

**Date: 04.06.20**

**The Indian Institute of Metals** invites sealed bids for entering into an Annual Maintenance Contract for the current IIM website [iim-india.net]. The current portal is dynamic in nature with a Content Management System integrated in PHP CodeIgniter framework. A bank Payment gateway, operating on a different URL is also being linked to with the website for collection of payments as and when required for various categories of Membership Subscriptions.

**A. General:**

1. **Tender Document** can be downloaded from the home page of our website <http://www.iim-india.net>

**2. Details of Bid:**

- a. Last date & time of receipt of bid: Thursday, 18.06.20 at 5.00 PM
- b. Place of receiving the bid: The Indian Institute of Metals, Address for communication: Metal House, Plot 13/4, Block AQ, Salt Lake, Sec V, Kolkata 700091
- c. Contact Person: **Ms. Tanisha Neelam Das, Manager : Admin & Web Services**; Contact Email I'd : [tanishaneelamdass.iim@gmail.com](mailto:tanishaneelamdass.iim@gmail.com)

**3. Eligibility /Qualification Criteria:**

- a) The bidder shall preferably be Kolkata based website service providers who have served any Corporates/Organization / Society /NGO's / Companies based out of PAN India, including Kolkata.
- b) The bidder shall have at-least 5 years of experience, preferably in website creation / designing development, maintenance & other related matters as given below:
  - i. Should have developed at-least two mobile responsive websites/portals of similar nature & framework, constituting database driven dynamic content / interactive content with member login interface and payment gateway integration.
  - ii. Domain knowledge of the Education & Consulting Sectors would be preferred.
- c) The bidder may enclose adequate & relevant documents regarding their experience in execution of work order, specifically maintenance/ creation & designing of dynamic websites in different modes.
- d) The bidder must have adequate number of developers having special skills sets in website designing and development in .php platform
- e) The bidder should be an Income Tax Assessee and should have filed Income Tax Returns for atleast last two assessment years [FY 2018-19 and FY 2019-20]
- f) All bidders must enclose GST registration certificates along with the tender documents
- g) The bidder should not be blacklisted by any PSU/Private Organizations/Corporates based out of anywhere in the Country. An undertaking in this regard need to be appended herewith the tender.

#### **4. Scope of Work**

Website maintenance contracts shall entail all alterations, updates and usage of Content Management System.

##### **. Website to be considered:**

A] : <http://www.iim-india.net> , wherein information relevant to the Institute and its operations are being displayed through its various web-pages, dynamic contents & images. The Institute having 56 Autonomous Chapters across PAN India have been also linked to the respective Chapter's websites, owned and maintained by respective Chapters. A bankpayment gateway URL is integrated to this website for receiving payments against New & Renewable Membership Subscriptions across diversified categories through various modes of online transactions. The current IIM portal is a dynamic state-of-the-art web portal which truly reflects our proposed vision, be an informative platform and add to the Institute's objective. This website features auto-generated emails to generate automatic forwards to specified addresses for each new member enrolment. An Online Membership Directory catering to 9000 IIM Members has also been hosted here on the Website.

##### **Nature of the work: AMC of [IIM Website: iim-india.net]**

The Developer should agree to provide the following services as a part of the SLA entered into by both the parties.

##### **For maintaining PHP websites:**

- ☐ Module creation and updates
- ☐ Website migration
- ☐ PHP Version Upgrades
- ☐ PHP Security Updates
- ☐ PHP Content Migrations
- ☐ Bug Fixing / Troubleshooting
- ☐ Backups and Archiving
- ☐ Data Loss Restoration
- ☐ Website Content Update
- ☐ Design Upgradation
- ☐ SEO Audit & Performance Optimization [As/when applicable]

##### **General Services**

- ☐ Site maintenance
- ☐ Hosting services maintenance
- ☐ Webmail services [Unlimited based on hosting server]
- ☐ Cleaning Junk from server resulting in removal of unwanted space and fast execution/ Bugs & error removal
- ☐ Backup and Restore Management [Monthly]
- ☐ Google Analytics Registration, integration and monthly check up
- ☐ SSL Check-up & Security Checks for threats and malware
- ☐ Notices Upload/Add & remove images
- ☐ Changes in content of website [CMS related work and minor changes in texts/graphics/layout]

