

# *TENDER DOCUMENT*

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*HOSTING & MAINTENANCE OF WEBSITE*

*TECHNICAL/FINANCIAL BID*

*Date and Time of Submission of Tender  
February 17, 2017 upto 3.00 p.m.*

*Date and Time of Opening of Tender  
February 17, 2017 at 3.30 p.m.*

NATIONAL INSTITUTE OF PUBLIC FINANCE AND POLICY  
18/2, Satsang Vihar Marg, Special Institutional Area (Near JNU)  
New Delhi – 110 067

## Request for Tender Information

Tender form No.	
Name of Request for Tender	Request for Tender of Hosting and Maintenance of Website
Name of Client	National Institute of Public Finance and Policy,
Client's Address	18/2, Satsang Vihar Marg, Special Institutional Area (Near JNU), New Delhi 110067
Closing Date	February 17, 2017 at 3.00 pm
Opening Date	February 17, 2017 at 3.30 pm
RFT Submitted to	Senior Administrative Officer, National Institute of Public Finance and Policy, 18/2, Satsang Vihar Marg, Special Institutional Area (Near JNU), New Delhi 110067
Contact details for RFT Clarification	Senior Administrative Officer, 011-26569303
Earnest Money Deposit	Rs. 10,000/- Draft No:                      Date                      Bank

1. The tender document can be downloaded from NIPFP website [www.nipfp.org.in](http://www.nipfp.org.in)
2. The Tender should be submitted in ONE SEALED ENVELOP in the following manner.
3. The first sealed cover should be super scribed "Technical Bid" and should contain
4. Checklist of documents to be submitted. Refer Annexure- I.
5. The Performa at Annexure- II duly filled by the bidder.
6. Ernest Money Deposit (EMD) will be accepted in Demand Draft/Pay Order Only.
7. All other required documents.
8. The Second sealed envelop super scribed "Financial Bid" should contain details, which are to be filled as per Performa given Annexure - II.
9. Both the sealed covers should be placed in the ONE SEALED ENVELOP super scribed " BID for Hosting and Maintenance of Website".
10. The bidder will be selected on combined evaluation of Technical and financial performance 70% weightage will be given to Technical Evaluation and 30% weightage to Financial Bid. It will be Quality cum Cost evaluation. Please refer Annexure - III.
11. The Technical Evaluation Committee will assess services based on its past record, profile and documents submitted as per Annexure I . Only those found fit will be considered as responsive and technical evaluation will be carried out for these responsive bids based on evaluation method given in Annexure III. Further the bidder securing minimum 35 marks out of Total Scoring Marks (70 Marks) on the criteria fixed will be eligible for Financial bid opening. Refer Annexure III.
12. The Bank Draft/Pay Order produced in relation to this tender should be drawn on any Nationalized Bank in favor of the "National Institute of Public Finance and Policy", payable at New Delhi. The authority reserve the right to reject any or all the tenders without assigning any reason thereof.
13. The successful bidders are required to furnish the performance security amount @ 10% of the contract value within one month on the award of contract in the shape of Bank Guarantee in favor of "National Institute of Public Finance and Policy".
14. The tender is liable to be rejected, inter-alia, on the following grounds:
  - o If it is not in conformity with the instructions and format mentioned in the tender paper.
  - o If it is not properly signed by the bidder.

- If it is received by fax or e-mail.
- If it is received after the expiry of the due date and time.
- If it is not accompanied by the requisite EMD and proper documents.

15. This Institute reserves the right to:

- I. Accept / Reject any of the tender in full or part thereof.
- II. Revise the requirement at the time of placing the order.
- III. Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- IV. Reject any or all the tenders in part or full without assigning any reason thereof.
- V. Award contracts to one or more bidders for the items covered by the tender.

### Primary Scope of Work

Transfer of website from M/S Mimirtech. The technology would be:

#### **Operating system**

Any modern Linux version should work, but we would recommend either Ubuntu, or Debian: Ubuntu 16.04 LTS which is a long-term-support release would be a good choice. The current site runs Ubuntu 12.04.

#### **Website technology**

The website uses the following components:

\* Python 2.7

\* Django 1.9.9: additional dependencies on third-party applications are described below.

\* PostgreSQL 9.1, though any subsequent 9.x version should work without issues.

\* Solr 4.3.1: this is quite outdated, but works just fine. Be warned that there is a major difference between 4.x, and 5.x or subsequent versions of Solr.

\* Postfix 2.9.6 is used as the mail transfer agent (MTA). As mail is sent through Django's mailing system, any other MTA should just be a drop-in replacement.

\* uwsgi 1.9.8: Python web interface. This is installed manually under `*/usr/local/bin*` because a newer version was need, but the OS package should now suffice. It is also possible to use gunicorn in place of uwsgi.

