

**Notice inviting Tender for
Designing and Maintenance of the website of
All India Institute of Medical Sciences, Bhubaneswar.**



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**All India Institute of Medical Sciences,
Bhubaneswar.**

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Notice inviting Tender for Designing and Maintenance of the website of All India Institute of Medical Sciences, Bhubaneswar.

1. Technical Details

(a) Introduction

AIIMS, Bhubaneswar has initiated a Request for Proposal (RFP) process to identify a vendor qualified to plan, execute and deliver the redesign of AIIMS, Bhubaneswar's website (www.aiimsbhubaneswar.edu.in).

AIIMS, Bhubaneswar requires a vendor who has demonstrated experience in managing website projects and expertise with best practices regarding successful website design, development and deployment. The period of contract shall be two years from the date of work order/starting of work, whichever is later & extendable for another one year on mutually agreeable conditions.

(b) About Us

AIIMS Bhubaneswar is one of the six new AIIMS established as an institution of national importance by an Act of Parliament with the objects to develop patterns of teaching in Undergraduate and Post-graduate Medical Education in all its branches so as to demonstrate a high standard of Medical Education in India; to bring together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity; and to attain self-sufficiency in Post-graduate Medical Education.

(c) Project Background

To empower the web presence of organization, AIIMS Bhubaneswar is initiating to renovate the web portal of organization, which will not only help users to get all possible and up-to-date information about AIIMS Bhubaneswar, but also facilitate AIIMS Bhubaneswar to manage and maintain the web portal smoothly without any difficulty. Hence the website will be developed with Dynamic Multiuser based content management system. Website will have separate sub modules for Library, OPD and tender etc. in the

form of sub domains. Apart from website the portal will include the recruitment process. Detailed Project scope is given at Project Scope.

(d) Project Scope

Required scope for AIIMS web portal are given as follows.

- **Main Website with Multi User Content Management System**
- **Sub Modules with Individual Content Management System**
 - Nursing (<http://Nursing.aiimsbhubaneswar.edu.in>)
 - Library (<http://Library.aiimsbhubaneswar.edu.in>):
 - OPD (<http://OPD.aiimsbhubaneswar.edu.in>):
- **Application for Engagement of SR, JR & Demonstrator/Tutor**
- **Recruitment Application**
- **Dual Language (Hindi & English) Version of the Website as per GoI guidelines**
- **Alternate Website for blind and low vision visitors as per GoI guidelines**
- **Individual Departmental CMS**
- **Individual Faculty Profile user with CMS**
- **Web Hosting & Security**
- **Website Maintenance**
- **Daily Updates**

(e) Main Website with Multi User Content Management System

Main website of AIIMS Bhubaneswar should cover all areas of AIIMS Bhubaneswar and must follow **Govt. of India Guideline for website development**. As objective of AIIMS website is to make users aware of AIIMS facilities, Current Affairs, strengths, daily activities etc., hence it should be very user friendly with easy, uniform and systematic navigations. At the same time it should be very smooth to maintain.

(f) Website designing features

- The website should be properly accessible in all browsers and all resolutions.
- A consistent page layout will be maintained throughout the website.

- Web pages will allow resizing of text without the use of assistive technology.
 - There should be adequate contrast between text and background color.
 - Alternate text should be provided for non-text elements (e.g. images).
 - Captions should be provide for all important audio content.
 - All pages on the website should have a link to the home page.
 - The positioning and terminology used for navigation items and navigation scheme will be consistent across the website.
 - Website has a "search" box or a link to a search page from every page of the website.
 - Website should have an up to date Site Map that is linked to the Home page as well as to all important entry pages of the website.
 - Bullets/ Icons must should maintain uniformity throughout the website.
- (g)** The website needs to be developed with Multi User Content Management System and hence even without technical knowledge one should able to manage the contents of website. Also it should facilitate to distribute this update job to respective department, so that instead of depending on one person for all updates, they can update their department contents by their own. But there should be some limitations, like some will be given with Add Option only, some with Add and Edit, but not delete option. Hence users will be created with required authentication.

