

Expression of Interest (EOI) for “Maintenance of
Implementation agencies HUB-IA HUB”



Indian Institute of Corporate Affairs
Ministry of Corporate Affairs (Govt. of India)
Plot No. 6, 7 & 8, Sec. - 5, IMT Manesar, Gurgaon

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Ph. – 0124-2290400, Fax – 0124-00000
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EOI Notice No. – IICA_____

The INDIAN INSTITUTE OF CORPORATE AFFAIRS, invites expression of interest from reputed firms/company/ organizations/ agencies with outstanding performance and proven track record for development & maintenance of Implementation Agencies HUB. The database would strive to establish a corporate connect with effective implementing agencies for optimum utilization of their CSR funds. IICA will serve as a service delivery institution for the IA HUB.

Important Dates:

• Availability of EOI documents	From 30-March-2015
• Pre-Bid Meeting	08-April-2015 at 2:30 PM
• Last Date for Submission of EOI	13-April-2015 up to 4:00 PM
• Technical Bid Opening	13-April-2015 at 04:30 PM

Interested firms/ Companies/ agencies are requested to follow the schedule given above. EOI document can be downloaded from web site: www.iica.in.

Further details can be obtained from the contact person notified in this EOI document.

1- Introduction & Issuer

To prepare a database of implementation agencies and to maintain the Implementation Agencies HUB. The database would strive to establish a corporate connect with effective implementing agencies for optimum utilization of their CSR funds. IICA will serve as a service delivery institution for the IA HUB.

The eligible bidders may submit their response in prescribed manner to reach the CAO, IICA Plot P 6,7,8 Sector -5 IMT Manesar latest by 13-April-2015 4.00 PM.

2- Purpose

The detailed scope of work, terms, conditions and parameters for selection of the IT solution/ service provider has been provided in this EOI.

3- Earnest Money Deposit

The EOI document is available at a refundable cost of 10,000/- (Rupees Ten Thousand Only) in form of a Demand Draft from any scheduled bank, payable at New Delhi in favour of the Indian Institute of Corporate Affairs. The soft copy of the EOI document may be downloaded from the department website: www.iica.in without the EOI cost would be summarily rejected.

The EMD of the unsuccessful bidders would be returned within one month of publication of shortlisting of bidders after Technical Evaluation. In case of shortlisted bidders, the EMD will be retained till the evaluation process is complete.

4- Important Information

Bidder firms/ agencies/ institutions/ organizations are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

5- Objective

With the advent & efficient use of information technology, IT supported data management & analysis tools have helped organizations to critically examine status of programme implementation and reformulate strategies for better results. In view of the above said background, the Department is now planning to effectively and efficiently leverage the power of information technology by adopting technology based solutions for monitoring the impacts of efforts of the Department, so that strategies can be well formulated for web portal & and corrective measures can be taken in time to ensure that objectives are achieved.

6- Scope of the Project

The IICA wishes to shortlist/ select eligible bidders with appropriate expertise and experience to design, develop, implement and manage the web portal for IA HUB. It is expected that the envisaged system/ solution would provide very user friendly, interactive, data capture interface and provide a comprehensive management information system with inbuilt decision support system. Scope of Services includes system analysis, design, develop/customize, test, commissioning and maintenance of 'IA HUB portal'. The selected Firm/Agencies shall be responsible to design and develop/customize database, interfaces and pages; commissioning of the 'IA-HUB portal'; prepare system documents:

1. Study/analyze, design secured Service Oriented Architecture based web architecture; develop/customize, install, test and commissioning of 'IA-HUB Portal'.
2. Recommend appropriate Database Management System (DBMS) and Platform as well as web development language.
3. Assist IICA to design Data Structure.
4. Recommend and Assist IICA to setup security harden web server and overall web based system.
5. Design and Develop interfaces for data/file upload.
6. Provide interfacing option for other applications in IICA.
7. Define role based access mechanism for external stakeholders particularly licensed institutions.
8. Specify/recommend required hardware, software and other infrastructures to support the system.
9. Data migration and testing from 'Existing Site' that is www.iica.in.
10. Provide backup and recovery mechanism.
11. Provide Annual Maintenance Contract (AMC) and ongoing support.

7- Eligibility Criteria

Technical:

The agency should be able to develop and maintain the IA HUB. IA HUB Maintenance services constitute changes to the current website and its existing web pages.