\* nginx 1.1.19 as a proxy to uwsgi.

\* Commenting uses Disqus, via the NIPFP Disqus account.

#### **Django applications**

The list of third-party Django applications is available in `*install/requirements.txt*`, and `*pip*` can be used to automatically install them::

```
pip -r install/requirements.txt
```

**Of particular importance are the following apps:**

\* The CMS that supports most of the site is built with FeinCMS 1.12.1.

\* Search through Solr uses django-haystack 2.5.0

\* Disqus is accessed through django-disqus 0.4.3

#### **Solr**

Solr needs some configuration for NIPFP-specific work. The configuration files will be provided.

#### **Mailing system**

The site currently uses Sparkpost as the free third-party mailing system, but under a Mimirtech account. NIPFP will need to finish the paper-work needed to transfer control of the account, or will need to switch to a different mailing system, and reconfigure the Django settings.

**Webserver:** Nginx(linux), **Hosting provider:** Amazon, **Email service:** Google apps and Sparkpost, **Nameserver provider:** DNS (ip address), **Two geographical different locations of DNS server,** **Framework:** Django, Flash

Language: HTML/Javascript, Analytics and tracking: Google analytics, Editor: CKeditor, Secure Connection: HTTPS/SSL certificate.

**Hosting:** Secure web hosting platform for our dynamic website on our existing domain/URL, www.nipfp.org.in , Uptime guarantee if it is a shared hosting, Access to website data, Server administration, 24\*7 Phone and onsite technical support.

**A. Maintenance and security:**

- (a) Maintaining Sparkpost mailing service,
- (b) To send Google analytics report to NIPFP weekly,
- (c) To find and correct broken links.
- (d) Agreement for security of the website: Responsibility for the security of the website. The hosting company will be responsible for the security and backups of the website, backup of all the files and database. All password records must also be with NIPFP and a backup also be maintained in-house at NIPFP for which required support should be provided.
- (e) Website updates: updating the website includes assisting the Institute in updating the web content. The provider shall update the website codes, Django (web framework). This includes updating and upgrading the content management system, CKeditor to the most latest versions.
- (f) Check and upgrade website speed weekly
- (g) Update and upgrade any other third-party software's used with the website
- (h) Search engine optimization.
- (i) Adding captchas (alphanumeric) to prevent spams for comments (disqus), blog features and integration of other features.
- (j) Checking and deleting spam email IDs.
- (k) Modifications (if any) of homepage, events page etc. which might require coding.

B. Detailed discussion with designated representative of NIPFP at the Institute to understand requirements with regards to website hosting and maintenance. Upon accessing the requirement, the vendor shall finalize the project objectives and define timelines for completion, up-gradation of website from time to time

C. Restyling content with proper tagging to make them screen reader friendly. There will be separate sections and web-structure as defined by the client. Website shall ensure browser Compatibility with all Internet browsers like Internet Explorer, Mozilla Firefox and smart mobile phones etc. It should be ensured that the website is dynamic and responsive in nature which provides seamless user experience.

**D. Resolution independent website design structure**

- Creative Responsive Design layout
- It must be ensured that the website adjusts itself automatically as per the screen resolution of the website visitors for example 1024\*768, 1200\*800 etc.
- Resolution independent website will automatically expand/compress itself as per the screen resolution and hence there should not be any vertical scroll in the website structure.

**E. Website Structuring**

- a. Website Structure and content should be given direct access to most sought-after / important information through the home page itself to improve the ease of use of the website.
- b. Preparation of content structure, process map, user-flow diagram and

- information architecture for module wise development of website.
  - c. Vendor shall modify and improve design to make the design and interface user friendly.
  - d. Final Design of prototype developed by vendor shall be put before the client for finalization and approval.
  - e. Search Engine Optimization: Vendor shall design the website in compliance with the existing web standards. The codification of the entire project shall be search engine friendly and optimized for the different search engines for both organic and inorganic marketing.
- F. Customized Content Management System (CMS) Features:** User department should have following features for making changes in the website content:
- a. Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CMS.
  - b. User Privileges: An administrator can grant as little or as much control to content editors or groups as needed.
  - c. Metadata Insertion should be inserted for each page or globally, and for different languages.
- G. Security Audit:** Website to be Security Audit Complaint, cost of any compliance certification to be included.
- H. Testing:** Vendor shall apply all the requisite testing techniques such as Application Development and Unit Testing, Integration Testing, System Testing and Functional Testing. The Testing of developed website shall be entirely based upon
- a. Compliance to applicable guidelines
  - b. Compliance to the scope of work and requirement gathered.
  - c. Assessment of the user objective achievement etc
- J. Training, Operation & Maintenance**
- a. Identification of training requirements particularly with reference to operation of Content management system and Employee Corner.
  - b. The vendor will provide 1 year post launch support for any type errors/ issues. Content/Page updations support required shall be provided.
  - c. Warranty Maintenance for one year.
  - d. Warranty Maintenance period to include suggested changes/ improvements.
  - e. Vendor to follow 4-6 hours SLA support Mechanism.
  - f. Testing & Training

