2 PART TENDER FOR CONTRACT FOR WEBSITE DEVELOPMENT & MAINTENANCE

Pre – bid meeting date & time: 03/10/2019 @ 15.00hrs
Tender opening date & time: on 10/10/2019 till 14.30hrs

Ref: NCB/W-191029/2019-2020 (N)   Date: September 19, 2019

Sealed tenders are invited under 2 cover system from Registered and Licensed Contractors of repute for Job Contract at NCBS-TIFR, Bangalore – 560 065. Quotations must be submitted giving complete details using enclosed Tender papers.

The Technical and Financial / Price Bids shall be submitted simultaneously in two (2) cover (sealed) system. The proposals shall be evaluated in two stages: (1) Technical and (2) Price / Financial. A minimum qualifying mark is set and only those vendors whose Technical Proposals score the minimum mark of 80% and above shall be considered for Financial Evaluation.

Thereafter, Financial proposal shall be evaluated. The Commercially Lowest Bidder shall be the first preferred Vendor for the Award of Order.

Important: Please read carefully instruction for the Tenderer and Scope of Work. The prospective Contractors should note that high quality of service and professional approach is the essence of this contract.

Maintenance and Development of new/existing web applications (based on Drupal CMS and/or LAMP) at NCBS, Bangalore

I. Mandatory Requirements
1. The Bidders must enclose brief organizational profile including background and experience of the firm
2. The Bidders must have office in Bengaluru. Address, Telephone number of the office along with proof of the office at Bengaluru should be attached
3. The Bidders must have at least 5 years' experience in the field of the subject matter of this tender notice. Documentary proof in this regard should be attached.
4. The bidders must have completed at least 3 contracts with value of Rs. 15 Lakhs or above, which are similar to the subject matter(web development and maintenance) of this tender notice, during the period of last 5 years. Copies of work orders with certificate of satisfactory completion of such contracts shall be attached.
5. The Bidder's average annual turnover must not be below Rs. 100.00 lakhs per annum for the last three years. Relevant documents should be enclosed for last three years.
6. Bidders must have ISO 9001 and ISO 27001 certification. Certifications must be enclosed.

II. Technical Requirements

A. Website Development

1. Maintenance(Modifications/Migration to newer version/Monitoring/Content editing) of existing websites which are developed using Drupal CMS on a LAMP server. Brief information of existing drupal websites is as follows

- There are around 50 drupal websites, which include both publicly available websites as well as private websites(accessible only within campus)
- Most of the websites are developed using freely available contributed modules of drupal.
- Most of the websites uses either free or paid theme with CSS customization wherever necessary.
- Websites include static pages(editeble using WYSIWYG), webforms, Custom Content types, Workflows, Rules, Email triggers, Cron scripts
- Few websites includes custom modules and template files
- Websites include inline scripting(in blocks,rules,contemplates)

2. Developing/Maintaining new websites using Drupal CMS as required by campus from time to time. Websites should be developed using freely available contributed modules of drupal. Websites should use either free or paid theme with CSS customization wherever necessary. CMS'es like Wordpress/Joomla should also be used if necessary. Themes will be purchased by NCBS. Custom modules should be written based on the requirement whenever ncessary.

3. Maintenance(Migration to newer version/Monitoring/Content editing) of opensource web applications like dotproject ,Moodle, phpScheduleIt(Booked) etc., should also be done as and when required

4. Maintenance and development of websites should be done in close co-ordination with NCBS IT Section.

5. Websites should be regularly checked for Security vulnerablities and should be updated regularly

6. Websites'/Server's backups/logs should be monitored daily

B. Service Deliverables

1. Technical staff should work and be available in campus(IT department) during working hours of the institute. Based on the requirement, the staff may also be required to work after office hours and/or during holidays/sundays.

2. Technical Staff should have a minimum qualification B.E. or MCA with atleast one year experience in Drupal Development

4. Website maintenance,testing and development should be done only on Institute provided servers/systems.

5. Working space and computer for the technical staff will be arranged by the Institute

6. Notifying the users with progress status of all queries, incidents, service requests, change requests and complaints via helpdesk/calls.

