

Government of India
Directorate of Film Festivals
Ministry of Information & Broadcasting

Siri fort Auditorium Complex
August Kranti Marg
New Delhi-110049
Dated:-17.05.2013

TENDER FOR ANNUAL MAINTENANCE CONTRACT OF WEBSITEs OF O/O
DIRECTORATE OF FILM FESTIVALS.

Sealed quotations are invited from reputed agencies/firms for developing, maintaining the website of Directorate of Film Festivals, (www.dff.nic.in & www.iffi.nic.in) Interested Agencies / Firms may send sealed Quotations with separate Technical & Financial Bids to the Dy. Director, (Admn.) Directorate of Film Festivals, latest by 2.00 PM on 10/06/2013. The terms and conditions and relevant information may be seen and downloaded from DFF Website www.dff.nic.in. The tenders shall be opened on 10/06/2013 at 3.00 PM in the presence of agencies / Firms who wish to be present. The tender document can be collected from the office of Directorate of Film Festivals, latest by 2.00 PM till 7/06/2013.

The competent authority reserves the right to cancel any or all the quotations without assigning any reason. Cost of Tender is Rs.1000/- (Non Refundable) In case, the same is downloaded from the website, DD of Rs. 1000/- should accompany the offer as cost of tender.

Terms & Condition for the Tender

(A) Qualifications for Tendering

QUALIFICATION REQUIREMENTS FOR BIDDERS ARE:

1. The bidder shall be registered company in India.
2. The bidder should have executed similar kind of work in at least five government agencies or corporate companies.
3. 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. Annual turnover of the bidder should be more than Rs.20 Lakh.
5. Company should be ISO 9001:2000 Certified or CMM Level 3 certified.
6. During the past five (5) Years, the Bidder must have completed at least one (1) successful contract involving the Design, Supply, implementation, training, support & maintenance of website or similar functional/technical characteristics and of a comparable scale.
7. Bidders must have software for the entire system. Bidders must be able to supply and support the necessary hardware to run the proposed solution.
8. The Bidder must have on its current staff at least one key person in each of the following specialist areas involved in the project:
 - i. Application software design and development
 - ii. Systems integration
 - iii. Software Testing
 - iv. Training of non-technical end-users.
9. Each key person should meet the following minimum requirements:
 - i. Five years of relevant experience, with the last three years in the particular specialist area;
 - ii. The last two years of industry experience in a management/team leadership capacity.

B) Procedure for filling Tender Forms

Bids should be submitted in “Two Bids System” in two separate envelopes Super subscribed as follows.

- i) Envelop One “Technical Bid” to be filled in as per Annexure I
 - ii) Envelop Two “Financial Bid” to be filled in as per Annexure II
1. The Tenders are to be submitted in sealed covers. The first sealed cover will contain Technical Bid having all details and documents. This cover will clearly be super-scribed with “Technical Bid” along with due date. The second sealed cover will contain only the price bid duly filled in and signed and will be super-scribed with “Financial Bid” along with due date. All these should be fully sealed and put into a sufficiently large envelope. The large envelope should be sealed and super scribed with “**Annual Maintenance Contract**” The Envelop Containing the complete tender should be addressed to:
Deputy Director (Adman.)
Directorate of Film Festival
Government of India
Sri Fort Auditorium, August Kranti Marg
New Delhi-110049
 3. Tenders received after the due time & Date shall not be entertained.
 4. Tenders submitted on plain paper will be invalid and shall be Summarily rejected.
 5. The Tender Document is Available with-
Dy. Director (Admn.)
Directorate of Film Festival
Government of India
Sri Fort Auditorium, New Delhi
(During office hours) on all working days
Price of Tender Document: Rs.1, 000/- to be paid through bank draft in favor of PAO(MS), M/o I&B, New Delhi.
 6. Last date & time for receipt of tenders: 10/6/2013 (14.00 hrs)
Any unsolicited correspondence after the last date and time for receipt of tenders is liable to render the tender/offer as invalid.
 7. Any unsolicited correspondence after the last date and time for receipt of tenders is liable to render the tender/offer as invalid.

8. All offers have to be made clearly in English/Hindi. There should be no cuttings. If striking out is resorted to, it should be signed.
9. Offers submitted by telex, telegram, fax or email shall not be considered.
10. No alteration or amendments shall be allowed after submission of the Tender.
11. For a tender to be valid the individuals signing the tender document must specify, whether they are signing as the sole proprietor/manufactures/ partners or attorneys (with proof provided); or as Authorized Dealers/ Distributors (with proof provided) Offers not accompanied with letters of authority, in cases required, are liable to be rejected.
12. The tender shall be valid for acceptance for the period as indicated in the bid and shall not be withdrawn on or after the opening of tenders till the expiration of the validity period or any extension thereof. On award on contract, it is expected that the website maintenance would be carried out within the validity period.
13. Technical Bids will be evaluated for qualifications for opening the financial bids. Only those 'Financial bids' will be opened whose technical Bids are qualified fulfilling all the technical specifications of the tender documents.
14. The Bid will be evaluated as per the following weightages:
 - A) Technical Bid-
 - B) Commercial Bid-

The total cost of manpower and scope of work should be included in the bids.