### **General Conditions of Contract (GCC)**

1. The Bidder should be a National Level IT Organization with experience in the field of application software conceptualization, design, development, deployment, Customization and maintenance in the last 5 years. It should have at least Rs. 1 + Crores of Turn over as on 31<sup>st</sup> March, 2016.
2. Bidders should have prior experience of implementing minimum 5 Web Portals in Central/State Government/ PSU/Autonomous Bodies and similar organization.
3. Bidder should have a web based support system for any help required.
4. The Company must be a registered firm and in business for the last 5+ Years or more.
5. Bidder should provide all the required Onsite Technical support (If Required).
6. The Bidder should have Technical qualified(IT) work force
7. Bidder should submit an undertaking (self-Certificate) that the bidder has not been blacklisted by any central/State Government institution and there has been no pending litigation with any government department on account of execution of similar services.
8. Bidder should submit latest Income Tax & Sales Tax Certificates
9. Bidder must have a Head/ Branch Office located in Delhi/ NCR (Enclose Proof)

10. EARNEST MONEY DEPOSIT: The bidders shall enclose with the Tender EMD amounting to Rs 10,000/- (Rs Ten Thousand only) for the services to be quoted, in the form of Bank draft / Pay Order drawn on any Nationalized Bank in favour of " National Institute of Public Finance and Policy" payable at New Delhi shall be returned to the bidders after the award of contract to the successful bidder.
11. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Director, National Institute of Public Finance and Policy, whose decision shall be binding on both the parties.
12. On award of the contract, the agency would deposit amount equivalent to 10% of the contract value as security deposit with NIPFP. This would be adjustable against any amount found payable by the agency towards, wages, allowances and statutory dues in respect of personnel or any loss to this institute property, and the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without further notice.
13. This Institute reserves the right to reject any or all the tenders without assigning any reason whatsoever and the decision of the management shall be final and binding on all the bidders.
14. The Courts at Delhi alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than Delhi court shall have jurisdiction in the matter.
15. The following undertaking is to be made by the bidder in the technical bid along with the copies of certificates/ documents mentioned in the checklist.

## UNDERTAKING BY THE BIDDER

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the Bidder with Seal

Name :

Designation :

Address:

1. Phone no.:

2.

**PROFORMA FOR TECHNICAL BID**

S.No.		PARTICULARS	DETAILS	Page No.
1	(a)	Name and address of Applicant: Year of Establishment		
	(b)	Name of contact person :		
	(c)	E-mail id :		
	(d)	Mobile No.		
	(e)	Telephone No.		
	(f)	Fax No.		
	(g)	Turn Over Value (in Rs.) in the last three years Year(FY) (Value in Rs.) 2013-14 FY 2014-15 FY 2015-2016 FY		
	(h)	All terms and conditions specified in	Accepted/Not Accepted	
2		Has the company been black listed/banned by any Government Undertaking/Trading Organizations/agent/client from participating in any tenders for supply of Manufactured Products?	Yes/No	
3		Whether blacklisted/banned as on the date of	Yes/No	
		<u>Enclosures</u>	Yes/No. (Specify)	
	A.	Service Tax/ VAT Registration Certificate No.		
	B.	Registration No.		
	C.	No of Portals/ websites developed (FY 2015-16)		
	D.	No of PSU Portals/ websites developed(FY 2015-16)		
	E.	No. of Professionals employed		
	F.	Details of website renovation work done in the past.		
	G.	Soft copies of past work.		
	H.	Copies of Contracts		
	I.	Preliminary Proposal		
	J.	EMD Details (DD No..... Date .....Drawn		
	K.	Any other details /document(s)		

Certified that the above information is true.

Dated :

Signature:

Name & Designation:

Place:

Company Seal :



**NATIONAL INSTITUTE OF PUBLIC FINANCE AND POLICY  
18/2 Satsang Vihar Marg  
Special Institutional Area  
NEW DELHI**

**Financial Bid – Part –II**

To be put in separate sealed cover

Date of opening of the Financial bid will be intimated separately only  
To the short-listed vendors

### Financial Bid

Sl.No	Description	Price	Applicable Taxes	Total
<b>Primary Scope of Work</b>				
1	Hosting, maintenance and restyling of the existing website as per the scope of work mentioned above  Customized CMS, Responsive Design layout, Testing & Training, Warranty Maintenance of one year.			
<b>Secondary Scope of Work</b>				
2	Hosting & Server Charges			
3	Annual Maintenance Charges after one Year with Hosting			
4	Security Audit			
	Total			

Delivery Period: 4 weeks

Dated :

Signature:  
Name & Designation:

Place:

Company Seal :

**EVALUATION METHOD (Quality cum Cost Evaluation)**

ONLY FOR THOSE BIDDERS WHO HAVE SUBMITTED ALL THE DOCUMENTS AS PER CHECKLIST GIVEN AT ANNEXURE - I

The Techno-proposal evaluation criteria of eligible bidders are set out below in Table A:

<b>Sl.No</b>	<b>Description</b>	<b>Score Calculation</b>	<b>Max. Marks</b>
1	<b>Length of Experience (years)</b>	5 years - 20 Mar 4 years - 15 Marks 2 year - 10 Marks Less than 2 year - No Marks	20
2	<b>Single work order/LOI from reputed company/PSU etc above 10 lacs value</b>	If Yes : 10 marks Less than 1 year - No Marks	10
3	<b>Average Annual Turnover for financial year 2015-16</b>	R. 1 crore and above : 20 marks Rs. 50 Lakh but less than 1 crore : <b>15 marks</b> Rs. 25 Lakh but less than 50 Lakh : <b>10 marks</b> Rs. 10 Lakh but less than 25 Lakh : <b>5 marks</b> Less than 10 lakh : No Marks	20
4	<b>Compliance financial year 15-16 in term of ESI, PF &amp; Service Tax</b>	ALL THREE - <b>10 Marks</b> TWO - <b>6.6 Marks</b> ONE- <b>3.3 Marks</b> NONE - <b>No Marks</b>	10 ALL THREE
5	<b>Zero legal cases in labour court or any court of law</b>	10 or more - <b>00</b> Between 05 to 10 - <b>03</b> Less than 05 - <b>05</b> Zero case - <b>10</b>	10

Note: The minimum proposal score is 35 marks out of total scoring marks (70) for qualifying the technical bid of Price proposal.

**Final evaluations of the Price Proposals are set out as below;**

The price proposal with lowest quoted total price (LP) amongst the Price proposals will be given a financial score of 100 and other Price proposals shall be given financial scores that are inversely proportional to their quoted total prices (QP).

Financial Score of Firm =  $100 \times (LP / (QP))$  Where,  
LP = Lowest quoted total Price and QP = Quoted total Price of Firm  
The weights given to techno and Price proposals are 70% and 30% respectively.  
The total score(S) shall be,  $S = St \times 0.70 + Sf \times 0.30$ .

Where,  
S = Total Score  
St = Score on Techno Proposal Sf = Score on Price Proposal

Bid with the highest total score(S) shall be considered as highest ranked evaluated bid and the contract shall be awarded to such bidder at their quoted price.

On the basis of the combined weighted score for quality and cost, NIPFP will rank the bidders in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as 1 followed by the proposals securing lesser marks as 2, 3, 4, 5 etc. NIPFP will invite the proposal securing the highest combined marks and ranked 1 for negotiations, if required and shall be recommended for award of contract.

## GENERAL INSTRUCTIONS / TERMS & CONDITIONS

- The quotations shall be in conformity with the specifications given above. Deviations, if any, in respect of the specs shall be indicated clearly by the bidder. Non-mention of deviations shall imply compliance with the specifications. NIPFP reserves the right to reject an offer on account of any deviation from the specifications /terms and conditions.
- The Company must have a well-established team of Technical People to provide Support. The Company should be in position to ensure that the required support is provided within 4 Hours working days in case if a problem is being faced in website.
- Acceptance of tender/ application will be intimated to the successful tenderer through a letter of intent (LOI) duly signed by the authorized signatory of the NIPFP.
- The successful agency/firm will have to get everything executed at their end and by their own Staff/Manpower/ Hosting etc.
- EMD will be forfeited, if the tenderer withdraws or amends or derogates from the Tender in any respect within the period of validity of their tender
- NIPFP reserves the right to reject some or all tenders without assigning any reasons.
- The applicant should furnish an undertaking to the effect that the firm has not been blacklisted in India or abroad.
- The offer should be valid for a **minimum period of 20 days** from the date of opening of technical bid.
- NIPFP reserves the right to cancel the agreement by giving one month notice in writing without assigning any reason whatsoever.
- The losses to the NIPFP which are directly attributable to the agency shall be deducted from the bills.
- Payment will be released only after getting Hosting of the Website properly.
- No other Software/ Hardware will be provided by NIPFP Bidder will have to do everything on their own cost.
- Over-Writing / Over Typing or erasing of figures in the documents submitted in not permitted and shall render the bid invalid.
- The successful bidder will be required to submit the letter of acceptance within a period of 3 days from the receipt of the letter of Intent and thereafter commence the work in next 10 days.