



**NOTICE INVITING TENDER**

**भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान पुणे**

**INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH**

An Autonomous Institution, Ministry of Human Resource Development, Govt. of India

**Dr. Homi Bhabha Road, Pashan Pune – 411008.**

**Tel: +91-020-25898017; [Email-purchase@iiserpune.ac.in](mailto:Email-purchase@iiserpune.ac.in)**

**Website: [www.iiserpune.ac.in](http://www.iiserpune.ac.in)**

**To,**

**Tender Reference No: IISER/PUR/1166/18**

**Date: 10/01/2019**

Indian Institute of Science Education and Research, Pune invites OFFLINE BID in single bid system for the following.

**Item Description: Turnkey services for redesign, implementation and maintenance of IISER Pune website.**

**Critical Dates of Tender**

<b>Sr.No.</b>	<b>Particulars</b>	<b>Date</b>	<b>Time</b>
1	Bid Submission Start Date	10/01/2019	18.00 Hrs
2	Bid Submission Close Date	25/01/2019	15.00 Hrs
3	Opening of Bids	25/01/2019	15.30 Hrs

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## **CHAPTER-1. INVITATION FOR BIDS**

1. Indian Institute of Science Education and Research Pune is an academic Institute with research focus and offers BS MS dual degree, Integrated PhD, and PhD programmes. Set up in 2006, with the primary goal of integrating high quality research with undergraduate teaching, IISER Pune is an Autonomous Institution of the Ministry of Human Resource Development, Government of India.

Institute of Science Education and Research, Pune invites offline bid in single bid system for provisioning of turnkey services towards website redesign for IISER Pune (URL <http://www.iiserpune.ac.in/>), which includes study of existing website architecture and contents, redesign, development, implementation, and maintenance of the web portal for IISER Pune for a period of five years. The Technical specifications are given in Chapter 4: Schedule of Requirements, Specifications and Allied Technical Details.

### **2. Contact for information:**

Technical & Commercial contact:  
Assistant Registrar (Stores & Purchase)  
Indian Institute of Science Education and Research (IISER), Pune  
Dr. Homi Bhabha Road, Pashan  
Pune – 411 008, India  
Tel: +91-020-2590 8246/8017  
Email: [purchase@iiserpune.ac.in](mailto:purchase@iiserpune.ac.in)  
Website: [www.iiserpune.ac.in](http://www.iiserpune.ac.in)

3. Supply means: “Supply, Installation & Commissioning”.

### **4. Submission of Bid:**

Bid Submission Start Date: 10/01/2019 from 18:00 Hrs  
Bid Submission Close Date: 25/01/2019 up to 15:00 Hrs.  
Opening of Bids: 25/01/2019 at 15:30 Hrs.

5. The Offer should comprise of the following:

- (i) The offer should be complete to indicate that all products and services asked for are quoted.
- (ii) The purpose of certain specific conditions is to procure best services etc. for IISER, Pune. The decision of Purchase Committee shall be the guiding factor for selection of the responsive firms.
- (iii) Duly filled in Bid with proper seal and signature on each page of the bid should be submitted offline and the same should accompany with complete specifications, Manufacturer’s name, address and relevant Technical Literature / Brochures with warranty Terms.

- (iv) Agreements / Purchase Orders / Completion certificates if any, for similar work in other Institutes, the details of such supplies/services for the preceding three years should be given together with the prices eventually or finally paid.
- (v) Copy of GST No. and PAN Number allotted by the concerned authorities. If registered with the National Small Industries Corporation, the registration number, purpose of registration and the validity period of registration and a copy of NSIC registration wherever it is applicable should also be provided in bid.
- (vi) The prices should be shown against each item for the purpose of Insurance claims / replacements, if any.
- (vii) Compliance sheet with any deviation with reference to the terms and specifications.
- (viii) The services should be delivered with manuals and the manuals including technical drawings should be complete in all respects to operate without any problem.
- (ix) Duly filled in checklist as per Chapter 6 should be submitted along with tender.
- (x) The Bidders are requested to quote for Educational Institutional Price for services, since we are eligible for the same

Note : IISER , Pune is requesting only Single Bid (Technical Specification bid and Price together) the Bidders must be extremely careful about the requirement mentioned in the tender and submit their quotes accordingly. In case of bids with shortfalls found during the tender evaluation, will be rejected without seeking any further clarifications from the bidders. Since it is a single bid seeking any further clarification(s) will cause/draw objections from other bidders.

