

GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
INDIAN INSTITUTE OF REMOTE SENSING
IIRS
DEHRADUN
PURCHASE & STORES
INVITATION TO TENDER

Ph No: 0135 - 2524317
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Email: pns@iirs.gov.in

Date :17/09/2013

M/s

000000

Our Ref No : GIRS 2013-000289-01

Tender Due: 15:00 Hrs ISTon 15/10/2013

Dear Sirs,

Please submit your sealed quotation , in the Tender Form enclosed here along with the descriptive catalogues / pamphlets /literature ,superscribed with Our Ref.No. and Due Date for the supply of the following items as per the terms & conditions mentioned in Annexure(Form No:)

| S.No. | Description of Items with Specifications | Unit | Quantity |
|-------|--|------|----------|
| 1 | ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE & UPGRADATION OF WEBSITES FOR 01 YEAR (DETAILED SPECIFICATION AS PER ANNEXURE) | JOB | 1 |

DELIVERY AT: IIRS

MODE OF DESPATCH ~~ON SITE~~

DUTY EXEMPTIONS

SPECIAL INSTRUCTIONS NIL

SPECIFIC TERMS

① payment.




PURS. & STORES OFFICER
For and on behalf of the President of India
The Purchaser

o/c

ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE AND UPDATION OF WEBSITES

Quotations are invited for the Annual Maintenance Contract (AMC) for maintenance and updation of Indian Institute of Remote Sensing (IIRS), Centre for Space Science and Technology Education in Asia and the Pacific (CSSTEAP), Biodiversity Information System (BIS) and Indian Bioresource Information Network (IBIN) Spatial Node websites. All the above websites are hosted and running from IIRS. It covers all aspects of uploading of fresh data, re-arranging old data, designing of banners/header/icon/layout, programming in Drupal, Joomla, PHP and JavaScript with database connectivity, and continuous maintenance of these websites on day to day basis. The AMC period shall be for one year, from 1/Oct/2013 to 30/Sept/2014, extendable to a maximum of two more years, subject to satisfactory performance.

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- Annexure A: Format for submitting the technical bid**
- Annexure B: Format for submitting the financial bid**

1. General

1.1 About Websites

1.1.1 IIRS Website (www.iirs.gov.in)

Indian Institute of Remote Sensing (IIRS) under Indian Space Research Organisation, Department of Space, Govt. of India is a premier Training and Educational Institute set up for developing trained professionals in the field of Remote Sensing, Geoinformatics and GPS Technology for Natural Resources, Environmental and Disaster Management.

IIRS website is designed and developed in compliance with the guidelines for Indian Government Websites. It is based on LAMP Technologies with Drupal (7.22) being used as CMS. Other software/packages being used are: Operating System: Centos 6.2, PHP: 5.4.15, DBMS (MySQL): Ver. 14.14 Distrib. 5.532, Apache: 2.2.24

1.1.2 CSSTEAP Website (www.cssteap.org)

Centre for Space Science and Technology Education in Asia and the Pacific (CSSTEAP), affiliated to United Nations, goal is to develop trained human resources in the Asia-Pacific region in the field of space technology and its applications.

It is based on LAMP Technologies with Drupal (7.22) being used as CMS. Other software/packages being used are as: Operating System: Centos 6.2, PHP: 5.4.15, DBMS (MySQL): Ver. 14.14 Distrib. 5.532, Apache: 2.2.24

1.1.3 IBIN Website (www.ibin.gov.in)

Indian Bio-resource Information Network (IBIN) is a de-centralized bio-resource database based on distributed architecture. It works on the principle of spatial data infrastructure wherein distributed databases available across the country are accessed through one single window gateway.

A module of IBIN called IBIN Spatial Node, hosted at IIRS, provides access to National Spatial Data Services through IBIN portal in a distributed network. It is developed using Drupal CMS (ver. 7.1.4) and is hosted on Windows 2008 server.

Note: Only IBIN Spatial Node website is hosted and running from IIRS and needs to be maintained as part of scope of work mentioned in section 2.2.

1.1.4 BIS Website (bis.iirs.gov.in)

BIS is a centralized repository of the biodiversity datasets for the entire India. The major products are:

- Spatial Data on 1:50,000 scale for entire India: Vegetation Type, Fragmentation, Disturbance Index, Biological Richness
- Species Database: Phytosociological database for 16,000+ sample plots for entire India.

It is developed using PHP (5.x) and MySQL(5.x) and is using windows server 2003 R2 (enterprise edition).

