INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH PUNE

CLARIFICATION ON TENDER NUMBER - IISER-PUR-1166-18

ITEM DESCRIPTION- TURNKEY SERVICES FOR RE-DESIGN, IMPLEMENTATION AND MAINTENANCE OF IISER PUNE WEBSITE

A limited tender enquiry no IISER/PUR/1166/18 dated 24.1.2019 was issued for Turnkey Services for Re-Design, Implementation and Maintenance of IISER Pune Website. Tender Reference Number – IISER-PUR-1166-18.

Pre-Bid meeting was held on January 30th, 2019 at 3.00 pm and minutes of meeting is as under.

Two prospective bidders had sent their queries through email and one of them attended the Pre-bid Meeting in person. Chief Technology Officer read out the queries and addressed each of the queries along with other members giving their inputs as needed.

Clarifications sought by the Prospective Bidders and replies thereto are as detailed in Annexure–II. It was informed that the corrections / additons / clarifications given, as discussed during the Pre-Bid Conference, would be hosted on the website of IISER Pune and all the Prospective Bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before submitting their bids as stipulated in the Bidding Documents.

The other terms & conditions of the notice issued on IISER Pune website www.iiserpune.ac .in will remain unchanged. No more correspondence in this regard will be entertained.

Sd/-

30.1.2019   Assistant Registrar (S&P)

IISER PUNE

PRE-BID CONFERENCE FOR TURNKEY SERVICES FOR RE-DESIGN, IMPLEMENTATION AND MAINTENANCE OF IISER PUNE WEBSITE

QUERIES AND CLARIFICATION

TENDER NUMBER - IISER-PUR-1166-18   DATE : 30.1.19

Sr.No.	Query/Clarification Sought	Clarification / Amendment
1	Regarding: In Chapter 1, under the section titled 'Technical Bid – Envelope 1', 1(d) on Page 4, a request has been made to provide "Technical literature/ leaflets and complete specifications of services and product offered (if, any) along with commercial terms and conditions. " a. Query: The product being offered by Redstart is an open source Content Management System, with extremely voluminous online	The bidder may provide publicly accessible URLs with brief introductions in their technical bid.

	documentation that, if printed in its entirety, will be several hundred, if not several thousand pages long. Is it necessary to print out all of this documentation, or will it be sufficient to provide the required URLs with brief introductions? The online resources are publicly accessible.	
2	Regarding: In chapter 1, under the section titled "Financial Bid" on Page 5, it says "No sub-contracting is allowed with regard to installation, commissioning, training, warranty maintenance and after sales service. This is the sole responsibility of the Principals'/their authorized agents" a. Query: While installation, commissioning, training, warranty maintenance and after sales service will be done by us, we fully intend to sub-contract significant parts of the design work to our design partners. Does this disqualify us?	The point of contact for IISER Pune would be the only bidder selected through the tender process with regard to installation, commissioning, training, warranty maintenance and after sales service.
3	Regarding: Chapter 2, clause iii) of the section called 'Eligibility Criteria' on Page 7, which requires that 'the bidder should have a valid ISO 9001:2015 or equivalent certification.' a. Query: It is our contention that web design and development - being at the intersection of design and technology, is not an area where a process-based certification such as ISO 9001:2015 has any relevance. This is also the reason why not many web design firms are ISO or CMM certified. We do however, follow, and widely accepted best practices for the software development part of the project. Since we do not possess any certification, will we be still rejected based on this clause? b. Note: Some of the most widely used websites and apps in this country such as Myntra, Swiggy, Dunzo, and Ola, have been designed by organizations that have no ISO or equivalent certification.	No change in tender criteria.
4	Regarding: Chapter 2, the section called 'Delivery Period /Timeliness' on Page 7, the requirement is that 'the deliveries, if any, services & installation must be completed within 60 days, after placement of purchase order. Time is the essence of the contract.'	The clause stands modified to "the deliveries, if any, services & installation must be completed within 90 days, after placement of purchase order" Any time attributed to IISER Pune in

