



National Center for Biological Sciences  
Tata Institute of Fundamental Research

GKVK, Bellary Road, Bangalore 560 065. India

Tel. No : 080 2366, 6344

Email: sampattuks@ncbs.res.in, www.ncbs.res.in

ENQUIRY

Ref: NCB/CF18-68/181190

October 16, 2018

Dear Sirs

Please let us have your Quotation for the following:

S.No.	Item Code	Description	Qty	UOM
1	LSCSC000756	Name of Work:  This work order is for development of websites with responsive themes, building up applications for handheld devices along with their integration, managing back-end services, and the interchange of data between the servers (virtual and physical) and the users. The primary focus will be the development of all server-side web and handheld device applications, definition and maintenance of the central database, and ensuring high performance and responsiveness to requests from the front-end.  Solution Summary:  The service deliverables covered will be as below:  End-User Support across all the web applications Maintenance support Development of new applications as per the requirement Integration of user-facing elements Build efficient, testable, and reusable PHP/Drupal modules Migration of data sets Solve complex performance problems and architectural challenges Optimizing web applications to meet the growing online and mobile needs Backup Management, including data backup and restoration services Integration of data storage solutions SLA Management Problem Management Preventive Maintenance Patch Management	1.00	NO

1. The bids shall be enclosed in an envelope and due date sealed duly marked Tender for \_\_\_\_\_ Ref No: 181190. The bids should be addressed and to be mailed to 'THE HEAD-PURCHASE'.

The bids are liable to be rejected if the sealed envelope is not addressed to "THE HEAD-PURCHASE" with Tender Ref No. and Item Description and due date. The bids delivered in person shall be dropped in Purchase Section. If the bids are sent through courier or mail, it should reach by submission date and time and NCBS will not be responsible for the delay.

2. DUE DATE FOR SUBMISSION OF QUOTATION AGAINST THIS ENQUIRY IS 05/11/2018 BY 5.30PM.

*This is 2 part Tender,*

*Please submit Technical and Commercial offers separately.*

*Chitara*

3. QUOTATIONS RECEIVED AFTER THE DUE DATE SHALL BE REJECTED.

4. The validity of your quotation should be for 60 days from the due date.

5. All duties, taxes, surcharge and cess as currently applicable must be stated in your quotation, separately. Otherwise your quote is liable to be rejected.

6. Your quotation should indicate delivery period & warranty period.

7. Delivery to be made to our stores. Please indicate charges, if any extra. Transit Insurance should be done upto NCBS Stores.

8. If you are unable to supply the quality, specifications or brand as mentioned in our enquiry, please state so and then offer alternative to quality/specifications.

9. Payment: within one month after delivery & acceptance/satisfactory installation.

10. Please ensure that the enquiry number and the due date is superscribed on the envelope failing which your quotation is liable to be rejected.

11. Since we are a public funded research institution, we are exempted from paying Customs duty (Except ad valorem duty of 5% + 2% Cess and 1% Cus Sec & High Edu. CESS vide Notification No. 51/96 with latest amendments) and excise duty vide Notification No. 10/97 CENTRAL EXCISE dated 01-03-1997 for all scientific equipments, technical instruments, equipments (including computers), their accessories, spares, consumables and software. Hence, please offer your prices

**12. If the item is covered under DGS&D rate contract, please quote the rate as per the DGS&D rate contract with xerox copy of the DGS&D order.**

13. Any dispute or differences that may arise between the parties shall be referred to the sole arbitration of the Centre Director or his nominees. The decision of the arbitrator shall be final and binding on the parties. The venue for arbitration shall be Bangalore. The provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time shall apply. The courts in Bangalore shall have exclusive jurisdiction to deal with any or all disputes between the parties

Yours faithfully

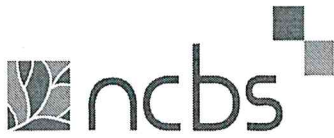
For and on behalf of

National Centre for Biological Sciences

  
Head Purchase

Copy to: Prof. / Dr. / Mr. / Mrs. / Ms. / Shri / Smt. PRASANTA K. BARUAH (NCB-12P4165)  
Your Indent Req. No. PKB0790020 Dated: 15/10/2018 refers.

Remarks: This is a two part tender (technical and commercial). Pre-bid is a must.



**2 PART TENDER**

**PLEASE SUBMIT TECHNICAL AND COMMERCIAL OFFER SEPARATELY**

**NOTICE FOR WORK ORDER FOR WEBSITE AND APP DEVELOPMENT  
AND MAINTENANCE AT NCBS**

**Institutional Introduction:**

The National Centre for Biological Sciences (NCBS) is a premier research institute in the field of research in biology. NCBS is a part of the Tata Institute of Fundamental Research, which is a Grant-in-Aid institute under the Department of Atomic Energy, Government of India.

**Name of Work:**

This work order is for development of websites with responsive themes, building up applications for handheld devices along with their integration, managing back-end services, and the interchange of data between the servers (virtual and physical) and the users. The primary focus will be the development of all server-side web and handheld device applications, definition and maintenance of the central database, and ensuring high performance and responsiveness to requests from the front-end.

**Site Inspection:**

Before submission of offer, the bidders are requested to meet the NCBS IT staff concerned to get well-acquainted with the actual work and prevalent conditions, facilities available, access to sites, etc. No claim will be entertained later on the grounds of lack of knowledge of any of these conditions.

