

Government of India

Directorate of Film Festivals

Ministry of Information & Broadcasting

Siri fort Auditorium Complex

August Kranti Marg

New Delhi-110049

Dated:-.08.06.2016

TENDER FOR ANNUAL MAINTENANCE CONTRACT & CREATION 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) for one year and creation of both the websites in Hindi language and its maintenance also, under two bid system viz. Technical Bid and Financial Bid. Interested Agencies / Firms may send sealed Quotations with separate envelopes of Technical & Financial Bids to the Dy. Director, (Admin) Directorate of Film Festivals, latest by **2.00 PM on 11/07/2016**. The terms and conditions and relevant information may be seen and downloaded from DFF Website www.dff.nic.in. The tender document can be collected from the office of Directorate of Film Festivals, latest by 1.00 PM till 11 /07 /2016 which can also be downloaded from the website of DFF. The Technical bids shall be opened on 11/07/2016 at 2.30 PM in the presence of agencies / Firms who wish to be present. The financial bids of those participants only, who qualify on the basis of technical bid, shall be opened . A pre bid meeting will also be held on 27 june 2016 at 2.30 p.m. in the VIP lounge of this Directorate. Each & every document must be signed with rubber stamped

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, Demand Draft of Rs. 1000/- in favour of “PAO (MS) Ministry of I & B” should accompany the offer as cost of tender.

DY.DIRECTOR (ADMIN)

Terms & Conditions 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 Lakhs.
5. Company should be ISO 9001:2008 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 Financial bid duly filled in and signed and will be super-scribed with "Financial Bid" . Both Technical and Financial Bids should be put into a sufficiently large envelope. The large envelope contained both the bids should be sealed and super scribed with "**Annual Maintenance Contract of Websites**" . The Envelope Containing the complete tender should be addressed to:

Deputy Director (Admin)
Directorate of Film Festival
Ministry of I & B,
Siri 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 or without signature will be invalid and shall be Summarily rejected.

5. The Tender Document is available

with- Dy. Director (Admin)
Directorate of Film Festival
Ministry of I & B, Siri Fort Auditorium,
August Kranti Marg, New Delhi-110049

Which can be collected 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: 11/07/2016 (14.00 hrs)**

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 documents should be in English/Hindi and readable. 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 of 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 and fulfilling all the technical specifications of the tender documents.
14. All the documents must be attested/self signed. 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 on 31.3.2015, 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. Above mentioned licensing and upgrade should be valid throughout the tender period.

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.

22. The Contract period will be for one year which may be extended further upto one year on successful completion of the work of the initial Contract period. The payment to the Contractor may be made on quarterly basis after the successful completion of the work assigned.

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 in favour of “PAO (MS), M/o I&B” payable at 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 for both English and Hindi Websites

- i) Maintenance & development of CMS of both websites, IFFI website www.iffi.nic.in and DFF website www.dff.nic.in. Both websites are fully functional.
- ii) Creation of Hindi version of both Websites (www.dff.nic.in & www.iffi.nic.in).
- iii) Modification of both Websites if required.
- iv) 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.
- v) 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 from 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.

vi) Online submission of applications relating to the National Film Festival, Indian Panorama and International Film Festival of India.

vii) In addition, the applications relating to online booking of Auditoriums and inventory management including past database (partially developed). 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.

viii) The Websites should be disable friendly.

ix) Should have STQC Certification for quality assurance of the websites.

x) Should have Security Audit Clearance report from empanelled vendors.

xi) E Mail and SMS integration with the online submission of forms, payment and approvals.

xii) Development of Content Management System with workflow.

xiii) Creation of Admin, user and roles for Content Management System to upload the content.

F) Deployment of Staff -the firm shall deploy atleast one technical staff and one Hindi writer-cum-translator 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 creation/maintenance. The Technical staff deployed should also have strong background in designing the websites. The firm should deploy the technical staff & Hindi 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 on holidays.

ANNEXURE - I

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 9001:2008 certified | | |
| V. | Proof of other registration of company if any | | |
| 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 | | |
| XII. | Profile of the technical staff as mentioned in the tender document | | |
| XIII. | Profile of the Hindi staff as mentioned in the tender document | | |

Signature and Stamp of the Bidder

Financial Bid

(To be submitted along with Financial Bid)

| <u>Sl.no.</u> | <u>Particulars</u> | <u>Rate in Rupees</u> |
|---|--|-----------------------|
| 1. | Rates for the maintenance and development of Websites as per Scope of Work mentioned in the Tender document. | |
| | Total Cost: (in words) | |
| Note: Govt. tax. (service tax) will be extra as applicable from time to time. | | |

Signature and Stamp of the Bidder