2. Technical Scope of Work

2.1 For IIRS and CSSTEAP Websites

- 2.1.1 Maintenance of the websites as per government of India guidelines.
- 2.1.2 Regular updation of English and Hindi (limited to 5 pages in hindi only for IIRS website) contents of the websites.
- 2.1.3 Web page layout /design creation and updation.
- 2.1.4 Addition, deletion and updations of text, graphical contents and animations as per defined templates.
- 2.1.5 Uploading of photos, tender document, office circulars, student thesis etc., as per the requirements and defined procedures.
- 2.1.6 Ensuring uptime of 99.99% and 24x7 availability of websites
- 2.1.7 Find, diagnose, and fix Web site problems and errors, including broken links (both internal and external) and formatting inconsistencies.
- 2.1.8 Fixing website vulnerabilities on urgent basis (2 hours response and 4 hours resolution) as and when need arises.
- 2.1.9 Ensuring that the site is free from OWASP Top 10 vulnerabilities at all times.
- 2.1.10 Checking for code compatibility and modifying code, if required, due to vulnerabilities reported in any of the software/packages (Apache, PHP, MySQL, PostgreSQL and Drupal) being used in the website. This activity is to be performed as and when new patches/security fixes are released. First testing of new patch/security fix should be done at the vendor end on their local setup having same configurations as the live servers. Implementing the same on main website servers should only be performed after successful testing and verification by the vendor on their local servers.
- 2.1.11 Automatic syncing of backup server-> Simultaneously updating the staging/backup server, and also ensuring that it is in synchronization with the main server at all times.
- 2.1.12 Maintain backup of the website on a daily basis or on updates. The daily or on updates automated backup of the entire website including database backup. The storage space will be provided.

- 2.1.13 Recovery from backup, in case of any emergency is needed to be provided by the vendor within 12 hours.
- 2.1.14 Periodically analyzing website logs for suspicious activities and reporting the same as hardcopy on monthly basis.
- 2.1.15 Weekly submission of reports on Website traffic/visitor statistics through Google Analytics like page views, visits, unique visitors, pages visited, popular pages, geographical location wise report, highlighting website traffic peak hours etc.
- 2.1.16 Providing daily report on websites up/down time.
- 2.1.17 The website should be optimized for load time, response time. Navigation and search. The optimization should cover all the areas like HTML, CSS, GRAPHICS, and PDF etc., to involve smaller page size and faster downloads.
- 2.1.18 Search Engine Optimization: The vendor must ensure that the websites are registered in Public Search Engines on appropriate keywords and is displaying the correct information in search description. Websites must rank in the top 10 listing on major search engines when searched with relevant keywords.

2.2 For IBIN Spatial Node & BIS Website

- 2.2.1 Maintenance of the websites as per government of India guidelines.
- 2.2.2 Updation of contents of the websites whenever required. In general the updation process is very limited like once or twice in two months.
- 2.2.3 Web page layout /design creation and updation if required.
- 2.2.4 Addition, deletion and updations of text, graphical contents and animations as per defined templates.
- 2.2.5 Ensuring uptime of 99.99% and 24x7 availability of websites
- 2.2.6 Maintain backup of the website(s) whenever any updates are there in web pages or database. The storage space will be provided.
- 2.2.7 Recovery from backup, in case of any emergency is needed to be provided by the vendor within 12 hours.
- 2.2.8 Weekly submission of reports on Website traffic/visitor statistics through Google Analytics like page views, visits, unique visitors, pages visited, popular pages, geographical location wise report, highlighting website traffic peak hours etc.
- 2.2.9 Providing daily report on websites up/down time.

Note:

- IBIN spatial node and BIS are completely project specific websites. The RS/GIS contents and software application development is not part of this scope of work.