A Il the bidders should quote their offer as per “Chapter - 5 Price Schedule” for uniformity.

#### 7. Purchase Committee

The Purchase Committee will evaluate the tenders and may also nominate some external/expert members, in the interest of IISER, Pune.

#### 8. Terms of the Purchase Committee

A committee duly constituted by the Director, IISER, Pune will go through the bids and recommend firms that are meeting all the specifications of the Tender. The recommendation/decision of the purchase committee is the final and binding on all the parties.

- (ii) Purchase Committee will proceed through Bids as defined in Chapter 4 (Schedule of requirements, specifications and allied technical details), in order to determine whether they are substantially responsive to the requirements set forth in the tender. In order to reach such a determination, IISER, Pune will examine the information supplied by the Bidders, and shall evaluate the same as per the desired services/specifications mentioned in this tender.

The purchase committee may formulate evaluation criteria in addition to the specifications and requirements indicated in the tender, in the interest of IISER, Pune.

9. Comparison of Responsive bids:

- (i) After opening the bids, the responsive offers will be tabulated with reference to the specification.
- (ii) After arriving at the final pricing of individual offers of all the short listed firms, the lowest firm will be awarded with Contract/Purchase Order subject to availability of funds.

10. No request for extension of due date will be considered under any circumstances.

11. No sub-contracting is allowed with regard to installation, customization, warranty maintenance and services.

12. The Director, IISER, PUNE reserves the right to accept the offer in full or in parts or reject summarily or partly.

## **CHAPTER-2: INSTRUCTIONS TO BIDDERS & ELIGIBILITY CRITERIA**

### **ELIGIBILITY CRITERIA**

- (i) The bidder should be registered in India for providing similar services as desired in the tender. Necessary documentation such as Name, correspondence address with contact number and contact person of the firm along with its branch office details, if any, along with copy of Registration certificate, PAN card along with GST number and certificate to be submitted.
- (ii) The bidder should have been in the business of providing end-to-end web based solutions, website development, website maintenance, website performance / website security and testing, web content management, and providing technical support for existing / newly developed websites; copy of the registration certificate of the company for at least two years. Necessary documentation in support thereof along with a brief background about the firm, and other staff strength along with their qualifications, experience etc. should be submitted.
- (iii) The bidder should have a valid ISO 9001:2015 or equivalent certification.
- (iv) The bidder should have designed, developed and maintained at least three websites of the level of complexity and functionality required for IISER Pune website. In addition, at least one of such website should be Guidelines for Indian Government websites compliance (GIGW) compliant. Necessary documentation with the URLs of three websites that have been designed by the bidder along with completion certificate from the customer and contact details (email address and phone number) of the customer to be submitted.

Failing any of the above conditions of the eligibility criteria, would render the bid as summarily rejected.

### **Delivery Period / Timeliness**

The deliveries, if any, services & installation must be completed within 60 days, after placement of purchase order. Time is the essence of the contract. It is mandatory for the bidders who respond to this bid to meet these expectations, as they are tightly linked to IISER Pune's plans of completing the project within the time frame.

### **Locations for the Supply / Services:**

The provisioning of turnkey services towards website redesign for IISER Pune (URL <http://www.iiserpune.ac.in/>), which includes study of existing website architecture and contents, redesign, development, implementation, and maintenance of the web

portal for IISER Pune for a period of five years covered by this document is required to be done at IISER Pune.