	a. Query: With our experience of such projects in the past, we do not think a 60-day completion deadline is realistic if the objective is to deliver an outcome that is fundamentally superior to the current website. Our rough expectation is that this project will take a minimum of 6 months, and may stretch on for as long 9 months. Is IISER Pune willing to consider these timelines? b. Note: For example, we expect that most of the first couple of months of the project to be spent in actively discussing and exchanging ideas with various stake holders at IISER Pune to determine expectations from the new website for not just when it is launched, but for its future growth and evolution. This is a process that will take time, since it involves a considerable amount of communication and interaction, and hurrying or compressing this phase will only result in an outcome that falls short of expectations. Only after this is done will design be actively taken up, followed by development, data migration and testing. Each of these phases has its own importance, and needs its own time.	providing the bidder with the material/approval(s) essential for carrying out the job shall be excluded as a part of the 90 day period given to the bidder.
5	Regarding: Chapter 2, Section 5, Page 8, "Purchaser's Right to vary Quantities at the time of Award" – "IISER Pune reserves the right at the time of award of Contract to increase or decrease the quantum of work specified in the Schedule of Requirements without any change in price or other terms and conditions." a. Query: This is an unusual request. Will the vendor have the right to decline the contract if it no longer becomes financially feasible to execute it, without any penalty?	No change in tender conditions.
6	Regarding: Chapter 2, Section 2, Page 8, "At any time prior to the deadline for submission of bids, IISER Pune may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder may modify the bid document." a. Query: Will IISER let all bidders know of the change within a	As per pre-bid clarifications of the tender.

	reasonable period of time?	
7	Regarding: Chapter 3, Section 6, Page 11, "Payment". A condition has been laid that "No advance payments are allowed under any circumstances." a. Query: As mentioned earlier, we expect the project to take somewhere between 6 to 9 months to complete. This is far too long a timeline for us to go without any payment. Would IISER Pune be willing to break up the project into different milestones, with payment on the successful completion of each milestone?	No change in tender conditions
8	Regarding: Chapter 3, Section 7, Page 11, "Penalty for delayed Services / LD". Regarding clauses related to damages and cancellation a. Query: Timeliness in completion of projects is greatly influenced by speediness and promptness at both the vendor and the customer's side. Please let us know how the vendor, in this case us, is protected against delays caused to the project by lack of timely response by various IISER Pune stakeholders, for e.g. in providing information necessary to complete certain tasks, or on speedy approvals and decisions. Please let us know your approval process, and how interactions with us will be handled. b. Query: Will the vendor be required to provide a security deposit? If yes, can you provide how much this will be?	All interactions will be handled in a timely manner by the single designated point of contact from IISER Pune. The security deposit will be 10 percent of the total cost of the project for the entire period of the contract.
9	Regarding: Chapter 4, a), Page 12, "SSL certificate from reputed service providers with a validity of five years to be deployed onto the developed website". a. Query: Who does IISER Pune consider to be a 'reputed service provider'? Is IISER Pune willing to consider Let's Encrypt SSL certificates, which are renewed automatically every three months?	No change in tender conditions and valid for the entire period of 5 years.

