

**IIM****Metallurgy
Materials Engineering**

20/03/2021

The Indian Institute of Metals invites sealed bids for AMC (Annual Maintenance Contract) for the current <http://www.nmd-iimawards.com> online portal, owned by the Institute. The current portal is dynamic in nature with a Content Management System integrated in PHP Code Igniter framework.

Technical Bid [A]**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: 31.05.2021 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 Persons: Ms. Tanisha Neelam Das ; Contact No: 033-23675004 /
Ms. Atashi Saha; Contact No: 033-23679768

3. Eligibility / Qualification Criteria:

- a) The bidder shall preferably be Kolkata based website service providers, or having local office 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 five mobile responsive websites/portals of similar nature, 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.
- d) 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.
- e) The bidder must have adequate number of developers having special skills sets in website designing and development in .php platform
- f) The bidder should be an Income Tax Assessee and should have filed Income Tax Returns for at-least last two assessment years [2018-19 and 2019-20]
- g) All bidders must enclose GST registration certificates along with the tender documents
- h) 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.
- I) The successful bidder will have to furnish a performance guarantee of 10% of the Contract Value in the form of Demand Draft/Banker's Cheque in favour of The Indian Institute of Metals, while entering into an agreement with the latter.

The Indian Institute of Metals

A. Atashi Saha
Deputy General Manager**THE INDIAN INSTITUTE OF METALS****"METAL HOUSE"**

Plot 13/4, Block AQ, Sector V, Salt Lake, Kolkata - 700 091

Phones : 033- 2367 5004 / 2367 9768 / 2367 7089

E-mail : secretarygeneral.iim@gmail.com / headofficeiim@gmail.comWebsite : www.iim-india.net

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4. Awards online portal [Description & Requirements]

Currently, The Indian Institute of Metals owns the under-mentioned website:

A] : <http://www.nmd-iimawards.com> , which is an awards portal instituted in 2018 , created and developed by IIM Head Office, with an objective to receive applications/nominations for IIM Awards & National Metallurgists Day Awards held every year in the month of November, formulated under the aegis of the Institute and Ministry of Steel, GOI.

This website works on a data base management platform, managed with an administrative panel which helps the administrator to retrieve data received from the Applicants & Nominators, and subsequently divulge the online applications/nominations to multiple Assessors wrt each category for online evaluation/assessment.

The NMD-IIM awards portal functions in the following manner: -

- Applications are invited online for appropriately 25 categories each for NMD & IIM Awards.
- The applicants register through this portal and subsequently login for filling-in the online proforma, as available for respective categories.
- Existing applicants in IIM Awards categories [Apart from the Awardees in the previous two years] also do have the provision of editing / modifying their application as per the prevalent norms.
- Assessment processes are undertaken through this portal from various categories, as defined for both at NMD & IIM Awards, after successful submission of the filled in application forms.
- All reports related to applications being submitted and assessments being given are all system driven.

5. Nature of the Project:

A] Service Level Agreement terms for the First Year /AMC wef 15th June 2021

The Developer has to provide the following services as a part of the AMC.

For maintaining PHP websites:

- Module/API 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]

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A. P. Singh
Deputy General Manager

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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
- Addition /Modifications of entries [Both in Assessment & Registration Panel], as & when required.
- Database upload & modifications as and when required need to be undertaken by the developer, without any additional Costs.
- Changes in content of website [CMS related work and minor changes in texts/graphics/layout]
- Changes/Modifications /Additions in the existing feature are not additionally chargeable, but integration of any new feature depending on the scope of work may be chargeable.
- Pictures, Banner or collage creation from photos provided by your organization will not be charged. Customized banners or Images will be chargeable according to the quantity of the work.
- Report generations in .xls and pdf formats are customized every year, based on the amendments in guidelines related to Awards categories. Additions and Modifications related to the same shall not entail any additional cost.
- Contact detail changes/additions.
- Placing mail feature in website.
- Delete spam comments
- Google mapping
- Password change and fixing
- 404 Error fixing
- Create/Update forms

6. **Period of validity of bid:** The bid shall remain valid for thirty days after the date of bid opening.

7. **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) Demand Draft of INR 10000 as 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 "Tender for revamping and redesigning of official website of The Indian Institute of Metals". This should be addressed to the Deputy General Manager, The Indian Institute of Metals, Plot 13/4, Block AQ, Salt Lake, Sec V, Kolkata 700091

The Indian Institute of Metals

Deputy General Manager

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8. **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.

9. 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.

10. 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 relevant officials of the Institute for qualifying for opening of Financial Bids.

11. **Evaluation of Bids:**

- a) The Institute will examine the bids to determine whether:
 - i. They are complete
 - ii. Required EMD has 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 Institute 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.
 - iii. Arithmetic errors will be rectified on the following basis: If there is a discrepancy between the unit price the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Vendor 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. Institute may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
 - v. The Institute 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. The Institute may waive off any minor 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.

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A. Jeyaraj
Deputy General Manager

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

Viii. The financial cost estimate comparison shall be of total price of the services offered inclusive of all taxes.

12. *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.

13. **Prices:** Price charged by the bidder under the purview of Mutual Contract shall not vary from the prices quoted by the bidder.

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Secretary
General Manager

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