**1. Eligible Bidders:**

- 1.1 IISER, PUNE reserves the right to award / reject the order to any particular bidder without assigning any reason thereof.
- 1.2 Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices.
- 1.3 Bidders should QUOTE strictly in accordance with the requirements.
- 1.4 Bidders shall adhere to the procedure and processes laid down in this document and shall follow fair and ethical practices of trade.
- 1.5 Based on the list of installations provided by the bidder, IISER, PUNE will have its option to obtain details of the installations, their performance, and support services etc. for evaluation of the tender, directly from the concerned organizations.
- 1.6 Firms which have already supplied to IISER, PUNE and have not completed required installation/after sales service/warranty replacements etc. such firm's offers will not be considered for further evaluation and no enquiries thereafter will be entertained.
- 1.7 Conditional Offers will not be considered.
- 1.8 IISER, PUNE will not provide any accommodation/transportation for the engineers/ representatives for attending installation. It is the absolute responsibility of the supplier to make their own arrangements.
- 1.9 The authorized person who signs the tender is required to indicate his e-mail ID, mobile No. and also general e-mail ID for easy and faster communication.

**2. Amendment of Bidding Documents**

At any time prior to the deadline for submission of bids, IISER, PUNE may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder may modify the bid document.

**PREPARATION OF BIDS**

**3. Period of validity of bids**

- 3.1. Bids shall be valid for a period of **90 days** from the date of opening the bid.
- 3.2. IISER, PUNE may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. A bidder agreeing to the request for extension will not be permitted to modify his bid.

## **AWARD OF CONTRACT**

### **4. Award Criteria**

- 4.1 IISER, PUNE shall award the contract to the technically eligible lowest bidder.
- 4.2 If more than one bidder happens to quote the same lowest price, IISER, PUNE reserves the right to award the contract to more than one bidder or any bidder.

### **5. Purchaser's Right to vary Quantities at the time of Award**

IISER, PUNE reserves the right at the time of award of Contract to increase or decrease the quantum of work specified in the Schedule of Requirements without any change in price or other terms and conditions.

### **6. Corrupt or Fraudulent Practices**

IISER, PUNE requires that the bidders who wish to bid for this project have highest standards of ethics.

- 6.1. IISER, PUNE will reject a bid if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.
- 6.2. IISER, PUNE may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time determines that the vendor has engaged in corrupt and fraudulent practices during the execution of contract

### **7. Interpretation of the clauses in the Tender Document / Contract Document**

In case of any ambiguity / dispute in the interpretation of any of the clauses in this Tender Document, **Director, IISER, PUNE's interpretation of the clauses shall be final and binding on all parties**



## **CHAPTER - 3 : CONDITIONS OF CONTRACT**

### **1. Price**

- 1.1. The price quoted shall be considered firm and no price escalation will be permitted.
- 1.2. The price criteria should be on F.O.R., IISER PUNE. Govt. Levies like GST, if any, shall be paid at actual rates applicable on the date of completion of the activity. Rates should be quoted accordingly giving the basic price, GST such as 18%, if any, for provision of the services specified in the tender.
- 1.3. The rate of GST applicable to IISER Pune is 5% for the items procured for Research purpose as per Notification No. 45/2017-Central Tax (Rate) New Delhi, 14th November, 2017 and Notification No. 47/2017-Integrated Tax (Rate) New Delhi, 14th November, 2017
- 1.4. Please provide GST of the firm allotted by the concerned authorities in your quotation.

### **2. Services**

- 2.1. Details of services rendered as well as installation, completion and post sign-off acceptance services offered by you are to be made clear in the tender.

### **3. Delivery Schedule**

- 3.1. The bidders may please note that the completion of the activity should be strictly within 60 days from the date of placement of firm order.
- 3.2. Goods/services should not be dispatched/provided until the Vendor receives a firm order.

### **4. Warranty / Support**

- 4.1. The items and services covered by the schedule of requirement shall carry minimum 5 years of comprehensive warranty from the date of acceptance of the activity by IISER, PUNE.
- 4.2. The warranty on the associated software should cover providing of upgraded version/s, if any, released during the warranty period free of cost.

4.3. The vendor will have to arrange for testing equipment/environment, if any required for design, development, installation, testing & maintenance etc.

5. **Indemnity**

The vendor shall indemnify, protect and save IISER, PUNE against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment's supplied by him.