3. Terms and Conditions for the requirement of manpower onsite for websites maintenance & updations

- 1.1** AMC holder must depute a minimum of **one expert** onsite and extend additional supervisory or technical support from the bidder's office whenever required. Expert will work at IIRS, Dehradun, from 9.00 to 18.00 hrs on all working days, and in case of emergency, on holidays, if required, as per scope of work.
- 1.2** The minimum qualification of person should be B-Tech(CS/IT) or MSC (CS/IT) or MCA or equivalent with 02 (two) years experience in Drupal and Joomla CMS, JavaScript, PHP Programming, MySQL & PostgreSQL RDBMS, developing database driven web application. Person should also have experience in website maintenance, administration & management, home page design, graphics design, uploading of web pages, search optimization, etc.
- 1.3** The curriculum vitae of the person whom the vendor is planning to assign this work is to be submitted.
- 1.4** IIRS will provide the office space and equipment to work on the maintenance of the websites including hardware's like computers, printers, scanners and CD/DVD writer etc. IIRS will also provide, through the officer-in-charge, all the inputs for uploading and maintenance of these websites. The work of uploading and maintenance of these websites will have to be done within the specified office space provided by IIRS and under no circumstances any information, inputs, software or hardware can be taken out of the IIRS premises.
- 1.5** Day to day attendance in a prescribed register will be marked, which shall form the record for the release of payment. Proportionate amount will be deducted for absenteeism
- 1.6** In case of absence of the person deployed at IIRS due to leave etc, prior intimation should be given to the Officer-in charge of the IIRS website at least one week in advance. Additionally an alternate person of same qualification and experience must be identified and provided for the absence period by the bidder for the smooth running of the websites.
- 1.7** The AMC holder and the programmer placed by it at IIRS will be working directly under the Officer-in charge of the IIRS website. The programmer placed by the AMC holder will be carrying out the activities as mention in the scope of work section. These website professionals cannot be replaced/ changed frequently without prior permission of the Officer-in-charge, IIRS Website. As IIRS is solely responsible for all information uploaded on its website, these professionals will strictly follow the instructions given to them from time to time by the Officer-in-charge in this regard. Penalty on pro-rata basis (per day) will be imposed, in case of absence from duty without intimation/prior permission. Deliberate negligence of the task assigned, misuse and/or abuse of information or

causing damage to the machinery/equipment of the IIRS may lead to the cancellation of contract.

1.8 Apart from the work mentioned in the scope of work section (Section 2) above, the personnel deployed would also require to carry out the following tasks:

- 1.8.1** Ensuring that updated information and services are available all the time at the website
- 1.8.2** Programming (code repair, repairing broken links).
- 1.8.3** Design & development of new modules/features including development of dynamic database driven web applications, static HTML pages and multimedia applications on need basis
- 1.8.4** Home page improvement, as may be necessary from time to time
- 1.8.5** Fine tuning of the website performance
- 1.8.6** Sending bulk email messages to the identified users as and when required to send notification mails of events/meets etc.
- 1.8.7** Database administration and maintenance
- 1.8.8** The website has to be guarded against any type of hacking/virus attacks.
- 1.8.9** Orderly system start up and shutdown of servers
- 1.8.10** Monitoring CPU utilisation, disk space usage etc. using Server Management tools in built in the Server OS
- 1.8.11** Installation of OS and database upgrades and patches as and when released
- 1.8.12** Weekly submission of the CMS Log and Audit trail report
- 1.8.13** Updating and running antivirus on regular basis.

1.9 It will be the responsibility of the AMC holder to ensure that the work assigned to the personnel deployed at IIRS is of high quality and is completed within the stipulated time.

1.10 In case of the delay in completing the assigned job within 24 hours from the time and date of report and if delay time increases beyond 48 hours, a penalty of Rs 1000/ for every 24 hours shall be imposed based on the recommendations of the Officer-in-charge, IIRS Website. This amount will be deducted from the running bills payable to the maintenance agency without any further correspondence on the matter.

1.11 During the AMC period, if scope of work is diversified requiring a different skilled man power than the one deployed, then the selected bidder shall have to provide the requisite caliber person to IIRS and no additional amount will be paid. However the number of onsite support person can remain one.

4. Bidding Procedure

- 4.1 Bids are invited in two Bid systems, (1) "Technical Bid" and (2) "Financial Bid", which shall be sealed separately and enclosed in a single sealed envelope.
- 4.2 The Technical Bids of all the bidders will be opened on pre-scheduled date, time & venue. If the Bid opening could not held on pre scheduled date, time, then all bidders/applicants will be informed individually about the rescheduled date & time.
- 4.3 The Commercial Bids of only successful Technical Bidders will be opened later and technically successful bidders will be informed accordingly.
- 4.4 Sealed Bids shall be received within the Last date and time mentioned. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- 4.5 All relevant rules and regulations of IIRS will be final and applicable & binding on all bidders.

4.6 Eligibility/Qualification Criteria

- 4.6.1 The bidder shall be registered company in India.
- 4.6.2 The bidder shall not have been black-listed by any state or Central Government or its agencies in India. A self certification has to be provided for the same by the bidder.
- 4.6.3 Average annual turnover of the bidder should be more than Rs. 20 Lakh of past three financial years (2010-11, 2011-12, 2012-13)
- 4.6.4 Company should be ISO 9001:2008 Certified / CMM Level 3 or above certified.
- 4.6.5 The bidder shall have 5 years experience, preferably in website creation/development, maintenance & other related matters as given below:
 - 4.6.5.1 Development of at least two websites of similar nature for Government customers, i.e. websites based on WAMP and LAMP technologies using Drupal and Joomla as CMS
 - 4.6.5.2 Bidder should be proficient in html, PHP, MySQL & PostgreSQL RDBMS, FLASH, XML and content management tools especially Drupal and Joomla.
- 4.6.6 Bidders who are currently serving any similar Government department/organization will be given preference.

