

ENQUIRY

Ref: NCB/CF22-54/220896

Dear Sirs

Please let us have your Quotation for the following:

S.No.	Item Code	Description	Qty	UOM
1	LSCSC001369	<p>Maintenance and Development of new/existing web applications (based on Drupal CMS and/or LAMP) at NCBS, Bangalore</p> <p>Mandatory Requirements</p> <ol style="list-style-type: none"> 1. The Bidders must enclose brief organizational profile including background and experience of the firm 2. The Bidders must have registered office in Bengaluru. The office at Bengaluru must have been registered before the date of advertisement of this tender notice. Address, Telephone number of the office along with a valid proof of the registered office at Bengaluru should be attached. 3. The bidders must have completed(or under progress) at least 3 contracts similar to the subject matter(web development) of this tender notice during the period of last 5 years. Copies of work orders with certificate of satisfactory completion of such contracts should be attached. <p>Technical Requirements</p> <p>A. Website Development</p> <ol style="list-style-type: none"> 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 <ul style="list-style-type: none"> ∩ There are around 50 drupal websites, which include both publicly available websites as well as private websites(accessible only within campus) hosted on multiple domains. ∩ 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 or any other licenses, if required, will be purchased by NCBS. 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 	1.00	NO

B. Service Deliverables

1. Technical staff should work and be available in campus(IT department).
Based on the requirements, a minimum of two staff must be provided.
 2. Technical Staff should have a minimum qualification of B.E. or MCA with atleast one year experience in Drupal Development(including module/theme development) and well versed in
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1. The quotation shall be submitted in a sealed envelope duly superscribed with the enquiry number, and the due date for Ref No: 220896. The bids should be addressed and to be mailed/couriered (sent by post/courier) 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 BY 5.30PM.

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 yourquotation, 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 advolerum 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.

14. Liquidity Damages:If the equipment/ items as per specifications in our P.O. is not supplied (shipped) within the specified delivery schedule, then liquidated damages (not in terms of penalty) will be imposed automatically and shall be deducted from the bill at the rate of 0.5% per week subject to a maximum of 10% of the order value.

15. Income Tax at the applicable rates as per the Indian Income Tax Act 1961 will be deducted at source for the services availed / ordered. In case of service provider, the rate of tax deduction shall be at 2% as per Section 194C, and in case of fee for professional / technical services under section 194J, the tax reduction shall be at the rate of 10%. In case service provider does not provide PAN number, the deduction shall be at 20% under section 206 AA.

-Tax Deduction Certificates will be provided on request for non PAN holders & Foreign Vendors and PAN holders could avail them through NSDL site dealing with 26AS.

Yours faithfully
For and on behalf of
National Centre for Biological Sciences

Head Purchase

Copy to: Prof. / Dr. / Mr. / Mrs. / Ms. / Shri / Smt. K.S.RAJSHEKAR (NCB-22N1310)
Your Indent Req. No.KSR0230069 Dated:15/07/2022 refers.

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

Mandatory Requirements

1. The Bidders must enclose brief organizational profile including background and experience of the firm
2. The Bidders must have registered office in Bengaluru. The office at Bengaluru must have been registered before the date of advertisement of this tender notice. Address, Telephone number of the office along with a valid proof of the registered office at Bengaluru should be attached.
3. The bidders must have completed(or under progress) at least 3 contracts similar to the subject matter(web development) of this tender notice during the period of last 5 years. Copies of work orders with certificate of satisfactory completion of such contracts should be attached.

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) hosted on multiple domains.
- 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 or any other licenses, if required, will be purchased by NCBS.

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 vulnerabilities and should be updated regularly

6. Websites'/Server's backups should be done.

B. Service Deliverables

1. Technical staff should work and be available in campus(IT department). Based on the requirements, a minimum of two staff must be provided.
2. Technical Staff should have a minimum qualification of B.E. or MCA with atleast one year experience in Drupal Development(including module/theme development) and well versed in PHP ,MySQL
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 checking of system logs with closure of issues found.

Criteria for Technical Evaluation

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

No.	Evaluation Criterion	Max. 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	30
4.	Qualifications (education, general qualifications, publications, articles, previous experience within or outside the company) of proposed staff	30
	TOTAL Score	100

The technical bids will be evaluated on the basis of its responsiveness to the requirements to be fulfilled at the technical stage. All bids, who have attained minimum score of 80 in the technical evaluation, will only be considered for next stage of evaluation.

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.

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.

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.

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

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.

Posting service engineers:

The contractor should post required 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 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 1730HRS on all institute working days(Monday to Saturday).

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. The personnel posted should have at minimum of one years experience in handling similar assignments.

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

Bill of Materials:

Technical/Commercial BOMs must be provided in terms of per-month(combined/lumpsum) basis for a year(12 months). Technical/Commercial BOMs provided in any other format(Eg: per-work basis or per-website basis) will be rejected.