6. **Payment**

PAYMENT TERMS-No advance payments are allowed under any circumstances.

Payment will be made directly to the vendor by RTGS/NEFT after completion of the deliverables, testing and satisfaction with regard to quality, quantity, and specifications ordered for, and after satisfying that the terms and conditions of supply have been fulfilled.

7. **Penalty for delayed Services / LD**

7.1. As time is the essence of the contract, Completion period mentioned in the Purchase Order should be strictly adhered to. Otherwise the IISER will forfeit EMD/SD and also LD clause will be applicable /enforced.

7.2. If the supplier fails to Supply, install as per specifications, or complete the services mentioned in the order within the due date, the Supplier is liable to pay liquidated damages of 1% of order value per every week of delay subject to a maximum of 10% beyond the due date. Such money will be deducted from any amount due or which may become due to the supplier.

7.3. IISER, PUNE reserves the right to cancel the order in case the delay is more than 10 weeks. Penalties, if any, will be deducted from the Security Deposit.

8. **Jurisdiction**

The disputes, legal matters, court matters, if any, shall be subject to Pune Jurisdiction only.

9. **Force Majeure**

IISER, PUNE may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay, in performance or other failure to perform its obligations under the Contract, is the result of a Force Majeure.

Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.) acts of states, the direct and indirect consequences of wars (declared or undeclared) hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.

10. **Arbitration**

All disputes of any kind arising out of supply, commissioning, acceptance, warranty maintenance etc. shall be referred by either party (IISER, PUNE or the bidder) after issuance of 30 days' notice in writing to the other party clearly mentioning the nature of dispute to a single arbitrator acceptable to both the parties. The venue for arbitration shall be IISER, PUNE India. The jurisdiction of the courts shall be Pune, Maharashtra, India.



**Assistant Registrar (Stores & Purchase)**

## CHAPTER 4

### SCHEDULE OF REQUIREMENTS, SCOPE, GUIDELINES & ALLIED TECHNICAL DETAILS

- a) The firms are requested to go through the current website of IISER Pune, <http://www.iiserpune.ac.in> to gain an understanding of the content and design possibilities, conduct an independent preliminary study as well as engage with the identified single point of contact for requirement gathering/conducting a system requirement study, if required.
- b) Proposed system architecture – Open-source OS, Open-source content management system (CMS).
- c) W3C compliance is required for the technologies used in theme design, including responsive design for compatibility across gadgets and their corresponding software version updates/upgrades.
- d) OS and browser portability (for both clients and server).
- e) SSL certificate from reputed service providers with a validity of five years to be deployed onto the developed website.
- f) The proposed website has to be integrated with existing payment gateway (PG) / financial technology devices and application modules dependent thereof, to be developed, thoroughly tested, and certified by the PG/financial technology service provider for all the modules developed.
- g) For designing and developing the website of IISER Pune using latest available technologies like php, java, CMS, etc. open source technologies shall be preferred. CMS should necessarily be user-friendly and provide for flexible features therein.
- h) Design, development, and maintenance of web-based applications and integration with technologies like GIS, e-Forms, links to social media portals, etc.
- i) The firm empanelled through this process would be required to provide off-site warranty for five years, maintenance, and technical support from the date of issue of completion certificate, and annual maintenance of website / application with onsite technical support as required.
- j) The firm should ensure that website design complies with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/>
- k) The firm should ensure that the website design complies with the W3 Consortia standards.
- l) The firm should ensure that the accessibility requirement should meet WCAG 2.0 guidelines, to the best extent possible.
- m) The website should be primarily in English and provide facility for the entire website in Hindi as well, and (optionally) other Indian languages.
- n) The firm must be able to ensure that the website is security audited by a CERT-IN empanelled firm.
- o) Content aspects: Reorganization of the content may be proposed for better impact; to remove redundant and unused pages, rearrange as needed for better navigation; modify/add pages or modules.
- p) IISER Pune News blog (<http://iiserpunenews.wordpress.com/>) should be totally integrated (no separate news blog) into the institute website. A news and events module should be within the website so that news and announcements on the