4.7 Required documents as a part of technical bid & place of service

The bidder shall enclose copies of the following documents as a part of technical bid:

- 4.7.1 Registration or incorporation certificate

- 4.7.2 Service tax registration certificate
- 4.7.3 Income tax PAN number
- 4.7.4 Bidders experience in website creation/development and maintenance activities
- 4.7.5 Purchase/work orders from at least two Government customers regarding creation and maintenance of websites of similar nature i.e. websites based on WAMP and LAMP technologies using Drupal and Joomla as CMS.
- 4.7.6 Detailed project profiles for at least two Government portals/websites created and maintained by the bidder.
- 4.7.7 Letter from at least two Government customers regarding satisfactory performance of the bidder for providing services for website creation and maintenance.
- 4.7.8 Number of websites developed complying with "Guidelines for Indian Government Websites, 2009".
- 4.7.9 Credential of person to be deployed

The place of service shall be at IIRS, Dehradun.

4.8 Period of validity of bid

The bid shall remain valid for 60 days after the date of bid opening.

4.9 Submission of Bids

- 4.9.1 The first envelope shall be super-scribed with "AMC for the maintenance of websites" and "Technical Bid" in capital letters.
- 4.9.2 The bidder should specifically provide full technical details of the service offered as per Annexure A and also shall provide full details of deviation they intend to make from the Scope of Work and contract terms detailed in the Bid.
- 4.9.3 No price details shall be given in this envelope. Violation to this would result invalidation of tender.
- 4.9.4 The second envelope shall be super scribed with the "AMC for the maintenance of websites" and "Financial Bid" in capital letters.
- 4.9.5 It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- 4.9.6 Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
- 4.9.7 All offers shall be made available in hard copies as per the Document and should be signed by the authorized signatory of the firm on all the pages of the hard copy.
- 4.9.8 The Financial Bid shall be submitted as per Annexure B.
- 4.9.9 No bid maybe modified subsequent to the deadline for submission.

4.10 Opening of Bids

- 4.10.1** IIRS shall open the Technical bids on prescheduled time, date and venue in the presence of the bidders' representatives who choose to attend.
- 4.10.2** The bidders' representatives who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening date being declared a holiday for IIRS, the bid shall be opened at the same time and location on the next working day.
- 4.10.3** The Technical Bids shall be scrutinized later.
- 4.10.4** Only those firms whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "Financial Bid" through email / mail.

4.11 Evaluation of Bids:

- 4.11.1** Incomplete offers will be rejected.
- 4.11.2** IIRS shall examine the bids to determine whether:
 - 4.11.2.1** They are complete
 - 4.11.2.2** Required supporting documents, etc have been furnished, and
 - 4.11.2.3** The documents have been properly signed.
- 4.11.3** Evaluation of bids shall be done based on the information furnished by the bidders. The conformity of the bids to the Scope of Work 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 AMC.
- 4.11.4** IIRS will examine the bids to determine:
 - 4.11.4.1** 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.
 - 4.11.4.2** IIRS may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
 - 4.11.4.3** IIRS 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.
 - 4.11.4.4** IIRS may waive off any minor infirmity or 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.

4.11.4.5 IIRS may seek clarification in writing from bidder by fax/email. Bidder shall promptly reply by fax/email within the time limit specified in the clarification letter from IIRS.

4.11.4.6 The comparison shall be made of total price of the service offered exclusive of all taxes.

4.12 IIRS's right to accept or reject any or all bids

4.12.1 IIRS 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 IIRS's action.

4.12.2 The acceptance of tender will rest with IIRS which does not bind itself to accept the lowest bid and reserves itself the right to reject any or all the tenders received without the assignment of any reason.

4.12.3 Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

4.13 Prices

Price charged by the Bidder for any services under the AMC shall not vary from the prices quoted by the Bidder in its bid.

4.14 Termination by default:

4.14.1 IIRS may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Bidder, terminate the AMC in whole or part:-

4.14.1.1 If the Bidder fails to provide services/rectify the fault within the time period specified in the AMC or any extension thereof granted by IIRS,

4.14.1.2 If the Bidder fails to perform any other obligation(s) under the AMC.

4.14.2 In the event IIRS terminates the AMC in whole or in part, pursuant to Para above, the Bidder shall continue the performance of the AMC to the extent not terminated.