Content Management Features

- Contents of all the pages should be managed with Content Management System.
- New Pages can be created and existing pages can be deleted as on requirement with Content Management System.
- Menu Structure & links structure should me manages in CMS.
- Regular Updatable pages, like tender section, News section and notice section etc. should be automatically displayed on the publish date and archived on the expiry date. Blinks for new item to be managed dynamically.
- Regularly Updatable items may be given as a file, link, content or image.

- Option should be there to manage the display sequence of items.
- Show Hide option should be there for all items in User accounts.
- Departments / Faculty Profiles to be displayed with different template and managed accordingly.

(h) Sub Modules with Individual Content Management System

Apart from main website there will be sub modules which will be hosted with sub domains. Eg. <http://Nursing.aiimsbhubaneswar.edu.in>. These sub modules will contain the information related to the respective section and will be managed with Content Management System and will have link to main website.

Nursing (<http://Nursing.aiimsbhubaneswar.edu.in>):

All the information related to Nursing college will be residing with this sub domain and it will have a separate Link Structure.

OPD (<http://opd.aiimsbhubaneswar.edu.in>):

- Information related to OPD will be residing with this sub domain. Like:
- For how many departments OPD are there
- OPD Timing
- OPD Registration
- consultant or OPD
- Procedure to get to OPD
- Facilities at OPD
- Fees for OPD
- Laboratory Services

Library (<http://library.aiimsbhubaneswar.edu.in>):

Information related to Library will be residing with this sub domain. Like:

- About Library
- Library timing
- Library Membership

- Registration for Membership
- Facilities for Members
- Facilities for General visitors
- Digital Library
- Availability Check

(i) Online Recruitment Application for various Job Openings

This application to manage Recruitment process online for various Job Openings like Staff/ Faculty/ Residents. This system should assist to accept, manage, review, annotate and filter as per the eligibility criteria and shortlist job applications on the Web. Through the Recruitment Application Applicants from various places should able to apply as per the specified format, recruitment committee should able to carry out the scrutiny process and also applicant should get their intimation.

In AIIMS Bhubaneswar Recruitment Process is carried out as on requirement for various posts. Hence the Application Form for Each post may vary from other. Hence there should be provision to customize application form on each time the application go live. Recruitment Application May include:

- Publishing Advertisement
- Application receiving,
- Application short listing
- Sending e-Notifications to selected Applicants
- Candidates to receive call letter online
- Export to Excel
- Payment gateway to receive application fee
- Reports

(j) Dual Language (Hindi & English) Version of the Website following GoI guidelines

Being a National Level Govt. of India Recognized, AIIMS Bhubaneswar website will be viewed in two languages, i.e., English & Hindi. Hence mechanism should be there to create and manage web pages for dual languages.

(k) Alternate Website for blind and low vision visitors following GoI guidelines

With respect to the norms of Govt. of India the website should be accessible to blind and low vision users.

(l) Individual Departmental CMS

Departments will have separate navigation other than main website, like About Department, Courses, Facilities, Faculty Members, Workshops, Projects and Events etc. Hence Individual CMS to be facilitated to all Departments to manage their own contents.

(m) Individual Faculty Profile user with CMS

Like departments, all faculty members should be provided with login access to manage their own profiles as on requirement.

2. Web Hosting & Security

Cloud based hosting space should provide with five dedicated IP, minimum requirement 1TB VPS Server space with 2TB bandwidth per month. Multiple database option will be provided with required space. SSL Certificate and Site Lock Security (Secure Site) for complete website protection. With provision of website Backup System (Cloud based).

Green Address Bar: Should display Green address bar.

Authentication Level: Domain and organization validation

SSL encryption: 128-bit to 256-bit in most browsers

Certificates compatibility: SSL Certificates should be compatible with every major browser, device, operating system, and server type. Certificates must be Signed certificates by trusted companies such as Verisign or equivalent and not self-signed certificates.

SSL Certificate Support: Should be complete in all aspects starting from installation to managing the SSL certificate for the entire contact period.

Compliance with the GIWC (Govt. of India website compliance matrix) for the renovated website.

A periodic third party auditing may be conducted by the Institute. Website trouble shooting & Bug fixing as per the report of website audit should be undertaken for the entire period of warranty. The bidder has to co-ordinate with the audit team during their process of audit and shall comply accordingly.