10	Regarding: Chapter 4 f), Page 12: "The proposed website has to be integrated with existing payment gateway (PG) / financial technology devices and application modules dependent thereof, to be developed, thoroughly tested, and certified by the PG/financial technology service provider for all the modules developed." a. Query: We were unable to locate a payment gateway on the website, though a pdf with a link to a SBI page was found under Admissions > Fee Payments and Policies. Please clarify.	The payment gateway is already integrated onto the current IISER Pune website and activated as per need basis.
11	Regarding: Chapter 4 i), Page 12 : "The firm empanelled through this process would be required to provide off-site warranty for five years, maintenance, and technical support from the date of issue of completion certificate, and annual maintenance of website / application with onsite technical support as required" a. Query: Please elaborate on what specific services you expect under the terms "maintenance and technical support". We understand these to mean ensuring that the website functions satisfactorily as it did on the day of delivery (going live). How will subsequent enhancements and changes (for e.g. smaller design or layout changes, or features enhancements be handled?)	IISER Pune expects that small changes such as addition of a logo or an image link on one or more of the institute pages, or addressing any technical issues be provided as part of maintenance. Provision should also be made for seamlessly adding new pages (such as for a new department), modules, fields etc. by IISER Pune. Should such activity require the intervention of the vendor, it should be at no additional cost during the off site warranty period of five years.
12	Regarding: Chapter 4 m), Page 12: "The website should be primarily in English and provide facility for the entire website in Hindi as well, and (optionally) other Indian languages." a. Query: Who will be responsible for translating existing content to Hindi (or other languages)? If IISER Pune will be responsible, can you ensure that all content will be translated by the delivery date (date of going live)? Finally, how many other languages (in addition to English and Hindi) are expected to be available on the date of delivery?	IISER Pune shall provide the content in Hindi. Only two languages (English and Hindi) are required.
13	Regarding: Chapter 4 n), Page 12: "The firm must be able to ensure that the website is security audited by a CERT-IN empanelled firm."	The vendor would have to bear the cost of the audit.

	a. Query: Who will bear the cost of this audit - IISER Pune, or the vendor (us)?	
14	Regarding: Chapter 4 u), Page 13: "The firm should be in a position to securely host the redesigned website at the premises of Government of India empanelled cloud service provider or at IISER Pune, as decided by the technical committee." a. Query: Who will bear the cost of hosting – IISER Pune, or the vendor (us)? Also, who will be responsible for server administration?	IISER Pune shall host the webserver on-premise and handle the server administration.
15	Regarding: Chapter 4 v), Page 13: "The firm should necessarily provide the detailed minimum hardware requirements of the webserver keeping in mind the scalability over a period of 5 years and proposed mechanism/techniques for necessary redundancy thereof to ensure zero downtime" a. Query: Is IISER Pune able to provide some data regarding peak traffic to the current website?	Traffic patterns on the webserver are of varying nature based on the activities in progress related to the various modules, being used by the external as well as internal users from time to time.
16	Good photography is essential to the appeal of a website. For e.g., it is usual for many companies to hire professional photographers to shoot photographs of the facilities and key personnel. Will IISER Pune be doing this, or will it be the responsibility of the vendor?	IISER Pune shall provide the required photos.
17	Stock images – websites often require stock images from online vendors. Will IISER Pune bear the cost of purchasing these assets?	Vendor would need to bear the cost of such stock photos (if, any). Vendor should also ensure that the photographs/designs/content/framework(s) used for the deployment of the website of IISER Pune are free of copyright violations and related issues as well as necessary permissions/rights are obtained prior to use, especially for this activity. The sole and entire responsibility rests on the vendor and IISER Pune absolves itself of

		any such responsibility in case of violations of copyrights/licensing policies etc.
18	We expect that there will be a considerable amount of manual data entry involved in migrating the existing content to the new website. Will IISER Pune provide resources to do this, or will this be the responsibility of the vendor?	It shall be the responsibility of the vendor.
19	Payment Gateway Integration: This is regarding integration of proposed portal with payment gateway. We would like to know the functionality that leads to the payment gateway performed by a customer / student. Also, we would like to know usage of payment gateway (user scenario) in existing system / portal.	The payment gateway is used in case of payments for conferences/admissions and any other activities, which involve digital transactions of IISER Pune from time to time.
20	Domain Requirement: Is a new domain to be considered for hosting a new proposed site or the same domain will have to be used? If the same domain is to be used then older website will have to be run from a new domain till the time new site/portal is up and running to the satisfaction. – Ref point: W of Chapter-4	The existing domain shall be utilized for this activity.
21	Price For service: As per the statement: 'The Bidders are requested to quote for Educational Institutional Price for services, since we are eligible for the same', It would be great if you can provide more information on the same / things to be considered.	As per tender conditions.
22	Integration : We'd like to know purpose of having integration of proposed portal with e-forms and GIS system.	e-forms for admissions/conferences etc. along with relevant location address maps are to be deployed for optimal utility and user friendly aspects of the website.