**Mandatory:**

The service provider should have the following quality certifications, and copies of the certificates must accompany the Bid:

1. ISO Certification
2. ISO 9001, 2001 or 2008 Certified for IT Services (copies of the certificates must accompany the bid)
3. The service provider should have local presence in Bangalore
4. The service provider should be in IT Support for the last 5 years as on 31-10-2018. (Copies of relevant documents regarding registration as Company/Partnership Deed must be attached along-with the Technical Bid)

**Factors Affecting the Award of Contract:**

1. The bidder should have its own contract support facilities in Bangalore
2. The support facilities should be owned and managed by the bidder
3. Conformity with the Request for Bid/tender required and terms and conditions

**Confidentiality:**

Neither party shall, without the prior written approval of the other party, disclose the other party's designated confidential information. These obligations shall survive the early termination or expiration of this Agreement, for a period of one year.





**Contact Person:**

In case of any query, you may contact any of the following NCBS officials:

- Dr. Krushnamegh Kunte (Associate Professor, NCBS): Ph: (080) 2366-6085, Email: [krushnamegh@ncbs.res.in](mailto:krushnamegh@ncbs.res.in)
- Mr. Prasanta Kumar Baruah (Head, IT Section, NCBS): Ph: (080) 2366-6421, Email: [prasanta@ncbs.res.in](mailto:prasanta@ncbs.res.in)

**Scope Summary:**

Sr.No.	Scope	NCBS Current Set-up
1	Development of Web and Handheld device Applications, and Support, for the Biodiversity Atlas – India web project ( <a href="http://bioatlasindia.org/">http://bioatlasindia.org/</a> ) and its subsidiary websites such as Butterflies of India ( <a href="http://www.ifoundbutterflies.org/">http://www.ifoundbutterflies.org/</a> ), Cicadas of India ( <a href="http://www.indiancicadas.org/">http://www.indiancicadas.org/</a> ) and Mammals of India ( <a href="http://www.mammalsofindia.org/">http://www.mammalsofindia.org/</a> )*	PHP/Mysql, Drupal, AJAX OS: Linux

\* Quantities are indicative and may change due to constant development of new web applications

**Solution Summary:**

The service deliverables covered will be as below:

- End-User Support across all the web applications
- Maintenance support
- Development of new applications as per the requirement
- Integration of user-facing elements
- Build efficient, testable, and reusable PHP/Drupal modules
- Migration of data sets
- Solve complex performance problems and architectural challenges
- Optimizing web applications to meet the growing online and mobile needs
- Backup Management, including data backup and restoration services
- Integration of data storage solutions
- SLA Management
- Problem Management
- Preventive Maintenance
- Patch Management



## **Service Window and Service Level Agreement**

**Location Days Service:** Monday to Saturday

**Timings:** 9 am to 5:30 pm

**Period of Contract:** The initial contract will be for three months, from 1 December 2018 to 28 February 2019. The initial contract will be extended by nine months if the work performed in the first three months is deemed satisfactory by an NCBS committee specifically set up to review progress of this work. NCBS reserves the right to extend this contract by one more year (Year 2) if needed and if performance of the service provider is deemed satisfactory. Beyond the work period, the service provider shall agree to answer any technical queries about the work from NCBS for a period of one year, in writing and free of charge.

**Copyright and Ownership:** The web applications, mobile apps, codes, databases, infrastructure, etc., developed during this contract period shall remain the exclusive intellectual property of NCBS. The full ownership of the entire project, online resources and services generated as mentioned above, and any other outcomes of this work contract, shall also remain with NCBS. Thus, the service provider should hand over all the work completed and in progress to NCBS IT on a periodic basis, and upon request. NCBS is free to develop these resources further on its own with its own IT section or with other parties. For this purpose, the service provider should give a written report explaining a site-map and other relevant details of the work to the NCBS IT section at the end of the contract period.

### **Service Review Meetings**

Periodic review meetings will be held every month with NCBS to review the service achievement in the last period and to preview needs and priorities 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 monthly reports)
- Any 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
- 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, if any

### **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.



## **Assumptions and Exclusions**

NCBS would offer the following to the service provider:

- The service provider would be responsible to log service calls to external parties and to resolve services related calls
- The services report should be shared to NCBS In-charge for day-to-day activities
- IT infrastructure for the work, e.g., a web server, internet, desktop
- Email and telephone facility for team to communicate with the end users and office

## **Posting service engineers:**

The contractor will post additional engineers when found necessary to meet the demands and timelines of the specified work. Such posting will be based on a mutual agreement between NCBS and the contractor.

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/her experience particulars. The personnel posted should have a BE(Computers)/MCA with a minimum of one year experience in handling similar website assignments and web/software development.

Web being part of the gateway to the Internet, any emergency situation that requires immediate attention needs to be attended in priority irrespective of the day/time.

## **Skills and Qualifications required:**

- Strong knowledge of PHP web frameworks under LAMP architecture
- Understanding of fully synchronous behaviour of PHP
- Understanding of MVC design patterns
- Basic understanding of front-end technologies, such as JavaScript, HTML5, and CSS3
- Knowledge of object oriented PHP programming
- Understanding of open source projects like Drupal, Joomla, Wikis, osCommerce, etc
- Understanding accessibility and security compliance
- Strong knowledge of the common PHP or web server exploits and their solutions
- Understanding fundamental design principles behind a scalable application
- Integration of multiple data sources and databases into one system
- Familiarity with limitations of PHP as a platform and its workarounds
- Proficient understanding of code versioning tools, such as Git

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