3. Support & Maintenance:

(a) Web portal Maintenance scope may include as follows

- Regular Search Engine Optimization.
- Checking and maintaining Security & Integrity of website
- Checking and Fine tuning of the website performance.
- Keeping pace with the changing platforms.
- Maintain web traffic counter for no of hits.
- Maintain Web log with all visited user details and visiting URLs
- Daily backup of the contents and databases of the website.
- Telephonic & e-mail Support

(b) Web Based Applications Maintenance may include as follows

- Periodic Code verification & maintenance
- Keeping pace with latest Technologies
- Checking and maintaining Security & Integrity
- Urgent services support as on emergency requirement
- Daily backup of the contents and databases of the website.
- Periodic Application feature reviews

- User trainings as on requirement

(c) Daily Updates

Regular updatable sections like, Tenders, News, Notice, Photo gallery, Video Gallery, and other information may be taken care on daily, weekly, fortnightly or monthly basis or as on requirement.

4. Eligibility for Tender Participation

- The bidder should submit valid Company registration certificate.
- The bidder should have a minimum ten years of experience in Web designing and maintenance services as on 1st April 2014.
- The bidder should have executed or continuing projects more than a year of minimum five central Govt. /State Govt. of Medical/Educational institutions. Copies of proof for the projects executed to be enclosed with completion certificate with higher authority contact details for necessary verification.
- The bidder should have experience on complete online recruitment or online admission related applications with a minimum of three central/State Govt. projects.
- The bidder should not be black listed by any State/Central Govt. organizations.
- The bidder must have minimum turnover of INR 30 Lakhs (Rupees Thirty Lakhs) from software development, maintenance and system Integration for each of the preceding three financial years ending with 31st March 2014. The bidder should have made profit during three consecutive financial years. The bidder should furnish the copies of return for the financial Year 2011-12, 2012-13 and 2013-14.
- Bidder must possess ISO or above certificate which should be submitted along with the Bid.
- The bidder should have a full-fledged development center in Bhubaneswar.
- The tenderer has to furnish tender fee of Rs. 2000/- in form of DD (Non-Refundable) & EMD in form of DD/Bank Guarantee for Rs-50,000/-(Refundable to unsuccessful Bidders).

- Undertaking in non-judicial stamp paper that no Criminal/Economic offence case is pending in any police station/court against the proprietor/partner of the firm & the firm has never been black listed.

5. **Terms and Conditions:**

(a) **The Bidder should examine the Tender Document carefully.** Failure to furnish all information required as per the Tender Document may result in the rejection of the Bid. For Technical Bid Annexure-I, For Financial Bid Annexure-II, for cliental reference Annexure-III should be furnished. Annexure-I & Annexure-III may be put in one sealed cover super scribed as “Technical Bid”. The Financial Bid as Annexure-II, in a separate sealed cover super scribed as “Financial Bid”. All two covers must be put in one cover superscripted “Tender for Designing and Maintenance of the website of All India Institute of Medical Sciences, Bhubaneswar”

(b) **Time of completion of Project:**

The work shall be completed in all respects within 15 days from the date of issue of work order.

(c) **Documents to accompany the tender**

The bidder must submit one self-attested copy of the documents along with the tender document, failing which the tender will be treated as non-responsive and will not be accepted as at ***Annexure-I (Technical Bid)***.

(d) The Bidder shall quote the price offered in the **Financial Bid** (In Annexure-II) against each Item. In no case the price offered should be enclosed in technical Bid.

(e) **Rate:-** Rate should be quoted in INR. No service Tax is payable by the Institute (AIIMS, Bhubaneswar is exempted from Service Tax)

(f) The quoted rate must be valid for 180 days from the date of closing of tender.

(g) **Warranty/Guarantee** shall be for a period of two years (comprehensive).

(h) **Up time Guarantee** Shall be 98% of 365 days a year during Warranty period, with acceptance of penalty clause in case of failure to do so.

(i) **Down Time Penalty:-** In case of down time exceeding 2% of limit out of 365 days a year, penalty either extension of Guarantee period for two days for each additional days shall be imposed or cost of loss caused to the Institute due to expenses incurred by the Institute for procuring services from another source, shall be recovered.