7. Notifying the users on any planned maintenance or unplanned outage in the data center which may cause unavailability of a service for the end users

8. In addition, the Head of IT Section will also assign additional works/responsibilities like configuring Network Switches/Routers, Installation of Servers/VMs, Monitoring Servers etc., as and when required.

9. Periodic check of system logs with closure of issues raised.

III. Criteria for Technical Evaluation

Technical Bids will be evaluated after one to one meeting with technical team as per the criteria detailed below:

Sl. No.	Evaluation Criterion	Marks
1	Background/profile and registration of organization	10
2	Proven practical experience with all stages of developing Web-portal, Drupal/LAMP/PHP skills, previous experience of drupal based websites maintenance, management, editing, and/or development.	30
3.	Past experience of handling similar assignments based on the feedback from the past/present clients	30
4.	Qualifications (education, previous experience within or outside the company) of proposed staff	20
5.	Understanding of technical requirement (druing face to face meeting with technical team)	10
	TOTAL Score	**100**

NOTE: All bids, who have attained minimum score of 80 (80% in each criteria) in the technical evaluation and fulfilled all the mandatory requirements, will only be considered for next stage of evaluation.

IV. Site Visit:

Before submission of offer, the bidders should inspect the site (NCBS IT Services) of work and the environments and be well acquainted with the actual work and other prevalent conditions, facilities available, position of material and labour, means of transport and access to Site, accommodation, etc. No claim will be entertained later on the grounds of lack of knowledge of any of these conditions.

It is recommended for all the bidders to attend the prebid meeting which will be scheduled on **03/10/2019 @ 15.00hrs** at our office premises.

V. Confidentiality:

Neither party shall, without the prior written approval of the other party, disclose the other party's designated confidential information. These obligations shall result in the early termination or expiration of this Agreement.

VI. Service Level Monitoring and Reporting

- Once the SLA is agreed upon, monitoring of service performance will be started and service achievement reports will be produced. Reports will be produced frequently (weekly / monthly), and where possible, exception reports will be produced whenever an SLA has been broken.
- Periodic reports will be produced and circulated to NCBS team's IT Managers
- The reporting structure and content will be mutually decided with NCBS IT Team.

VII. Service Review Meetings

Periodic review meetings will be held every month with NCBS IT Managers and review the service achievement in the last period and to preview any issues for the coming period.

Actions will be identified as appropriate to improve weak areas.

All actions will be recorded, and progress will be reviewed at the next meeting to ensure that action items are being followed up and properly implemented.

The normal agenda for such meetings will include:
- Highlights of the past month's performance statistics, concentrating on major or technical issues reported (based on the monthly report)
- Any service breakdown trends and achievements.
- Explanations of matters outstanding from previous months and in particular issues, which have been attended or are about to be escalated.
- Helpdesk Feedback system
- Review of the scheduled workload such as fault resolutions, progress of approved changes, implementation of works.
- Suggestions for improvements in resolution of issues
- Issues with contract management, billing / invoicing and other financial matters, in case any

VIII. Penalty Clause

Failure to maintain SLA with uptime at 95% of the services shall result in deduction @10% per 1% reduction in uptime or as per mutually agreed SLA.

IX. Posting service engineers:

The contractor should post the required number of technical staff members according to the requirements as mentioned in the "Technical Requirements". The contractor will post additional engineers when found necessary due to a considerable increase in the number of work/service calls during the period of contract. Such posting will be based on a mutual agreement between NCBS and the contractor. Posted Technical staff shall be available in campus from 0900HRS to 1800HRS on all institute working days(Monday to Saturday). Posted technical staff shoud work only for the campus projects. Staff attrition rate should be maintained at 0% for contract period. In case there is any attrition, the contractor would be charged 1% of the total contract value, for each change of staff.

NCBS reserves the right to qualify the service engineers. Before posting the resident service engineer to NCBS's site, clearance should be taken, duly furnishing the bio-data of the engineer to be posted along with his experience particulars.

IT being part of the essential services, any emergency situation that requires immediate attention needs to be attended in priority irrespective of the day/time. This includes server failures, network/website failures, etc.

X. Bill of Materials:

Technical/Commercial BOMs should be provided in terms of per-month(combined/lumpsum) basis for a year(12 months).