- A. **Only a single company fulfilling the pre-qualification criteria is eligible to bid for this project. Consortium, joint ventures formed for the purpose of this project are not eligible to bid for this project.** Note: - The definition of consortium and joint ventures does not include any tie-up with OEMs on company's own account.
- B. Companies should not have been declared ineligible/blacklisted by any State or Central Government.
- C. Trusts, partnerships, societies are not eligible to bid for this project.

8-General:

- a) The Agency should have minimum three years' experience in the field of website development and maintenance (proof to be submitted in support of their experience).
- b) The Agency should submit copies of the work order for at least one such event for at least one Government department/ institution or government approved/recognized entity / or a reputed private limited organization through which it has fulfilled job orders.
- c) Copy of the PAN card, Service Tax Registration Number to be attached with the bids.
- d) The Agency should have an annual turnover of at least Rs. 750,000/- INR in each year for the last two years.

- g) The Agency should give an undertaking that they have not been black-listed by any Government department and no criminal case/ complaint is pending against them anywhere in India, copy of the undertaking may be attached with the bid.
- h) The bid should be accompanied by an Earnest Money Deposit (EMD) of INR 10,000/- drawn in favor of IICA by bank draft payable at New Delhi.
- i) The successful bidder/s shall have to enter into a separate agreement with IICA as and when engaged for another website development and maintenance.

9- How to Apply

Bidder firms/ agencies are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal.

10- The cover containing the Bid should be addressed to:

**CAO Indian Institute of Corporate Affairs,
Plot P 6,7,8 Sector – 5 IMT Manesar, 122051,Haryana**

The following documents should be attached:-

- a) Experience certificate in the field of website management from a prior/current client.
- b) List of firms for whom similar nature of work has been done.
- c) An undertaking/certificate that the Agency/ Firm/ Individual are not blacklisted.
- d) Income Tax Return (ITR) for three years which may indicate the turnover for each year.
- e) Copy of PAN card.
- f) Copy of registration certificate.
- g) Audited financial statement for last three financial years.
- h) EMD of INR 10,000/-

11- Evaluation of the Proposals

An Evaluation Committee (EC) will be constituted to ensure the completion of the selection process in a transparent and accountable manner. After opening the Bids, the Evaluation Committee (EC) of IICA shall scrutinize all the bids received on the criteria enumerated in eligibility Criteria above. The Committee may also verify the credentials of the firm with the organization where it has provided such services in website development and website maintenance. Evaluation shall be done on all parameters mentioned in the Criteria.

12- Terms & Conditions:

- The empanelment would be valid for the period of one year.
- Any effort by a bidder to influence the IICA in the IICA's bid evaluation, bid comparison or contract award decisions may result in rejection of the bidder's bid.

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- Indian Institute of Corporate Affairs, reserves the right either to accept or reject any or all the bids at any time prior to award of contract.
- All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi.

- DG & CEO, IICA will be the Sole Arbitrator on all matters and his decision will be binding on the bidder.
- Applications/responses received after the Application Due Date, as mentioned in schedule of events, shall not be considered and shall be summarily rejected.

13- Payment Terms

The payment would be made Quarterly basis.

14-Amendment of EOI Document

- a. At any time prior to the last date for receipt of bids, Department, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI Document by an amendment.
- b. The amendment will be published in the official website of the Department
- c. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, extend the last date for the receipt of Bids.
- d. The bidders are allowed resubmit their bid- if required, after such amendments.

D. Pre-bid meeting

The Department will conduct a pre bid meeting to address any clarifications of the organisations interested in responding to the EOI which will take place at the following venue and time:

Venue	- Conference/Meeting Hall, 1 st floor Admin Block, IICA Manesar Campus.
Time	- 2.30 PM, 08-April, 2015

15- Law & Jurisdiction

In case of any dispute, this EOI shall be governed by and construed in accordance with the applicable laws at New Delhi, India. The Jurisdiction for such disputes will be New Delhi.

