4. Error log review

The regular review of error logs generated from the software running in the server shall be done to detect any exceptional conditions which the system might be encountering over the course of its working.

5. Server file system maintenance

In order to ensure that the temporary files generated during the working of the

software is not clogging the server, regular maintenance and clean-up shall be carried out. Any disk space problems or activities requiring removal of existing files or changing of permissions of the files shall be done during this process.

6. Monitoring of services running in server

The services running in the server are critical for the proper functioning of the software and any failure in such services will lead to unavailability or partial crippling of the functionalities of the system. Regular monitoring of these services shall be done using external software and intervention shall be done in case failure is detected in any service.

7. Server support (Server down, Service failure)

Service Provider shall be doing regular monitoring in the server to see if all services are working well and to see the memory and space usages. Normally do that once a week and sometimes more frequently. Necessary escalation to the cloud provider shall also be done in case of issues which cannot be solved from Service provider's end. Also rebooting of service, service restart and termination shall be done as per necessity when situations arise.

8. Backup

A daily backup solution shall be implemented for the database and critical files. The backup process shall be scheduled to run automatically at midnight each day, ensuring minimal disruption to daily operations. These database and file backups shall be securely stored in a backup location provided by the client, ensuring the safety and accessibility of their data. In the event of any data loss or system failure, the backup shall enable a swift recovery process, minimizing downtime and safeguarding the business-critical information.

9. Email support

Service Provider shall be giving email support via a dedicated email ID to which any queries or complaints may be emailed. Prompt responses shall be provided from Service Provider's support centre to such requests on time.

10. Tele support

Service Provider shall be giving telephone support via a support number which will be working during office hours where qualified personnel shall answer the queries about the working of the software and for receiving complaints regarding any issues the officers may be facing.

11.Functional Support

This AMC is exclusively for technical support only and no functional intervention shall be done by the Service Provider except for the following item:

a. Access Control Management

Certain functionality of the application can be restricted or provided at the will of the Administrator. The access control required for the system is configured by the support staff for management of the application as per the directions of the Administrator.

PART III - SCHEDULES

SCHEDULE 'A'

PROFORMA DETAILS

1	Name & Address of the Tenderer	
2	Telephone No	
3	Details of Services Offered (Applicable to AMC)	

Note: All the above items shall be filled up by the tenderer

Name & Signature of the Tenderer

Place:

Date:

PART III
SCHEDULE 'B'
DETAILS OF RATE QUOTED

Year	Rate (Rs.) (All charges including tax)	
	In Figures	In Words
First Year		
Second Year		
Third Year		

***Note:** The AMC cost for succeeding years (minimum three years) shall be provided in the quote. However, the award for the succeeding years will be carried out upon evaluation of the service rendered in the first year of the AMC.

The above rates are inclusive of all charges, including all taxes. The tenderer agrees to all the terms and conditions of the tender and also agrees to any deduction to be made from the bills towards statutory taxes and levies as per relevant rules in force from time to time.

Name & Signature of the Tenderer

Place:

Date:

**FORM OF AGREEMENT TO BE MADE IN KERALA GOVERNMENT STAMP
PAPER OF RS. XXX/-**

ARTICLES OF AGREEMENT made the day of BETWEEN The Director, Directorate of Environment and Climate Change, 4th Floor, K.S.R.T.C Bus Terminal, Thampanoor, Thiruvananthapuram-695001 (hereinafter called "DoECC") of the one part AND (hereinafter called "THE CONTRACTOR") of the other part;

WHEREAS the contractor has tendered for the Annual Maintenance of the Online Database Management System (Web Portal & Mobile Application) for the use of the Directorate of Environment and Climate Change as per Tender No: DoECC/1/2025 dated 16-05-2025.

AND WHEREAS the Directorate of Environment and Climate Change is pleased to accept the contract in respect of the rates mentioned in the Work Order No: [Work Order Number] dated [Date], which also forms part of the agreement

NOW THESE PRESENT WITNESSES and it is hereby mutually agreed as the following documents form part of this Agreement:

1. Tender specification for the Annual Maintenance of the Online Database Management System (Web Portal & Mobile Application) of Directorate of Environment and Climate Change, Government of Kerala
2. Tender No. DoECC/1/2025 dated 16-05-2025
3. Work Order No: [Work Order Number] dated [Date]
4. Acceptance letter No: [Acceptance Letter Number] dated [Date] of the Tenderer.

IN WITNESS WHEREOF the parties hereto have hereunto set their hands the day and year first above written.

Signed, sealed, and delivered by:

The Director, Directorate of Environment and Climate Change (DoECC), 4th Floor, KSRTC Bus Terminal, Thampanoor, Thiruvannathapuram – 695001 (Acting for and on behalf of DoECC)

In the presence of Witnesses:

1.

2.

Signed, sealed, and delivered by:

(Contractor]

In the presence of Witnesses:

1.

2.