- ☐ Changes/Modifications in the existing feature are not additionally chargeable, but integration of any new feature depending on the scope of work may be chargeable.
- ☐ Pictures & Video Upload in the Gallery, Banner or collage creation from photos provided by our organization will not be charged additionally. Customized banners or Images will be chargeable according to the quantity of the work.
- ☐ Contact details changes/additions.
- ☐ Placing mail feature in website.
- ☐ New PDF creation or Excel Reporting feature integration if needed will NOT be chargeable
- ☐ Delete spam comments
- ☐ Google mapping
- ☐ Password change and fixing
- ☐ 404 Error fixing
- ☐ Create/Update forms
- ☐ Information of the website should be kept up-to date.
- ☐ Graphic Design Support
- ☐ Banner & Notice Board Management
- ☐ Advertisements & Publications through IIM Website
- ☐ Creation of requisite panel , Uploading of Admit Cards, photographs for all students appearing in the Examination conducted by IIM in relevant formats as and when required [Generally varies from one to two terms]
- ☐ Managing the Web pages for this website , in co-ordination with the SPOC from IIM.
- ☐ Uploading of results of all students who appears in the Examination [Generally varies from one to two terms]
- ☐ Complete Monthly Backups – each month your existing website will be backed up and saved to our local server
- ☐ Secured Transaction [SSL Certification] as [https:// iim-india.net](https://iim-india.net)

**5. Period of validity of bid:** The bid shall remain valid for three months after the date of bid opening.

**6. Submission of Bids:** The tenders should be submitted in two sealed covers:

- (a) The first sealed cover should be super-scribed “**Technical Bid**” and should contain the following, apart from documents in support of the above-mentioned requirements.
  - (i) Firm/Vendor profile, including previous experience of contracts with Corporates.
  - (ii) Acceptance of terms and conditions by enclosing a signed copy of the Terms & Conditions.
  - (iii) A Demand Draft of INR 5000/- [Five thousand rupees only] for Earnest Money Deposit.
- (b) The second sealed envelope super-scribed “**Financial Bid**” should contain only the rates which are to be quoted.
- (c) Both the sealed covers should be placed in the main sealed envelope super-scribed “AMC of IIM Website”. This should be addressed to Ms. Tanish Neelam Das, Manager, The Indian Institute of Metals, Plot 13/4, Block AQ, Salt Lake, Sec V, Kolkata 700091

In view of the pandemic and its impact on life & movement in general, you may also write to the Concerned person , enclosing the requisite bid documents on email, Ms. Tanisha Neelam Das, Manager , IIM at [tanishaneelamdass.iim@gmail.com](mailto:tanishaneelamdass.iim@gmail.com) , marking a copy to Ms. Atashi Saha, DGM, IIM at [atashi.sahaiiom@gmail.com](mailto:atashi.sahaiiom@gmail.com) and Mr. Kushal Saha at

[secretarygeneral.iim@gmail.com](mailto:secretarygeneral.iim@gmail.com).

**7. Opening of Bids:**

- a) The Client [The Indian Institute of Metals] shall 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.
- c) The bidders' names, bid withdrawals, presence of bid security and such other details at Client's may consider appropriate will be announced at the bid opening.

**8. Clarification of Bids:** After examining, evaluating and comparing of bids the Client 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.

**9. The tenderers/bidders** who have submitted all required documents prescribed in the Technical Bid will be required to give presentations before the Committee constituted by the Secretary General, Deputy General Manager, Head-Finance and the concerned representative/ relevant officials of the Institute for qualifying for opening of Financial Bids.

**10. Evaluation of Bids:**

- a) The Institute will examine the bids to determine whether:
  - i. They are complete
  - ii. Financially viable
  - 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.

**8. The Institute's right to accept or reject any or all bids:**

- a) The Institute 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 Institute action.
- b) The acceptance of tender, will rest with IIM 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) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

**9. Intellectual Property Rights:**

The bidder if selected had to give an undertaking that The Indian Institute of Metals is the sole owner of all contents of its website (<https://iim-india.net>) along with all modules including the Membership Directory as currently programmed as a sub domain in the Website.

***Financial Bid***

***Proforma*** for quotation

Name of the Firm/Vendor: \_\_\_\_\_

<b>Particulars</b>	<b>Cost Estimate INR</b>
1. Cost of creating Membership Directory and integration with the Existing Website of the Institute	
2. Annual Maintenance Cost of IIM website [iim-india.net] wef 15 <sup>th</sup> June 2020]	
<b><u>Total Cost Estimate</u></b>	

Signature

Name

Seal/Stamp of the Firm /Vendor