

INDIAN INSTITUTE OF CORPORATE AFFAIRS

"Notice Inviting Tender"

For

Contract for Hosting and Maintenance of IICA Website

Indian Institute of Corporate Affairs

Tender No. IICA 5-12/2013

DATED: 25/04/2014

Plot No. P-6,7,8 Sctor-5, IMT Manesar, Distt. Gurgaon-122050 (Haryana)

Tel: 0124-2290400, 2640000, 2640142

Indian Institute of Corporate Affairs,
Plot No. P-6,7,8 Sctor-5, IMT Manesar,
Distt. Gurgaon-122050 (Haryana)

NOTICE INVITING TENDER

Indian Institute of Corporate Affairs (IICA), Government of India, invites sealed bids for hosting and maintenance of official website of IICA providing all support of maintenance and up-dation. The period of contract shall be for two years.

Services of contract include in the website maintenance plans as follows:

- **Text** : Additions or deletions
- **Photos** : Additions, deletions and basic retouching
- **WebPages** : Additions or deletions using existing webpage design
- **Navigation** : Basic navigational changes (add, move or delete an item in the navigation)
- **File Downloads** : Additions or deletions of PDFs and other documents
- **Videos** : Insertion or deletion of pre-edited video
- **Links** : Additions or deletions
- **Color and Background Images** : **Changes/replacements**
- **Flash** : Text-only changes and basic photo replacement in Flash animation
- **Forms** : Dynamic form layout and integration (limited to forms not requiring database integration, such as a Contact Us form)

The Corporate architecture of our website design and elements handling.

- =>Home page changes
- =>Inner Pages Content changes/up-dating
- =>Adding or maintaining links
- =>Company news updates
- =>Adding new pages to the website
- =>Adding new interactive components to the website
- =>Modifying content and graphics
- =>Site "makeovers"
- =>Employee details changes
- =>Registration updates with search engines

Our website maintenance requirements:

- Bug fixing and problem reporting.
- Fast turnaround time for changes.
- Complete service solution for our web site.
- Bi-Weekly Database Backup and Website backup after any update. For bring up the website within 12 hours of any failure/hack attack.
- Content updates/additions.
- **Version Upgrades (CMS, dot net, Php, MySQL and other tools).**
- Performance Improvements.

Placing a Service Request

Service Requests will be directed and sent by our technical support team. These requests may be placed preferably by e-mail and can also be placed through telephone.

A. General:

1. Tender Document can be downloaded from the website (www.iica.in)

2. Details of Bid: -

- | | | |
|---|---|---|
| a) Bid Reference | : | |
| b) Last date & time of receipt of bid | : | 16.05.2014 at 12:00 PM |
| c) Opening of Technical bids | : | 16.05.2014 at 12:30 PM |
| d) Opening of commercial Bids | : | to be intimated. |
| e) Place of receiving the bid/ Address for communication | : | Indian Institute of Corporate Affairs, Plot No. P-6,7,8 Sctor- 5, IMT Manesar, Distt. Gurgaon-122050 (Haryana) |
| f) Cost of Tender Documents (DD/ Bankers Cheque) | : | Nil |
| g) EMD (DD/ Bankers Cheque) | : | Rs. 10, 000/- (Venders exempted by NICSI and other Govt Deptts, also need to furnish the EMD) |
| h) Contact Person | : | Sh.B.S. Chopra, Administrative Officer Ph.0124-2290400 |
| i) For Any Technical Enquiry | : | Sh. Chetan Rajput, IT Ph.0124-2640142 |

3. Eligibility / Qualification Criteria:

a) The bidder shall preferably be registered by Government Department / organization / Society (registered under established relevant central Acts) or those who have served in any Government Department / organization.

b) The bidder should have minimum 2 years experience, preferably in website creation / development, maintenance & other related matters as given below:

- i. Should have developed at least one portal of similar nature, of More than 500 pages of static content and database driven dynamic content / interactive content.
- ii. Support team should be proficient in HTML, Dot Net, C++, JSP, PDF, RDBMS FLASH, Applets, Serve lets, XML and Content Management Tools.
- iii. Domain knowledge of the Industries sector is preferable.

c) *The bidder shall have to provide services required at New Delhi and Manesar, and they should have their offices at Delhi and NCR.*

d) The firm may enclose sufficient documents regarding their experience in execution of work order, specifically maintenance/ creation of websites in different modes.

f) *All bidders must enclose VAT registration / service tax registration certificate and copy of PAN card along with the tender documents.*

4. Period of validity of bid:

The bid shall remain valid for 60 days after the date of bid opening. If any bidder withdraws his tender before the said period shall -without prejudice to any other right or remedy, be at liberty to forfeit the EMD.