(j) **Fall Clause:-** A Certificate containing as follows should be furnished by the tenderer, “I/We Certify that The work of description Identical to this tender under the contract, against this tender have not been offered by me/us, at a cost lesser to any other Person/ Institute /Organization, till submission of the tender document & I/We undertake that at any time there is a reduction of rate, during the period of contract, the same shall be notified by us to the Institute & billed accordingly”.

(k) **Performance Security:-** The supplier shall be required to furnish performance security in form of Fixed Deposit Receipt (FDR)/BG(Bank Guarantee), issued by any Nationalized Bank for an amount equal to 10% of the order value & the same shall be kept valid for a period of contract plus 60 Days, beyond completion of all contractual obligation. The EMD shall be returned back, after receipt of performance security from the successful Bidder.

(l) **Tender Cancellation:** The authority reserves the right to accept/reject any part of or all the tenders without assigning any reason thereof.

(m) **Late Bid:** Any bid received after the deadline for submission of bids prescribed by AIIMS, Bhubaneswar, as per schedule of tender will be rejected.

(n) **Modification & Withdrawal of Bids:**

- i. Modifications of Bids may be allowed by AIIMS, Bhubaneswar if any substantial changes have to be made in the scope of work. This option will be available to every Bidder who has submitted Bid.
- ii. Bids cannot be withdrawn during the interval between its submission of bids and expiry of Bid's validity period.

(o) **Fraudulent Practices:**

The AIIMS, Bhubaneswar may declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded Contract if at any time it is determined that the Bidder has engaged in corrupt and fraudulent practices in competing for or in execution of the contract.

(p) **Language of Bid & Correspondence:**

The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English, and the correspondence between the Bidder & AIIMS, Bhubaneswar will be in English language only. The correspondence by Fax / E-mail must be subsequently confirmed by a duly signed formal copy.

(q) **Bid Currencies:**

Prices shall be quoted in Indian Rupees, inclusive all applicable tax.

(r) **Format and Signing of Bid**

The Bid shall be neatly typed and shall be signed, by an authorized signatory/is on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the Bid. All pages of the Bid, except for un-amended printed literature, shall be initialed by the person or persons signing the Bid.

(s) **Submission of Tenders:**

All tenders must be in sealed cover by putting in drop Box addressed to the authority mentioned pre-page, so as to reach within the specified period. The interested bidders are required to submit the Technical and Financial Bids separately in the format enclosed. The bids in sealed Cover-I containing **“Technical Bid”** and sealed Cover-II containing **“Financial Bid”** should be placed in a third sealed cover super scribed **“Tender for**

Designing and Maintenance of the website of All India Institute of Medical Sciences, Bhubaneswar.", should reach AIIMS, Bhubaneswar by or before **20th March 2015 at 12.00 Hrs.** The Technical bids shall be opened on same day **at 03.30 PM** at AIIMS, Bhubaneswar in presence of the bidders or their authorized representatives who choose to remain present. The Tender received after due date & time will be rejected and no claim shall be entertained whatsoever may be the reason. The tender enquiry form signed in all pages by the Bidder should be enclosed with the bid as a token of acceptance for the terms and conditions, without which the bid will be rejected. The Bid shall contain no interlineations, erasures or overwriting, in order to correct error made by the Bidder. All corrections shall be done & initialed by the authorized signatory after striking out the original words / figures completely by drawing a straight line.

Bids sent through Telex / Telegrams / Fax / Email shall not be acceptable.

(t) Warranty

Two years comprehensive Warranty from the date of final Acceptance (completion and successful operation) of the system.

(u) Responsibility

Responsibility of Successful Bidder would be to develop a web based system, to impart training and orientation session and to maintain, update and provide security to the application developed against cyber-attacks. The Responsibility of the institute is to co-operate Service Provider's work force with proper and timely inputs. **Also the successful bidder has to sign an SLA (Service level Agreement) with AIIMS BBSR.**

(v) Termination

Any termination within the engagement period will be done on mutual agreement of the both parties and invoiced for the effort spent. Any issue arising out of this would be subject to the termination based on mutual agreement.

(w) In case the mutual agreement fails, an Arbitrator can be appointed by the Institute to solve the issue.

(x) The legal jurisdiction shall be within Bhubaneswar and Cuttack only.

6. Payment

i.25% payment will be released after final acceptance of the Renovated Website Template.

ii.50% payment will be released after the final acceptance of the project with the source code.

iii. Balance 25% will be released in three installments as under

- a) 5% of the balance payment after satisfactory completion of the maintenance work (Updates, modifications, Cyber Security managements) at the end of the first year as in the scope of the work.
- b) Next installment of 10% will be released after the end of the 2nd year subjected to the satisfactory Completion of the completion of the maintenance work (Updates, modifications, Cyber Security managements) as in the scope of the work.
- c) Last and final installment of 10% will be released after the end of the 3rd year subjected to the satisfactory completion of the maintenance work (Updates, modifications, Cyber Security Managements) as in the scope of the work.

IMPORTANT

Director of AIIMS Bhubaneswar may accept or reject any or all the bids in part or in full without assigning any reason and does not bind himself to accept the lowest bid. The Institute reserves the right to order for any module / sub-module out of total Tendered/ Ordered items and increase / decrease the quantity of work if so required.

Date:

Signature of Tenderer & seal

Annexure-I
Technical Bid

Documents to accompany the tender

Sl. No.	Product/Service Details	Check List
1	Name & address of the Tenderer/ Company/ Proprietorship/Partnership with location	
2	Copy of Company registration certificate	
3	Copy of Service Tax Registration	
4	Copy of PAN Card	
5	Document for proof of executed or continuing with five government educational Institutes.	
6	VAT clearance Certificate	
7	Documentary evidence of having requisite annual turnover for last 3 years.(Balance Sheet)	
8	Copies of Income Tax return for the financial Year 2011-12, 2012-13 and 2013-14.	
9	Document proof for ten years' experience in related business, as on 1 st January 2015.	
10	Certificate of experience of online recruitment/related applications with minimum three Central/State Govt. projects	
11	Details of DD against tender document cost INR 2000/- (Non- refundable).	
12	Details of DD against EMD INR 50000/- (Refundable to unsuccessful Bidder)	
13	Documentary proof of full-fledged development center in Bhubaneswar.	
14	Documents in support of at least one portal of similar nature of more than 500 pages of static content & data base driven dynamic content/ Interactive content.	
15	Under taking in Non-Judicial Stamp paper that no Criminal/Economic offence Case/ Penalty in any police station/court against the firm or proprietor/partner & the firm has not been black listed.	

Date:

Signature of Bidder with Seal

Annexure-II

Financial Bid for AIIMS Website Designing & Maintenance

Sl. No.	Product/Service Details	Price in Rs.	Tax if Any in Rs.	Total Price
1	Main Website Designing with Multi User Content Management System			
2	Sub Modules with Individual Content Management System: (individual prices to be quoted)			
	i. OPD			
	ii. Nursing			
	iii. Library			
3	Online recruitment for Staff/ Faculty / Residents			
4	Dual Language (Hindi & English) Version of the Website as per Gol guidelines			
5	Alternate Website for blind and low vision visitors as per Gol guidelines			
6	Individual Departmental CMS			
7	Individual Faculty Profile user with CMS (upto 500 users)			
9	Web hosting and Security Per Year for two years (individual prices to be quoted)			
	i. 1TB VPS Server space			
	ii. Green Bar SSL Certificate			
	iii. Site lock Security for website protection			
	iv. Website Backup System (Cloud based)			
10	Website Maintenance (Per Year for two years)			
11	Daily Updates (Per Year for two years)			
12	Total Bid Price			

Undertaking:- I/We undertake that we have gone through the tender document properly no extra amount shall be payable by the Institute more than quoted by me/us.

Date:

Signature of Bidder with Seal

Annexure-III

Govt. Educational Cliental Experience, Scope and References						
Sl. No.	Name of the Client	Central/State Govt.	Scope of Work	Officer in charge with Contact Details	Supporting Document List	Associated Since

Scope of Work: Vender should have experience with similar work as per our requirement, work description to be provided in scope of work.

Officer in charge with Contact Details : Name, Designation, Phone No and Email ID of in-charge officer of respective work to be provided for necessary verification

Supporting Documents: Supporting Documents may include Work Order/ Renewal Letter and Completion Certificates of Respective Works

Date:

Signature of Bidder with Seal