15. **Financial Statement**

A full and detailed presentation of the true condition, as of 2013, of the proponent's assets, liabilities and net worth. The report should include a balance sheet and income statement. If the proponent is a new partnership or joint venture individual financial statements must be submitted for each general partner or joint venture thereof. If firm is a publicly held corporation, the most current annual report should be submitted.

16. **LICENSING AND UPGRADES**

The software must be installed with full perpetual license and should not require any license renewal after its acquisition and installation. The cost of the software should not be based on the number of users utilizing the application (per seat licensing model). The Software should be enterprise level software allowing any number of users to use it without extra costs. Any update if need be must be done using the Internet and must be free of charge.

The software should prove to have a full software development life cycle and have regular upgrades and a strong technical support. Upgrades of the system must be available at least in a yearly basis.

17. **Performance Security:**

Within Ten (10) days from date of the issue of notification of award by the purchaser, the supplier shall furnish performance security to the department for an amount equal to ten percent (10%) of the total value of contract, valid up to sixty days after the date of completion of all contractual obligations by the supplier, including the warranty obligations.

18. **General Terms:**

DFF reserves the right without assigning any reason, there of to:

Accept or reject whole or any part of an offer

Reject any or all offers partly or wholly.

Cancel or withdraw the tender notice

Reject or accept any tender or part thereof

Accept or reject any deviations from these conditions

19. **Disputes:**

a. All queries and disputes arising of this contract shall be referred to the Director, DFF whose decision shall be final and binding.

b. The Courts at Delhi shall have jurisdiction to try all suits and Proceedings related to these contracts.

20. **Acceptance:** Signing of the Tender form and the detailed terms and the conditions shall be deemed as the final acceptance of these terms and conditions.

21. In case the firm fails to respond the requests of website updation/ Maintenance with in a reasonable period of time, the contract may be terminated forthwith.

C) Earnest Money Deposit

- i) Tenders have to be accompanied by an Earnest money Deposit of **Rs.20, 000/-** in the form of a bank Draft payable to Pay & Accounts Officer (MS), M/o I&B, New Delhi.
- ii) It may be noted that no tendering party is exempted from payment of this Earnest Money Deposit unless exempted by Government of India.
- iii) Tender submitted without EMD shall be primarily rejected.
- iv) EMD in respect of parties, which are not short-listed for the work, will be returned immediately after finalization of the contract.
- v) EMD should be submitted in separate envelope in superscribed as EMD for AMC

D) Scope of Work

Website maintenance contract cover alterations, updates and repairs, In addition to completing all maintenance requests, your contract includes internal and external links, on- line Forms, search facilities, site maps and any dynamic functionality.

Services covered in Annual Maintenance Packages are.

- **Graphic Design Support**
- **Catalog Management.**
- **Advertisement,**
- **Email Campaigns and Newsletters Management.**
- **Flash Advertisements & Presentation Updates**
- **Content Management**
- **Graphic updates or New Designs**
- **Altering the usability of website**
- **Search Engine Optimization**
- **SMS integration & E-mail alerts with the applications**
- **Security audit of the modules developed form empanelled vendor**
- **Audit trail of CMS Admin, user etc**
- **Incorporation of audio & video gallery in the website and conversion and uploading of videos in suitable format Maintaining of web-based applications relating to online booking of auditoriums and current inventory management including past database.**

- **Maintenance & development of CMS of both websites, IFFI website www.iffi.nic.in and DFF website www.dff.nic.in. Both websites www.dff.nic.in and www.iffi.nic.in are fully functional. In addition, the applications relating to online booking of Auditoriums and inventory management including past database are fully developed and operational on the internet/website the maintenance and development of CMS of both the websites www.dff.nic.in and www.iffi.nic.in is under the scope of work of the current AMC.**
- E) **Deployment of technical staff** –the firm shall deploy technical staff at the premise of the Directorate for speedier update/maintenance of websites. Technical person should hold a B.Tech./BCA/MCA or equivalent degree& must have at least two years of experience in website maintenance. The firm should deploy the technical staff at the premises of the Directorate on all working days from 09.30 to 6.00pm. At occasions he may be required to work beyond office hours & even holidays.

Technical Bid

Following documents should be submitted along with Technical bid.

Sl.no.	Particulars	Yes/No.	Deviation if any
I.	Proof of registered company in India		
II.	Proof of similar kind of work executed in at least five government agencies		
III.	Proof of bidder turnover of more than Rs.20 lakh		
IV.	ISO 9001:2000 Certified or CMM Level 3 certified		
V.	Proof of registered company in India		
VI.	Provide a list of five references, with current contact person, e-mail address and phone number		
VII.	Include the risk profiling involved		
VIII.	Detailed technical proposal for the web solution as per the requirement of DFF scope of work in the Tender document		
IX.	Experience in assisting as with integration of software with other products		
X.	Availability to implement the software & ensure the system is working properly		
XI.	Experience in content management & alteration of website		

Signature and Stamp of the Bidder

Financial Bid

(To be submitted along with Financial Bid)

Sl.no.	Particulars	Cost in Rupees
1.	Rate quoted for AMC of website for 2013-14 (www.dff.nic.in & www.Iffi.nic.in)	
	Total Cost: (in words)	

(The rate quoted should be inclusive of all taxes and duties and shall not vary during the year)

Signature and Stamp of the Bidder