5. Submission of Bids:

a) The first envelope shall be super scribed with the name of work and the words "Technical Bid" in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The EMD shall be enclosed with the envelope marked "Technical Bid". A check list for technical bid is given in the Annexure I.

b) The second envelope shall be super scribed with the name of work and the words "Price Bid "(Financial)" in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out. Performa for financial is given in Annuxure II.

c) Any deviation of any sort e.g. Technical or Financial terms and conditions shall be specifically indicated in the Technical & Financial Bids itself.

d) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.

e) All offers shall be made available in hard and soft copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all the pages of the hard copy.

f) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.

g) All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the

bid form. All relevant product literature must be enclosed with the bid.

h) No bid may be modified subsequent to the deadline for submission.

i) Bidders shall furnish clause-by-clause comment on all clauses of Bid Document including Technical Specifications and must specify the reference page number.

j) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending of work, technical, financial issues etc.

6. Opening of Bids:

a) The purchaser will open the Technical bids on prescheduled time, date and venue in the presence of the bidders' representatives who choose to attend.

b) The bidders' representatives who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

c) The bidders' names, bid withdrawals, presence of bid security and such other details as the Purchaser at his discretion may consider appropriate will be announced at the bid opening.

d) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "Price Bid (Financial Bid)".

7. Clarification of Bids:

To assist the examination, evaluation and comparison of bids the Purchaser with the help of consultant may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

8. Evaluation of Bids:

a) The Purchaser will examine the bids to determine whether:

- i. They are complete
- ii. Required EMDs etc have been furnished,
- iii. The documents have been properly signed; and
- iv. Documents in support of experience.

b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the

bidder to execute the contract.

c) The Purchaser will examine the bids to determine:

i. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.

ii. The substantial responsiveness of each bid to the bidding. For purposes of these clauses, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

iii. Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount whichever is lower will prevail.

iv. Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.

v. Purchaser reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract.

vi. Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

vii. The purchaser may seek clarification in writing from bidder by fax. Bidder shall promptly reply by fax within the time limit specified in the clarification letter from the purchaser.

viii. The comparison shall be of total price of the services offered inclusive of all taxes.

9. Purchaser's right to accept or reject any or all bids:

a) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any

obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

b) The acceptance of tender, will rest with IICA who does not bind itself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without the assignment of any reason? All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

c) The IICA does not bind itself to accept the lowest or any tender and reserve to itself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

d) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

10. Prices:

Price charged by the bidder for any goods and services under the Contract shall not vary from the prices quoted by the Supplier in its bid.

11. Termination by default:

a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:

i). If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser,

ii) If the Supplier fails to perform any other obligation(s) under the Contract.

b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Para 11 above, the Purchaser may procure, upon such terms and in such manner, as it deem appropriate, goods similar to those undelivered for any excess costs for such similar goods/services. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

12. Resolution of Disputes:

a) The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

b) If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by DG & CEO of IICA. The mechanism shall be specified in the Special Condition of Contract.

13. Applicable Law:

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

14. Notices

- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing or by fax / telex / cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

15. Taxes and Duties

vendor shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the purchaser. If there is any enhancement in the taxes, duties, license fees etc, during the service period, the enhanced expenditure will be paid by the purchaser.

16. General

The following Special Conditions of Contract shall supplement the General Conditions of Contract, whenever there is conflict provisions herein shall prevail over those in the General Conditions of Contract.

- i. The design consideration for the website should result in an eye-catching website, with a pleasant and appealing color-code portraying activities of the IICA.
- ii. The website should be optimized for load time, response time. Navigation and search.
- iii. The optimization should cover all the areas like HTML, CSS, GRAPHICS, PDF and would be involved smaller page size and faster downloads.
- iv. The website should be supported by all current browsers.
- v. The appropriate test data according to the various design consideration and will be presented to Web administrator of this office, monthly in a suitable format.
- vi. Records of up-dation in web contents of the both (English) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analyzed.
- vii. Modification of Site Map as and when required.

17. Payment

The payment to the Contractor under the Contract will be on quarterly basis as per Government of India rules.

18. Notices

For the purposes of all notices, the following shall be the address of the Purchaser and Supplier:

Purchaser:

Indian Institute of Corporate Affairs, Plot No. P-6,7,8 Sctor-5, IMT Manesar, Distt. Gurgaon-122050 (Haryana)

Supplier:

(To be filled at the time of Contract Signature)

TERMS AND CONDITIONS:

TECHNICAL: Scope of Work

The Maintenance and regular up-dation of the all associated activities linked with the work related to English contents of the website of Office of Indian Institute of Corporate Affairs

A) The AMC holder must depute a minimum of 1 (One) expert. having expertise in updation of website contents, uploading on website, home page etc. The minimum qualification of the persons should be MCA/B-Tech with one year experience with specialization in development of website including new home page etc. A brief detail of work is as below:

1. Static information updation
2. Maintenance of static pages of information
3. Checking for dead links (Monthly)
4. Archival of information (as Per Instruction)
5. Updation of data elements on existing pages
6. Updation of Sitemap (Monthly)
7. Update navigation schemes
8. E-publishing of new or revised pages
9. Re-design of Home Page (as and when required)
10. Content research and management
11. Uploading of the English & Hindi Contents on the website.
12. Publication of e-Newsletter (monthly)
13. Web marketing, (prominently access through the major search engines).
14. Applications of following:
 - i. Project profiles
 - ii. Industry clusters
 - iii. Directories
 - iv. Events
 - v. Product codes
 - vi. New info notifications
 - vii. What's new
 - viii. Register user management
 - ix. System Admn. Module
 - x. Security logging module
 - xi. Website feedback and guest book
 - xii. News letter subscription
 - xiii. Archive of visitors interaction
 - xiv. Static site authentication module
 - xv. Reporting and reviews
15. Database Administration (SQL and dot net based applications & other software based application if required). This engineer will also be responsible for database updation.
16. Preparation of power point presentation (As and when required).

17. Any other related work, if required. (During the AMC period, if scope of work is diversified than the AMC holder shall have to provide the requisite caliber engineer to this office and no additional amount will be paid. Moreover the number of engineers will remain same).

Security Deposit:

The successful bidder will have to furnish Bank Guarantee/demand draft of Rs. 1,00,000/- (Rupees One Lakh) only in favour of Indian Institute of Corporate Affairs towards performance Security Deposit within 7 days from the date of acceptance of the tender.

Service Warranty

The bidder should cover services provided including the quality of workmanship under warranty.

Note: - Fax/Telex and incomplete offers will be rejected. The Office of Indian Institute of Corporate Affairs (IICA) will have the right to accept or reject any or all bids received at their absolute discretion without assigning any reasons what so ever.

Annexure I: FORMAT FOR SUBMITTING THE TECHNICAL BID

Tender are invited from only those firms which follow the following conditions:-

1. Firm must have an Office in DELHI/NCR.
2. Firm must have at least Two years' experience in maintenance of Official Website in Govt. Department Preferably in Delhi/NCR.

| | | |
|----|---|--|
| 1. | Name of the Bidder | |
| 2. | Address of the Bidder, including Contact Person, Designation, address, telephone number, email and website. | |
| 3. | EMD(payorder) | |
| 4. | Enclosure of Supporting Documents | |
| | i. Registration or Incorporation Certificate | |
| | ii. Service tax registration certificate | |
| | iii. Income Tax PAN Number | |
| | iv. Should have developed at least one portal of similar nature, of More than 500 pages of static content and database driven dynamic content / | |
| 5. | Your Technical Proposal for effective fulfillment of Scope of Work and Technical Specifications mentioned in Scope of work | |

COMPLIANCE OF SERVER TECHNICAL SPECIFICATIONS

| Specifications | (Compliance) YES/NO) | Deviation, if any | If deviation, give item |
|--|-------------------------|-------------------|-------------------------|
| Quad Core Intel Xeon E5620 based server under Windows server latest | | | |
| Memory : 8 GB DDR3 RAM or better | | | |
| Hard Disk: Total 1TB | | | |
| With RAID: RAID 10 | | | |
| Operating System: Windows | | | |
| Dedicated 1 Gbps Port | | | |
| Control Panel: c Panel | | | |
| Monthly Bandwidth: 500 GB | | | |
| Hardware Firewall | | | |
| Load Balancer | | | |
| Domains Allowed - Unlimited Sub domains Allowed - Unlimited FTP Accounts - Unlimited MySQL Database - Unlimited | | | |
| Anti Spam & Virus Protection Password Protect Directories Secure FTP Access IP Blocking Php MyAdmin Access Hotlink & Leech Protection | | | |
| Control Panel - cPanel World's Leading Hosting ControlPanel to Manage Web Pages, ViewWebsite Statistics. | | | |
| UPTIME 99.98% or better | | | |

3. The firm should submit the following Information

- Signature: -
- Name of the Authorized signatory: -
- Designation: -
- Office Seal: -

Annexure II: FORMAT FOR SUBMITTING THE FINANCIAL BID

| S.No | Name of work | Period | Amount In Rs.(inclusive of Taxes) | Remarks, if Any |
|-------------|--|-----------------|--|------------------------|
| 1. | Hiring & Hosting of the Dedicated Web Server for application and the database with latest security Features and redundant power supply with clustering.(As per Technical scope) | Two year | | |
| 2. | Maintenance including Uploading Of Content/ Graphics. (As per scope of work) | Two year | | |

Name of Work: Contract for Hosting and Maintenance of IICA Website

NOTE: -

The comparison of the financial bid shall be strictly followed as per the total annual price (exclusive of taxes etc) quoted by the bidder.

Signature: -

Name of the Authorized signatory: -

Designation: -

Office Seal: -

UCCA