16-Detailed Scope of work and financial:

Bids are being sought under the following heads from interested parties for the purpose of empanelment for further engagement on a ‘need’ basis:

I. MAINTENANCE

IICA plans to develop and maintain implementation agencies database – IA HUB. IA HUB Maintenance Services constitute changes to the current website and its existing web pages using the current web site theme. There are 2 kinds of maintenance:

i) Maintenance due to changing needs may include minor or major changes to the website. Major changes include a new project of additional screens, and additional information/graphics, and redesign

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that affect the entire site. It may include major rewording of pages and changes to graphics due to changing needs. Major changes that affect the entire website will require a new contract agreement. Minor changes are changes that do not affect the entire website. This agreement shall cover minor changes such as:

- Simple maintenance and/or addition of graphics provided by the client to an existing web page.
- Simple navigational changes
- Simple page design changes
- ii) Maintenance due to recurring needs includes publication of news reports, press releases, current events, schedule of events, etc. This agreement shall cover the following:
 - Text changes (such as news, press release, current events, scheduled events, rewording of text, etc.)
 - Addition of new pages as links from an existing page
 - Database backup
 - Data files backup

The amount of work which will be covered by this agreement is specified:

- i. New Static Page Creation
- ii. New Dynamic Page Creation
- iii. MSSQL Database existing Table Editing
- iv. MSSQL Database Table Addition
- v. MSSQL Database Backup
- vi. MSSQL Database Restore
- vii. Updating in Existing Pages
 - Image Change
 - Text Change
 - Structure Change (Style Changes)
 - Code Change
- viii. Payment gateway
 - Adding New Payment Page
 - Editing Old Payment Page
- ix. IA HUB Database Importing
- x. Down Time / Up Time Related to Server Support
- xi. New Application Will be in New Quotation (if any)
- xii. API Integration
- xiii. Language Conversation Static
- xiv. Language Conversation Dynamic
- xv. Theme / Style Change
- xvi. Third Party Tool Will be as per there cost
- xvii. Third Party Tool Integration
- xviii. Test Server (If Needed)

II.

The scope of work relating to design, re-development of website shall includes all desired activities/services to be provided to achieve the following objectives:-

- Making available accurate and reliable information in the public domain which shall be primarily of use to its customer base, general public and other stake holders like employees, suppliers, contractors and other govt./ non-govt. organization.
- To create an interactive and knowledge sharing platform.
- Content updation/modification as per need in English.

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- Any change related to layout. Addition or deletion of new page or application.
- Maintaining compliance to GOI guidelines.
- Maintaining compliance to accessibility guidelines.
- A board requirement of assessment, content structure and features are given herein to meet with the above objectives:- **CONTENT STRUTURE** Once the information assessment/requirement is finalized, the content structure shall be developed along with the layout plan of the website. The content structure of the Home page and other linked pages shall essentially cover the followings:

- Mission, Vision of the organization
- Dynamic Organizational set up, Media gallery
- News Letter, Public Relation advertisements.

III. WEBSITE FEATURES

- Interactive feedback mechanism to enable the visitors to give their feedback, suggestions.
- Eye catching design.
- Site Map & click buttons/tabs, pull down menus, etc for convenient navigation support
- Design platform should be based on latest XHTML, HTML5 & CSS3 optimized for speed & performance.
- Mobile Device Compatibility e.g. Tablets & Smart Phones.
- Responsive Web Design approach by which website layout dynamically fits into the screen of every device of any resolution i.e. from desktop to laptop & from browser supported smart phones to any kind of mobile devices.
- Search engine to enable the user to locate and to access information/content with ease
- Layout of menus, icons and hyperlinks for navigation from the homepage
- Web counter
- Database facility to store and redisplay important news/events/tender/careers
- Various other dynamic features, flashes.

17-Financials:

The interested party will share:

- A. Costs on a per day basis of the maintenance
 - Monthly management and maintenance cost of the IA HUB
 - Financials to be provided for period of 12 months
- B. Service charge for maintenance
- C. Additional development in case will be specified and approved by competent authority

18-Selection Criteria

The criteria for selection would be based on the following aspects:

- a. The agency must meet all eligibility criteria defined in the EOI
- b. The agency must have submitted EMD of INR 10,000
- c. The financial bids of only those who are found eligible on the basis of the eligibility criteria shall only be opened.
- d. The selection would be on the basis of the lowest financial quote. All technically qualified bidders

22- Annexure

22.1- Form I: Covering Letter from the bidder

[On Company Letterhead]

[Location, Date]

To:

CAO
Indian Institute Of Corporate Affairs,
Plot P-6,7,8 Sector-5,
IMT Manesar, Gurgaon
Haryana,
Pincode: 1220051

Sub: Response to EOI for "Maintenance of Implementation agencies IA- HUB"

Sir/ Madam,

Being duly authorized to represent and act on behalf of _____ (hereinafter referred to as "the Bidder"), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby expresses its interest and apply for development of a web portal for IA-HUB.

