



INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH PUNE

PREBID CLARIFICATION ON TENDER NUMBER - IISER/PUR/1891/21

SERVICE DESCRIPTION- Indian Institute of Science Education and Research Pune is an autonomous Institute and invites tender for Turnkey services for development, designing, implementation and maintenance of the iRISE website. Refer IISER Pune detailed tender published on Institute website www.iiserpune.ac.in and in CPP Portal on March 08, 2022.

Pre-Bid meeting was held on March 14, 2022 at 4.00 PM via video conferencing and minutes of meeting are as under.

At the outset, the Chairman welcomed all the Members and the representative of the Prospective Bidders and briefed in general the scope of the tender. Later on a committee member read out the clarification sought by the Prospective Bidders and replied thereto as detailed in Annexure.

The representatives present were satisfied with the replies given and it was informed that the corrections / additions / clarifications given, as discussed during the Pre-Bid Conference would be hosted on the website of IISER Pune and all the Prospective Bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before submitting their bids as stipulated in the Bidding Documents.

The other terms & conditions of the notice issued on our IISER website www.iiserpune.ac.in will remain unchanged. No more correspondence in this regard will be entertained.

The meeting ended with a vote of thanks to the Chair.

16.03.2022

Sd/-

Assistant Registrar (S&P)

IISER PUNE

TECHNICAL QUERIES AND CLARIFICATIONS

TENDER NUMBER - IISER/PUR/1891/22

Date: 16th March, 2022

Sr.No.	Query/Clarification Sought	Draft Clarification / Amendment
1	Reference Pg 14, Pt 05 Who will bear the cost of the SSL certificate?	The cost will be borne by the vendor.
2	Page No -14, Chapter 4, Pt- 08 Do you require an onsite engineer for technical support?	Mostly remote technical support will be required. There should be provision for a technical engineer coming on site if required.
3	Page No -14, Chapter 4, Pt- 13 Who will bear the cost for Email/ SMS gateways integrated in the website?	The cost will be borne by the vendor for the 1 st year from the day the website goes live after testing.
4	Page No -14, Chapter 4, Pt- 15 Who will bear the cost of the security audit?	The cost will be borne by the vendor. Any CERT-In empaneled provider can do the security audit.
5	Page No - 14, Chapter 4 Pt 22 Regarding training 1) How many team members will be there? 2) Duration of training? 3) Mode of training (online/offline)?	1) 4 weeks of onboarding training would be required followed by 2-week training in the subsequent years. 2) Five members have to be trained. 3) Training can be in offline or online mode
6	Page No - 14, Chapter 4 Pt 28 Please clarify. What do you mean by separate storage entity? Do you want the cloud cost to be part of the Turnkey cost?	The point no 28 is amended to Website must be hosted on the cloud. The costing requirements for hosting the website on cloud for 03 years is to be borne by the vendor.

7	<p>Page No - 14, Chapter 4 Pt 28</p> <p>Will Let's Encrypt SSL work ? It is used by india.gov.in</p>	<p>Yes, it is acceptable.</p>
8	<p>Page No -14, Chapter 4, Pt- 12</p> <p>Is there any plan to make the website multilingual in future?</p>	<p>At this moment it will be in English. There should be a provision for modification of the website if needed in Marathi, Hindi or any other Indian language.</p>
9	<p>General terms and conditions, Page 11, Pt 13 and Pt 17</p> <p>As we understand from the document, No advance payment is given for commencement of the project. What is the security deposit going to cover?</p>	<p>Pt 13</p> <p>There is no provision of advance payment for website design and development.</p> <p>Terms and Conditions:</p> <p>Payment will be made after meeting following deliverables:</p> <ol style="list-style-type: none"> 1. Preparing the design document after discussion with the Programme Team. Website Design and finalizing the workflow. 2. UI and UX Design. Testing of the website. 3. Go live, testing, delivery of source code, and Training of the staff. <p>Cost of warranty and support will be included for year 1 price bid.</p> <p>AMC costs for year two and three must be quoted.</p> <p>Payment for AMC cost in year two and three will be paid in advance on an annual cost basis.</p> <p>Format of the price bid will be provided accordingly.</p> <p>Pt 17</p> <p>Security deposit is required as mentioned in the tender document. This is a standard requirement as per norms.</p>
10	<p>Page 12 General terms and conditions Pt 16</p> <p>We need clarity of the scope of work in detail before the</p>	

	<p>commitment of 90 days. Also, the text and image content for the entire website would be required at the commencement of the work.</p>	<p>Please refer to Annexure I of the tender document. Content and images will be provided after award of the contract.</p> <p>You may refer to the temporary google site of iRISE to understand the programme.</p> <p>(Link): https://irise.acads.iiserpune.ac.in/home</p>
11	<p>Page 12 General terms and conditions Pt 17</p> <p>As the standard in the service industry are you willing to issue Advance Payment or Payments in phases of work milestones.</p>	<p>Advance payment will not be given for website development and design. Payment will be made after meeting conditions as per response to Q.9.</p>
12	<p>Page 14 Chapter 04 Pt 1</p> <p>We require a detailed understanding of the content under all the sections. Also, please provide us with the clarity of which particular page would be dynamic and which ones would be static. For eg. What do you plan to communicate under the CXO forum section? Would it be an external link or there would be events, speakers, registration etc. that would be a part of this section? Please provide clarity. Likewise we require a clarity of each and every section and subsection with text.</p>	<p>iRISE is a programme to encourage innovation in young minds, develop the educators and teachers to develop India's next-generation, support science professionals through industry-academia collaborations. It has four strands namely</p> <ul style="list-style-type: none"> ➤ Teacher Development Strand: This is a Teacher Training programme. It will require the registration facility, form download, email notifications, to conduct surveys and polls, hosting training videos, live streaming facilities, photo and youtube link upload, reports, case studies, and success stories. More than 500 Master trainers, up to 15000 cascade teachers will be trained. The website should facilitate master trainers to upload pictures on cloud. ➤ Early Career Researcher Strand: This is a Training programme for Ph.D scholars. It will require the registration facility, data download, to conduct surveys and poll, email notifications, hosting training videos, reports, case studies, success stories, live streaming facilities. Under this more than 5000 Ph.D scholars will be trained. ➤ Thought Leadership Forum: It will require information dissemination, reports, live streaming of events. 06 forums will be conducted over a 3 years' period.

		<p>➢ CxO forum: It is a discussion forum for industrial and academia leaders. It will require registration, live streaming, promotion, information dissemination facilities. Over all website dashboard will be needed for user management and analytics. Refer annexure I and tender documents.</p> <p>Tentative number of dynamic pages: 06</p> <p>Tentative number of static pages: 10</p> <p>Detailed scope will be discussed later.</p> <p>There might be changes based on discussion between the design team and programme team as required.</p> <p>You may refer the temporary google site of iRISE and Annexure I to understand the programme.</p> <p>(Link): https://irise.acads.iiserpune.ac.in/home</p>
13	<p>Page 14 Chapter 04 Pt 5</p> <p>Are we to procure the certificate on behalf of the IISER. Will the Free Let's Encrypt Certificate with 3 months validation, renewed automatically be acceptable. Also, since the website may be deployed on Cloud Server, does SSL Certificate (free of cost) from CDN (content delivery network) be acceptable . e.g. CloudFront, Azure CDN, AWS CloudFront (Generally valid for service length or renewed automatically)</p>	<p>Let's Encrypt certificate is acceptable. If the bidder is choosing any commercial certificate it has to be procured by the vendor.</p>
14	Page 14 Chapter 04 Pt 13	<p>The purpose of the website is information dissemination, announcements, notification, store reports, success stories, conduct surveys and polls, and registrations of participants. Should be able to</p>

	What is intended use of these services are envisioned for the website	provide a link to any learning management system (LMS) used by the implementation partner.
15	<p>Page 14 Chapter 04 Pt 16</p> <p>Docker images may not be the right deployment mechanism for this website, because of their nature of immutability. For each change, we may need to redeploy the website. Under the maintenance of the website, a lot of changes are carried over. Also, with docker only the application will be deployed. All other services such as Persistent storage, file based and SQL Data Server and any other will have to be deployed separately, on dedicated services. E.g. File / Blob storage on S3 Bucket, SQL Data on Database Server Instances</p>	Pt 16 Chapter 04 regarding docker images has been deleted from the Tender
16	<p>Page 14 Chapter 04 Pt 28</p> <p>It is important we know the deployment mechanism, like Cloud Services, On Premises, or Single VM Solution. The backup solution actually depends on this server infrastructure.</p>	Website must be hosted on a cloud server. The cost for cloud to be borne by the vendor for 3 years from the date of going live.
17	Page 14 Chapter 04 Pt 23	As part of its core activities, iRISE will be conducting workshops for audiences such as school teachers,

	<p>The feature of Registrations is unclear. What kind of registration are we looking at? What features are enabled for such registered users?</p> <p>PhD scholars, state and district level authorities. The registration process for the workshop will involve the following steps:</p> <ol style="list-style-type: none"> 1) The workshop or similar such event will be announced on the Events page and displayed on the homepage of the website as an upcoming event 2) Interested members will initiate their registration by clicking on a button such as "Register for the workshop", and this should lead them to an application form with fields as given by the iRISE team 3) The form should allow them to feed data and upload files/attachments if required. 4) Upon submission of the form, participants should receive an automated email acknowledging their registration, with content of the acknowledgement as defined by the iRISE team, they should be able to download a copy of the registration form they submitted. 5) The iRISE team should be able to download the details of registered participants as a excel file to enable shortlisting process 6) Roles of users: 5 Admin users (Overall access, access to dashboard, admin access), 5 Content managers (Limited access for changing content, social media management), 500 master trainers-with access to their own information and information of cascade trainers under them, must be able to upload photo and youtube link upload, reports, 15000 cascade trainers will have access to their own information, must be able to upload photo and youtube link upload, reports, 5000 Early Career Researchers, participants (will have access to their own profile information, past registrations, upcoming events etc).
18	<p>Annexure I</p> <p>Who will get the rights to login and what will be the extent of the dashboard? Please explain the purpose of the dashboard and its requirements in detail. Please provide the clarity for both - the backend and front end</p> <p>The design should allow multiple authorized users to access and edit different modules of the website.</p> <p>Purpose of the dashboard website traffic analysis, information about registered users.</p> <p>Dashboard will show:</p> <ol style="list-style-type: none"> 1. Information related to website traffic-number of views, session duration and count return users, bounce rate, exit rate, source tracking, page wise analysis 2. Information about the registered users-region, statewise and gender wise data

	<p>For example, website pages corresponding to Events, Registration, Feedback, Teachers Development Strand, ECR, Thought Leadership, Tenders etc.</p>	<p>3. Event wise registration information 4. Survey or poll responses if any</p> <p>There should also be a Role/User management portal.</p> <p>Dashboard and user management portal will be visible only to admin users or content managers. Website visit count has to be displayed on the landing page of the website. User roles are defined under response to question no. 17.</p>
19	<p>Page 14 Chapter 04 Pt 24</p> <p>Will Google Analytics work?</p> <p>The website should have web analytics similar to google analytics and new age images formats like WebM and WebP should be used for better bandwidth management.</p>	<p>Yes, Google Analytics will work.</p>
20	<p>Page 14 Chapter 04 Pt 02</p> <p>To give you the clarity on this point. We can present the methodology and approach for the website that we adopt for all websites. Every website we design and develop is customised and is not based on themes. So we will be able to present the UI and custom template post the tender is awarded to us.</p>	<p>Templates are required as per the tender documents. Refer annexure I.</p>
21	<p>Who are the stakeholders of this website?</p> <p>2. Who is the primary and secondary Target Audience?</p> <p>3. What are the primary goals and objectives you wish to achieve through the iRise website?</p> <p>4. Provide a few benchmark references of the websites that</p>	<p>1. & 2. The stakeholders of the website are teachers, master trainers, research scholars, policy makers, academia, funders, implementation agencies.</p> <p>3. iRISE is a programme to encourage innovation in young minds, develop the educators and teachers to develop India's next-generation, support science professionals through industry-academia collaborations. It has four strands namely</p> <p>➢ Teacher Development Strand: This is a Teacher Training programme. It will</p>

<p>are preferred by you or they have similar purposes.</p> <p>5. Does the look and feel need to follow the guidelines of IISER Pune or does the iRISE website need to look completely different from IISER Pune website?</p>	<p>require the registration facility, form download, email notifications, to conduct surveys and polls, hosting training videos, live streaming facilities, photo and youtube link upload reports, case studies, and success stories. More than 500 Master trainers, up to 15000 cascade teachers will be trained. The website should facilitate master trainers to upload pictures on cloud.</p> <p>➤ Early Career Researcher Strand: This is a Training programme for Ph.D scholars. It will require the registration facility, data download, photo and youtube link upload, to conduct surveys and poll, email notifications, hosting training videos, reports, case studies, success stories, live streaming facilities. Under this more than 5000 Ph.D scholars will be trained.</p> <p>➤ Thought Leadership Forum: It will require information dissemination, reports, live streaming of events. 06 forums will be conducted over a 3 years period.</p> <p>➤ CxO forum: It is a discussion forum for industrial and academia leaders. It will require registration, live streaming, promotion, information dissemination facilities.</p> <p>■ Over all website dashboard will be needed for user management and analytics. Refer annexure I and tender documents.</p> <p>4. Website references:</p> <ul style="list-style-type: none"> ● https://www.ictp.it/ ● https://unitar.org/no ● https://cheekyscientist.com/ <p>5. No, the look and feel has to be unique and different from the IISER Pune website. It must be of international standards. Style Guidelines of iRISE programme (Authentic colour, font, guidelines for use of picture, logo etc) will be provided for reference.</p>
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22	<p>Registration of domain Name and Hosting of the Website/Web portal</p> <p>Do you want us to provide these?</p> <p>Copyright & Trademark =></p> <p>What exact services do you want us to provide here?</p>	<p>Registration of the domain is done by IISER Pune and hosting has to be provided on cloud server by the vendor.</p> <p>Annexure I, This clause regarding copyright is deleted</p>
23	<p>I'm a web-developer too and looking forward to starting my own business in web development. I have always been passionate about my field and wanted to present myself and contribute my work to the established and known organizations. I can Develop and Design a complete responsive web application/website as instructed to me. Following is my expertise in programming languages:</p> <ol style="list-style-type: none"> 1. HTML 2. CSS 3. Bootstrap 4. JavaScript 5. PHP 6. SQL 7. C# 	<p>Registered companies are only eligible to participate.</p>
24.	<p>Please precisely mention whether you want Cyber Security Audit from CERT-In empaneled agency or STQC (the GOI body) directly or you want Web Application Security Assessment and Website Quality Testing (popularly called GIGW Certificate)</p>	<p>CERT-In empaneled agency for security audit is required.</p> <p>STQC is not mandatory.</p>
25.	<p>Are we exempted from prior performance requirements as per Relaxed Norms of Public Procurement for Startups (Action Point 5) (Startup notification link , Clause 4) [1.Relaxed Norms of Public Procurement for Startups.pdf attached for reference]. We are a DPIIT recognized startup (startup.pdf attached) and an MSME (msme.pdf attached).</p>	<p>Yes, it is applicable.</p>

26.	<p>We got to know that there are a set of guidelines for iRISE. We would require the guidelines before we can provide the design and framework during the bid. Without knowing the guidelines, the efforts of sharing the template during the bid will be of no use.</p>	<p>The guidelines for creating the template have been entailed in Annexure I. The style guidelines will be provided to the selected vendor after the award of the tender.</p>
27.	<p>The presentation should also include template/theme design and/or 15 of 32 methodology/approach for the website of iRISE.</p>	<p>Yes it is required.</p>
28.	<p>We will be in a position to provide the costing in the bid and commit to a 90 days timeline only if you can provide in-depth clarity about the purpose and every section of the website before we can share the bid documents.</p>	<p>1) iRISE is a programme to encourage innovation in young minds, develop the educators and teachers to develop India's next-generation, support science professionals through industry-academia collaborations. It has four strands namely</p> <ul style="list-style-type: none"> ○ Teacher Development Strand: This is a Teacher Training programme. It will require the registration facility, form download, email notifications, conduct surveys and polls, hosting training videos, photo and youtube link upload, live streaming facilities. More than 500 Master trainers, up to 15000 cascade teachers will be trained. The website should facilitate master trainers to upload pictures on cloud. ○ Early Career Researcher Strand: This is a Training programme for PhD scholars. It will require the registration facility, conduct surveys and polls form download, photo and youtube link upload, email notifications, hosting training videos, live streaming facilities. Up to than 5000 Ph.D scholars will be trained. ○ Thought Leadership Forum: It will require information dissemination, live streaming of events. ○ CxO forum: Discussion forum for industrial and academia leaders. It will require registration, live streaming, and information facilities. <p>Over all website dashboard will be needed for user management and analytics. Refer annexure I and tender documents.</p>

29.	<p>Please elaborate on what type of Hosting platform do you need, Shared Linux Hosting or Virtual Private Server or dedicated server or Cloud Server (like AWS, Azure, or GCP) - please give exact specifications so that we can give a precise cost</p>	<p>Website need to be hosted on cloud server.</p>
30	<p>Please elaborate on 4 types of stakeholders (like a teacher, researcher, etc) activity use cases, and dashboard details.</p>	<p>iRISE is a programme to encourage innovation in young minds, develop the educators and teachers to develop India's next-generation, support science professionals through industry-academia collaborations. It has four strands namely</p> <ul style="list-style-type: none"> ○ Teacher Development Strand: This is a Teacher Training programme. It will require the registration facility, form download, photo and youtube link upload, email notifications, hosting training videos, live streaming facilities. ○ Early Career Researcher Strand: This is a Training programme for PhD scholars. It will require the registration facility, photo and youtube link upload, from download, email notifications, hosting training videos, live streaming facilities ○ Thought Leadership Forum: It will require information dissemination, live streaming of events. ○ CxO forum: Discussion forum for industrial and academia leaders. It will require registration, live streaming, and information facilities. <p>Over all website dashboard will be needed for user management and analytics. Refer annexure I and tender documents.</p>
31	<p>Copyright & trademark - Generally this has been handled by advocate offices and trademark consultancies Want to know why they are bringing under website purview</p>	<p>The clause about copyright and trademark is not applicable now and has been deleted.</p>