- home page lead to the news and events module where further easy navigation options are provided.
- q) Design aspects: Design should be functional and aesthetically appealing with the possibility of editing format and style.
  - r) The design should allow multiple authorized users to access and edit different modules of the website. For example, website pages corresponding to Seminars, Opportunities, Tenders, News, and Events are currently being edited by separate individuals with limited access. This functionality is essential in the new design as well.
  - s) Identify and execute training requirements for successful execution of project along with preparation of User Manual. Creation of manuals and documents for the project executed.
  - t) Indicative Deliverables include High Level Design/ Architecture Document, Performance Test Reports, Security Test Reports, UI Usability Report, Deployment Script, User Manual/SOP, Technical Manual, Data Backup/ Archival Process, Source Code, Data Migration Utility, Data Model. However actual deliverables will depend upon project specific requirements and will be finalized in consultation with IISER Pune
  - u) The firm should be in a position to securely host the redesigned website at the premises of Government of India empanelled cloud service provider or at IISER Pune, as decided by the technical committee.
  - v) The firm should necessarily provide the detailed minimum hardware requirements of the webserver keeping in mind the scalability over a period of 5 years and proposed mechanism/techniques for necessary redundancy thereof to ensure zero downtime.
  - w) The firm should provide a link to the entire old website and make it entirely accessible on the home page of the redesigned website for a period as desired by IISER Pune.
  - x) The firm should submit quarterly website security testing reports ensuring compliance to prevalent laws as well as with “zero vulnerability” status.
  - y) The website should prominently display visitor statistics on the home page.

## **TECHNICAL EVALUATION METHODOLOGY**

- (i) The firms should submit a maximum of 30 slide presentation outlining their company profile, details of technical manpower & designers, their past/current projects of similar nature, proposed design, methodology of proposed project execution and management, handholding and successful acceptance activities as well as continual maintenance/updation /customization activities, details of content management system features proposed and screenshots of user interfaces etc. They may include any relevant information as deemed appropriate.
- (ii) The presentation should also include template/theme design for the website of IISER Pune
- (iii) Proposals will be evaluated on the basis of technical presentations submitted as well as the eligibility criteria mentioned above.

- (iv) Bidders have to make a technical presentation on the basis of the slides and the design submitted as a part of the bid. The date and time for the bidders' presentation in person will be informed later as a part of the technical evaluation process.
- (v) The technical/commercial evaluation committee appointed by the competent authority will evaluate the bidders on the basis of the presentations and the corresponding commercials. Their decision will be final and binding on all parties concerned.

**PRICE SCHEDULE FOR SERVICES – INR**

Name of the Bidder \_\_\_\_\_

Tender No. \_\_\_\_\_

HSN code \_\_\_\_\_

1	2	3	4	5
Sl. No	Item Description	GST payable, if contract is awarded	Installation, Commissioning & training charges, If any.	Gross Total
1	Turnkey services for redesign, implementation and maintenance of IISER Pune website.			

Total Bid price in \_\_\_\_\_ in words.

**Signature of Bidder**        :

**Name**                                :

**Note:**

The bidder may add rows to include the prices of all components & warranties, installation etc. whichever applicable.

**CHAPTER – 6 : Checklist: Eligibility Criteria for Bidders**

Bidders to indicate whether the following are enclosed by striking out the non-relevant option.

(a)	Self-Attested copy of GST number as applicable	( Yes / No )
(b)	Agreements / Purchase orders / Completion certificates, if any, from the clients for whom similar supply has been made by the bidder in last three years	( Yes / No )
(c)	Compliance sheet with any deviation w.r.t. the terms	( Yes / No )
(d)	LD clause agreeable.	( Yes / No )
(e)	Acceptance of warranty period and Free replacements during warranty period	( Yes / No )
(f)	Deviation Sheet to be Attached	( Yes / No )



**IMPORTANT NOTICE**

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. IISER PUNE WILL PROCESS THE TENDER AS PER IISER PUNE STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. IISER PUNE WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHO'S BIDS ARE REJECTED.

I agree to all terms and conditions mentioned in the tender document of the Institute

**Signature of the Tenderer**