I/ We are enclosing our Proposal, in one Original and one supporting Copy, with the details as per the requirements of the Bid Document, for your evaluation. The undersigned hereby also declares that the statements made and the information provided in the Proposal is complete, true and correct in every detail.

I/ We confirm that the application is valid for a period of 180 days from the due date of submission of application and unconditional. We understand you are not bound to accept any Proposal you receive.

2) Primary and Secondary contacts for our company are:

Primary Contact

Name:

Title:

Phone:

Mobile:

Fax:

E-mail:

Secondary Contact

Name:

Title:

Company Name:

Address:

Phone:

Mobile:

Fax:

E-mail:

I/ We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to IICA Department is true, accurate,

verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

I/ We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process or unduly favours our company in the selection process, we are liable to be dismissed from the selection process or termination of the contract at any point of time or during the project/ (or/ and) penalized as per the decision of the IICA.

I/ We agree to abide by the conditions set forth in this EOI

It is hereby confirmed that, I/We are entitled to act on behalf of our agencies/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours faithfully,

(Signature of Authorized Signatory)
(Name, Title and Address of the Bidder)
Company seal & stamp

22.2- Form IV: Bidder Details

Basic information of Organization

S. No.	Particulars	Details
1.	Name of firm	
2.	Address of the Headquarters/ Regd. Office	
3.	Address of the Registered Office for correspondence	
4.	Date of incorporation	
5.	Date of Commencement of Business	
6.	Nature of business in India	
7.	Key contact person/s for this project along with designation and contact details	
8.	Service Tax Registration No.	
9.	PAN	
10.	TIN	

22.3- Form V: Financial Information

Financial Information

	FY 2009-10	FY 2010-11	FY 2011-12
Total Turnover (in INR Lakhs)			

Other relevant information

Note: Please attach relevant sections of the documentary proofs

22.4- Form VII: Details of Relevant Project Experience

Please add this table for the number of projects executed by your organization.

S. No.	Particulars	Details
1.	Assignment name:	
2.	Client Name:	
3.	Complete Address of Client:	
4.	Contact person information including phone/ mobile/ email:	
5.	Start Date (Month/Year):	
6.	Completion Date (Month/Year):	
7.	Project Completion Certificates:	
8.	Platform/ Environment /Technology used	
9.	Total Size of Database	
10.	No. of functional DR sites	
11.	Acceptance from Concerned Officers:	
12.	Approx. value of the contract:	
13.	Duration of assignment (months):	
14.	Total No of staff-months of the assignment:	
15.	Approx. value of the services provided under the contract (in Current INR):	
16.	Number of Months of Professional Staff Provided	
17.	Licensing/User Base/Geographical Spread:	
18.	Name & contact details of senior professional staff of your firm Project Manager:	
19.	Narrative Description of Project:	
20.	Description of Actual Services Provided by SI/Vendor:	

Note: Please attach relevant documentary proofs

**Cost estimation for development of a IA –HUB web Portal
(On Bidder's Letterhead)**

Dated: _____

**Part – A
(Non-Recurring)**

Table – I (Component Wise Costs)

Component	Description	Amount (in `)
Application Software Development & Implementation*	Environment Setup & Requirements Collection, Documentation	
	Design & Development, System & Acceptance Testing	
	Full-fledged operational support including support manpower and maintenance** for one year	
(a) Total excluding taxes		
(b) Taxes as applicable		
Grand Total (a+b)		

Grand-Total In words

- * Implementation includes domain registration, web hosting, deployment, and backup integration
- ** Modification & up gradation required if any in the application during the 1st year of rollout

**Part - B
(Recurring)**

Table – II (Optional & if desired by the Department)

Component	Description	Amount (in `)		
		2nd Year	3rd Year	4th Year
Annual AMC Charges	Further modification/ up-gradation within the scope of application as and when required, Operational & Technical Support, Data Backup & System Recovery			
Annual Hosting Charges	In an exclusive server			
Total (excluding Taxes)				

Total In words

NB – Information submitted in Table-III of Part-B would not be evaluated within bid evaluation process.

Name:
Title:

