

Notice Inviting Tender for Website Maintenance of AIIMS, Bhubaneswar



File No : J-12001(001)/2013/S&P

Issue Date : 14.01.2015

Pre-bid meeting : 27.01.2015

Last Date of Submission : 03.02.2015, 12.00 AM

Tender opening date (Technical bid): 03.02.2015, 03.00 PM

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

All India Institute of Medical Sciences, Bhubaneswar
“Website Maintenance of AIIMS, Bhubaneswar”

All India Institute of Medical Sciences (AIIMS), Bhubaneswar, Odisha, an apex healthcare institute, established by an Act of Parliament under aegis of Ministry of Health & Family Welfare, Government of India, invites sealed tenders in two-bid system for **Website Maintenance of AIIMS, Bhubaneswar** at the AIIMS Bhubaneswar. Interested tenderer are requested to quote their best offer along with the complete details of specifications, terms & conditions.

The interested Companies/Firms/Agencies are required to submit the technical and financial bid separately. 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 **“Website Maintenance of AIIMS, Bhubaneswar”** and should reach at the office of **“The Administrative Officer, AIIMS, Sijua, Bhubaneswar (Odisha) - 751019**, by or before on 12.00hr on **03.02.2015**. The bid received after due date and time will not be entertained whatsoever may be the reason. The technical bids shall be opened on the same day at 03.00 PM at AIIMS, Bhubaneswar. In the event of any of the above mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointed time. The date of opening of financial bid of technically qualified agencies will be uploaded in the official website of AIIMS Bhubaneswar and no Paper Publication shall be made for this.

The tender document containing technical bid form, financial bid form, technical description/specification & item and terms & conditions can be downloaded from website www.aiimsbhubaneswar.edu.in. The bidders should enclose a Demand Draft for **Rs.2,000.00** (Rupees one thousand only) (non-refundable) in favour of **“AIIMS, Bhubaneswar”**, payable at Bhubaneswar along with their technical bid in the **Cover-I** “Technical Bid” towards Tender Fee. The bid security (EMD) of **Rs. 50,000/-** (Rupees Fifty Thousand only) should be paid in the form of DD/BG in favour of **“AIIMS, Bhubaneswar”** payable at Bhubaneswar and will be placed in **Cover-I** with technical bid. The Tender Documents are not transferable.

Any future clarification and/or corrigendum(s) shall be communicated through Administrative Officer on the AIIMS, Bhubaneswar website: www.aiimsbhubaneswar.edu.in.

Administrative Officer

AIIMS, Bhubaneswar

A. Scope of Work for the Web Site Maintenance and up gradation

(i) Maintenance and updation with Content Management System (CMS) of the website module for uploading web content, Maintenance of the all associated activities linked with the work related to HINDI & ENGLISH web site. The following shall be covered under the scope of this work:

The contractor shall maintain the existing web site and upgrade it, which includes design, development and content updation as & when required (available both in English and Hindi) based on latest technology as per the specific requirement of the Ministry. The updation would include regular up gradation of news, data, reports, tender announcements, recruitment and other relevant information etc., on daily, weekly, fortnightly or monthly basis as may be required. Regular web promotion shall be a part of this activity and shall include activities such as search engine registration and linking to related web sites and home page improvements etc. This shall also include the work of refurbishment of site at appropriate interval not less than one time per quarter during the maintenance period.

(ii) Maintenance of the website may include one or more of the following that are the result of recurring changing needs.

- Responsible for overall supervision to ensure that authentic and updated information and services are available all the time at the website
- Database Administration
- Regular updation of news, photo/exhibition gallery, data, reports, tender announcements, recruitment and other relevant information on daily, weekly, fortnightly or monthly basis as may be required.
- Regular web promotion
- Refurbishment of website at appropriate interval
- Home page improvement, as may be necessary from time to time.
- Making portal more accessible through popular search engines.
- Provision of Powerful Search Engine based on simple text search and digital search index.
- Providing link to related web sites.
- Fine tuning of the website performance.
- Keeping pace with the changing platforms.
- Converting electronic documents in PDF & Power Point and/or word/excel format.

- Creating and arranging the archives of documents by suitably indexing and numbering.
- Putting all the documents in a uniform format w.r.t. colour, size, font, etc.
- Putting a web traffic counter to know the user number and no of hits.
- Download option for a specific documents on request.
- Selection facility for 'text only' mode.
- Suitable combination of text and picture mode in 'About Us' button of the web.
- Creating 'Hot Links' to various national and international organization.
- Development of Software/MIS software/ program as per the requirement of AIIMS Bhubaneswar.
- Cyber audit from time to time when any modification/upgradation in coding/design is done and also any vulnerability is reported by cyber security division of NIC (hosting agency).
 - Any other connected work depending upon the necessary.

(iii) Backend, Integration & Databases Services:

- a. Programming (Code Repair, New Codes, Repairing Broken Links)
- b. Database Maintenance & Integration
- c. Search Engine Optimization

(iv) Services of contract include in the website maintenance plans as follows:

- **Text** : Additions or deletions
- **Photos** : Additions, deletions and basic retouching
- **WebPages** : Additions or deletions using existing webpage design
- **Navigation** : Basic navigational changes (add, move or delete an item in the navigation)
- **File Downloads** : Additions or deletions of PDFs and other documents
- **Videos** : Insertion or deletion of pre-edited video
- **Links** : Additions or deletions
- **Color and Background Images** :Changes/replacements
- **Flash** : Text-only changes and basic photo replacement in Flash animation

- **Forms** :Dynamic form layout and integration (limited to forms not requiring database integration, such as a Contact us form)

(v) The Corporate architecture of our website design and elements handling.

- Home page changes
- Inner Pages Content changes/up-dating
- Adding or maintaining links
- Company news updates
- Adding new pages to the website
- Adding new interactive components to the website
- Modifying content and graphics
- Site "makeovers"
- Employee details changes
- Registration updates with search engines

(VI) Our website maintenance requirements:

- Bug fixing and problem reporting.
- Fast turnaround time for changes.
- Complete service solution for our web site.
- Bi-Weekly Database Backup and Website backup after any update. For bring up the website within 12 hours of any failure/hack attack.
- Content updates/additions.
- Version Upgrades (CMS, dot net, Php, MySQL and other tools).
- Performance Improvements.

(VII) Placing a Service Request

Service Requests will be directed and sent by our technical support team. These requests may be placed preferably by e-mail and can also be placed through telephone.

(VIII) Reports and feedback

The vendor shall submit the following reports and feedback to the AIIMS Bhubaneswar web statistics service:

- a. Monthly Web analysis reports & progress
- b. The reports shall be made available to AIIMS, Bhubaneswar as per Requirement.
 - a. Popular pages of site
 - b. Hit rate and source domains
 - c. Average time spent on site
 - d. List of referrers
 - e. Visits from search engines
 - f. Page wise hit rate
 - g. Fortnightly reports related content updation.

B. Terms & Conditions:

The rate(s) quoted shall include the following works for which no extra charges shall be payable other than the AMC rate/charge.

- 1) The agency to which the contract will be awarded shall be responsible for day-to-day **maintenance and updating of the websites including the maintenance**. Daily maintenance would include adding features/links as and when required, uploading/updating of different segments of the website like archives, Tender, job highlights, Notice, web exclusive, photographs, editorial articles, results & admissions, contact details, uploading of online advertisements, handling of subscriber grievances regarding e-version etc. on the website on timely basis. The agency shall have to follow the instructions of the nodal officer authorized for coordination.
- 2) The agency will be required to maintain/develop the content management tool to make the website dynamic and interactive.
- 3) The agency will maintain the website and incorporate mandatory elements as required by the guidelines for Indian Government Websites. If necessary, the agency will also be required to redesign the website in accordance with the mandatory requirements of the guidelines or the needs of the AIIMS Bhubaneswar.
- 4) Any other work not specified above but required for website will be done by the agency.
- 5) A copy of CD containing the backend software/source code shall be made available to AIIMS Bhubaneswar on installation and after every stage affecting the source code.
- 6) The agency shall ensure security audit of both the websites (including the e-version) from NIC empanelled agencies/auditors within 2 months from the date of award of contract. Further, the agency shall undertake audit of any fresh module as and when necessary.

- 7) The agency will provide experienced website operators (one each for Hindi & English) with good command over MS Office, PageMaker and other related technical software for updating and maintenance of the websites who will be available in the office of Employment News on a daily basis during office hours i.e. 9.00am to 6 pm. Office of Employment News has the right to change the person if not satisfied with his/her work. The personnel deputed shall be qualified Computer Engineers with minimum qualification of B.Tech/BE/MCA.
- 8) The agency shall have to provide security from Virus attacks and Hacking of the Websites. In case of Virus or Hacking attack, the agency shall have to re-create/restore the websites as per the requirements of AIIMS Bhubaneswar.
- 9) The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by the Employment News. It shall ensure there is no transmission of content in any form outside its office.
- 10) The technical details to be submitted in **Annexure-I** & rates in **Annexure II**. Tenderers are required to fill-up and submit the 'Technical' and 'Financial' bids in two separate sealed envelopes. **'Financial bid' envelope** should contain only the quoted rates. The **'Technical bid' envelope** should contain all the other required / essential documents mentioned in this tender. Both these envelopes must be sealed separately and should be super-scribed by words 'Technical Bid' / 'Financial Bid', as the case may be. These two sealed envelopes should then be placed inside a third big envelop, which should also be sealed properly and super-scribed with words **'Tender for maintenance of websites of AIIMS Bhubaneswar'**.
- 11) A duly constituted committee of the Employment News would examine the technical bids and see presentation by the bidders. It may also decide to physically inspect the premises of the company and verify the claimed machinery, computers, manpower etc.
- 12) The financial bids of only those agencies shall be opened who are found eligible by the duly constituted committee after due examination of the technical bids.
- 13) The competent Authority in Employment News office reserves the rights to reject any or all the quotations without assigning any reason.
- 14) The contract could be extended for a maximum of two more years (in six monthly instalments) upon satisfactory performance on the same rates and same terms and conditions.
- 15) The decision of the AIIMS Bhubaneswar shall be final and binding upon the agency in the event of any dispute arising out of the terms of the contract.

C. Eligibility / Qualification Criteria:

1. The bidder shall preferably be registered by Government Department / organization / Society (registered under established relevant central Acts) or those who have served in any Government Department / organization.
2. The quotations should be submitted along with the **Tender Fee** Rs 2000/- (Rupees Two Thousand only) Non Refundable & **Earnest Money Deposit (refundable conditions apply) deposit of Rs.50,000/-** in the form of Bank Draft/Pay Order issued by a Scheduled Bank in favor of the AIIMS Bhubaneswar. Tender applications without the Tender Fee & Earnest Money Deposit will not be accepted
3. An undertaking Furnished with Non Judicial Stamp Paper stating that the myself /the Firm/ The Owner of the firm 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
4. The bidder should have minimum 5 (Five) years' experience, preferably in website creation / development, maintenance & other related matters.
5. The total business turnover of the agency should not be less than Rs.20 lakh every year for last three years (CA Certificate/Balance Sheet for the past 3 years may be enclosed with the quotation.
6. Should have developed at least one portal of similar nature, of More than 500 pages of static content and database driven dynamic content / interactive content.
7. The agency should have ISO 9001-2000 certificate (enclose certificate).
8. Support team should be proficient in HTML, Dot Net, C++, JSP, PDF, RDBMS FLASH, Applets, Serve lets, XML and Content Management Tools.
9. Domain knowledge of the Industries sector is preferable.
10. *The bidder shall have to provide services required at AIIMS Bhubaneswar*, and they should have their offices at Odisha.
11. The firm may enclose sufficient documents regarding their experience in execution of work order, specifically maintenance/ creation of websites in different modes.
12. The agency should have the experience of working in the government sector (enclose documents).
13. All bidders must enclose VAT registration and copy of PAN card along with the tender documents.
14. No Service Tax is Payable by the Institute.

D. Performance Security:

Performance Security is to be furnished by a specified date (generally 15 days after notification of the award) and it should remain valid for a period of 60 days beyond the date of completion of all

contractual obligations of the agency. The supplier shall require to submit the performance security in the form of irrevocable Bank Guarantee (BG) / or Fixed Deposit Receipt (FDR) issued by any Nationalised Bank for an amount of which is equal to the 10% of the order value and should be kept valid for a period of 60 day beyond completion of all the contractual.

In case the agency is not able to execute the job in time or to the entire satisfaction of the Employment News, the performance security submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Director, AIIMS Bhubaneswar which shall be binding on the agency.

E. Penalty

In case of unsatisfactory performance, Employment News may levy a penalty at the following rate

Description	Rate of Penalty
1 st lapse/default	10% of monthly bill
2 nd lapse/default	15% of monthly bill
3 rd lapse/default	20% of monthly bill
More than 3 rd lapse/default	25% of monthly bill

The office will have the right to withhold payment of AMC or terminate the AMC at any time if the service of agency is not found satisfactory. The decision of the competent authority in Employment News this regard will be final and binding.

In case of any major break down in any website(s), the agency shall have to rectify the problems within 24 hours. Deduction will be made from the monthly bill if the problem persists as under:-

Time Schedule	Penalty
From 24 hours to 36 hours	5% of monthly bill
from 36 hours to 48 hours	10% of monthly bill
from 48 hours to 60 hours	20% of monthly bill
More than 60 hours	25% of monthly bill

If the breakdown in website(s) lasts for more than 72 hours, AIIMS, Bhubaneswar reserves the right to terminate the contract suo moto and transfer the work of maintenance to any other agency as deemed fit.

F. Purchaser's right to accept or reject any or all bids

- a. The Purchaser 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 Purchaser's action.
- b. The acceptance of tender, will rest with AIIMS BHUBANESWAR 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. The AIIMS BHUBANESWAR does not bind itself to accept the lowest or any tender and reserve to itself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

G. Confidentiality

The contractor shall maintain utmost confidentiality of information supplied method of operation, procedures etc. and will treat such information with the same degree of care and care as the contractor treats its own most confidential information. This confidentiality will be maintained by the contractor for a period of two years from the date of Service Level Agreement.

H. Ownership of source code:

The entire website (along with all the programs and contents developed to achieve the desired functionality mentioned in the scope of work or any subsequent communication in this regard) will be the Intellectual Property right of AIIMS Bhubaneswar and will be the sole property of AIIMS Bhubaneswar and no content of the same will be produced or used by the contractor for purpose other than AIIMS Bhubaneswar website without the prior permission of AIIMS Bhubaneswar.

I. Award of Contract:

The AIIMS Bhubaneswar shall consider the bidder whose offer has been found technically and financially acceptable by the Committee based on the experience, past performance, technical capability and financial position.

J. Resolution of Dispute:

The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by DG & CEO of IICA. The mechanism shall be specified in the Special Condition of Contract.

K. Taxes and Duties

Vendor shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the purchaser. If there is any enhancement in the taxes, duties, license fees etc, during the service period, the enhanced expenditure will be paid by the purchaser.

L. Payment

The payment to the Contractor under the Contract will be on quarterly basis as per Government of India rules.

M. Service Warranty

The bidder should cover services provided including the quality of workmanship under warranty.

N. Other Term & Conditions

1. **Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

2. Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.
3. Signed & stamped compliance sheet of the technical specification of the goods with technical printed literature must be enclosed with the bid.
4. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer.
5. Conditional bid will be treated as unresponsive and it may be rejected.
6. **The Institute reserves the right to accept in part or in full or reject any or more quotation(s) without assigning any reasons or cancel the tendering process and reject all quotations at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).**

7. TENDER EVALUATION

Tenders evaluation will be done in **two stages**:

- a. Technical bid and
- b. Price bid.

Each bid to be submitted in separate sealed envelopes super-scribed as “Technical Bid” and “Price Bid” respectively. All these 2 envelopes should be put in another envelope marked as “**Tender for website maintenance of AIIMS, Bhubaneswar**” sealed with sealing wax.

TECHNICAL BID:

The firm should submit the technical bid in a sealed cover separately super-scribing “**Technical Bid for Website Maintenance of AIIMS, Bhubaneswar**” along with Name and address of the Bidder. Technical bid should contain:

The Committee constituted by the Director will technically evaluate the items on the basis of specification. The items accepted technically will only be considered for price evaluation (price bid). Price should not be quoted with technical bid, otherwise the tender will be rejected without any correspondence.

PRICE BID:

Should be submitted in a separate sealed envelope super-scribing the word “**Price Bid for Website Maintenance of AIIMS, Bhubaneswar**” along with Name and address of the Bidder.

The price should indicate all inclusive lump sum price including Taxes & levies. No other charges in addition will be payable on any account over and above the lump sum price quoted. Offers with price variation clause will not be accepted. The rates quoted in ambiguous terms such as “Taxes as applicable extra” or “As per design” will render the bid liable for rejection irrespective of its gradation in respect of lump sum prices quoted.

Price quoted should be in Indian currency (INR).

8. Applicable Law:

- The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
- Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Bhubaneswar, Odisha, India only.
- The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Bhubaneswar. The decision of the Arbitrator shall be final and binding on both the parties.
- Force Majeure: Any delay due to Force Majeure will not be attributable to the supplier if proved in records.

Authorized signatory of the Tenderer with seal.

Address.

Tender for Website Maintenance of AIIMS, Bhubaneswar**1.****TECHNICAL BID**

Name of Firm/Contractor/Supplier	
Complete Address & Telephone No.	
Name of Proprietor/Partner/Managing Director/Director.	
Phone & Mobile No.	
Whether the firm is a registered firm Yes/No (attached copy of certificate)	
PAN No. (enclose the attested copy of PAN Card)	
Sales Tax No. (enclose the attested copy of Service Tax Certificate)	
VAT No. (enclose the attested copy of VAT Certificate)	
Whether the firm has enclosed the Bank Draft/Pay Order/Banker's cheque of Rs. 50,000/- as Earnest Money Deposit. Rs 2,000/- as Tender Fees	
Whether the Firm/Agency has signed each and every page of Tender/NIT	
Any other information, if necessary	

Signature of the tenderer with Seal.
Address.

TECHNICAL BID PROFORMA**2. DETAILS OF AGENCY :**

Name of the Agency	Address and other details of the Agency
Web site address (if any)	
Phone Numbers	
Fax Numbers	
Email	
Contact Person's Name	
Contact Person's Mobile Number	
Contact Person's Fax Number	
Contact Person's email ID	

3. ANNUAL TURNOVER : Please enclose a copy of Income Tax Return OR Audited Accounts in support of your claim :

Sl. No.	Financial Year	Turnover (in Rupees)
1	2010-2011	
2	2011-2012	
3	2012-2013	

4. REGISTRATION PARTICULARS: Please give details of registration wherever available / applicable, if any, with self-attested copy of original registration.

Sl. No	Particulars	Copy attached? Yes / No	Remarks
1	IT Permanent Account No. (PAN)		
2	Central/State Sales Tax/Vat/TIN Registration		

4	Registration with Central/ state Government agencies		
5	The ISO 9001-2000 certificate		
6	The ISO certified CMMI Level-3 Company Certificate		
7	Please submit details of case with the police / Court of law against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Also submit that proprietor/firm has never been black listed by any organization. Also furnish detail of arbitration cases if any.		

- 5. REFERENCE LIST:** Tenderer may enclose a list of public / private sector firms to whom AMC service was provided recently. Copies of order may be enclosed.

Sl. No	Name of Client(s)	Details of order(s) with value
1		
2		
3		
4		

6. ANY OTHER INFORMATION:

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DECLARATION:

The information furnished above is true and authentic. We have carefully read all the terms and conditions of the tender and agree with these conditions. We have signed on each page of this technical bid in token of acceptance of terms detailed in the tender.

(Signature of the tenderer)

Seal

OTHER INSTRUCTIONS:

- i) Fill all items. Please mention “NA” for items / clause not applicable.
- ii) Attach latest documents for all items.
- iii) The documents asked within this tender may only be submitted

Financial Bid**(To be submitted on the letterhead of the company / firm)**

We hereby quote our rates on “All Inclusive” basis for the maintenance & updating of **websites** namely www.aiimsbhubaneswar.edu.in for a period of Two year on rate contract basis.

The agency /firm may submit rate in the following table-

Website	Rate per month	
	In Figure	In Word
Website maintenance.		

(Signature of CEO / Proprietor / Authorised Signatory)

1. I/We have gone through the terms & conditions as stipulated in the tender enquiry document and confirm to accept and abide the same.
2. No other charges would be payable by the Institute.
3. We have fully understood and accept all terms & conditions of the above tender and quote our rates. We have signed on each page of Technical Bid / Financial Bid as token of acceptance of terms and conditions detailed on each page.

(Signature of the tenderer with Seal)

Name :

Date :

Place :

Seal :