ANNEXURE A: FORMAT FOR SUBMITTING THE TECHNICAL BID
On the Letter Head of the Bidder

| | | | |
|------|---|--------------------------------------|------------------|
| 1. | Name of Bidder | | |
| 2. | Address of the Bidder | Registered Office: | |
| | | Head Office: | |
| 3. | Key Contact(s) Details (including contact person, Designation, address, telephone number and email and website) | Name: | |
| | | Designation: | |
| | | Address: | |
| | | Telephone: | |
| | | Fax: | |
| | | Email: | |
| | | Website: | |
| 4. | Enclosure of Supporting Documents | Bidder Compliance Statement (Yes/No) | Deviation if any |
| I. | Registration or Incorporation Certificate | | |
| II. | Whether black-listed by any state or central government or its agencies in India (self certification has to be provided for the same by the bidder) | | |
| III. | Service tax registration certificate | | |
| IV. | Income Tax PAN Number | | |
| V. | Average annual turnover of more than Rs. 20 lakh of past three financial years (2010-11, 2011-12, 2012-13) | | |
| VI. | ISO 9001:2008 certified/ CMM Level 3 or above | | |

| | | | |
|-------|--|--|--|
| | certified. | | |
| VII. | Proof of bidders 5 years experience, preferably in website creation/ development and maintenance (attach PO's/WO's and proof) | | |
| VIII. | Purchase/work orders from at least two government customers regarding creation and maintenance of websites of similar nature i.e. websites based on WAMP and LAMP technologies using Drupal and Joomla as CMS. | | |
| IX. | Detailed project profiles for at least two Government portals/ websites created and maintained by the bidder | | |
| X. | Letter from at least two Government customers regarding Satisfactory Performance of the bidder for providing services for website creation and maintenance.. | | |
| XI. | Proof of technical staff with proficiency in html, PHP, MySQL & PostgreSQL RDBMS, FLASH, XML and content management tools specially Drupal and Joomla. | | |
| XII. | Credential of person to be deployed (CV for proposed manpower to be attached) | | |
| XIII. | Number of websites developed complying with "Guidelines for Indian Government Websites, 2009" (attach PO's/WO's and proof) | | |
| XIV. | Currently serving any similar Government department/ organization (attach PO's/WO's and proof) | | |
| XV. | Compliance to the technical scope of work mentioned in section "2.1 For IIRS and CSSTEAP Websites" and | | |

| | | | |
|----|--|--|--|
| | section "2.2 For IBIN spatial node and BIS Websites" | | |
| 5. | Your Technical Proposal for effective fulfillment of Scope of Work and Technical Specifications mentioned in Scope 2 & 3 | | |

Signature:

Name of the Authorized signatory:

Designation:

Office Seal:

ANNEXURE B: FORMAT FOR SUBMITTING THE FINANCIAL BID

Name of Work: AMC of the Websites

| S.No | Name of work | Period | Amount in Rs. (exclusive of Taxes) | Remarks, if any |
|------|---|----------|---------------------------------------|-----------------|
| 1. | As mentioned in Section 2- Technical: Scope of Work & Specifications and Section 3- Terms and conditions for the requirement of manpower onsite at IIRS | One year | | |

NOTE: - The comparison of the financial bid shall be strictly followed as per the total annual price (exclusive of taxes etc) quoted by the bidder.

Signature:

Name of the Authorized signatory:

Designation:

Office Seal:

**GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
INDIAN INSTITUTE OF REMOTE SENSING
IIRS
DEHRADUN
PURCHASE & STORES**

Ph No: 0135-2524317

Fax No: 0135-2524081

Email: pns@iirs.gov.in


Date: 17/09/2013

INDENT NO 2013000289 DESCRIPTION AMC FOR MAINTENANCE OF WEBSITE

| S.No | Description of Items with Specification | Unit | Quantity |
|------|--|------|----------|
| 1. | Annual Maintenance Contract for Maintenance & Up gradation of Websites for 01 Year (Detailed specification as per annexure | Job | 01 |

Special Terms & Conditions

1. Payment will be made on quarterly basis subject to production of bill in duplicate after competition of each quarter and against satisfactory certificate from our user department.
2. IIRS reserve the right:
 - (A) to enter into parallel rate contract simultaneously or at any time during the period of the rate contract with one or more tenderers.
 - (B) To terminate the contract by giving one months time.
3. Order can be extended by one more year if the services are found satisfactory during the current period.


 Purchase & Stores Officer
 For and Behalf of the President of India
 The Purchaser