

	<p>भारतीय प्रौद्योगिकीसंस्थानमद्रासचेन्ने 600 036 INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 भंडार एवं क्रय अनुभाग STORES & PURCHASE SECTION Email: adstores@iitm.ac.in दूरभाष: (044) 2257 8285 / 8286 / 8287 / 8288 फ़ैक्स: (044) 2257 8292 Telephone : (044) 2257 8285/8286/8287/8288 FAX: (044) 2257 8292 GSTIN: 33AAAAI3615G1Z6</p>	
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G. Chitrapavai
Deputy Registrar (Stores & Purchase)

Dated : 04.06.2019

Tender No. IITM/SPS/Website Redesign/002/2019-20

Due Date: 24.06.2019
Before 2.00 p.m.

Dear Sirs,

On behalf of the Indian Institute of Technology Madras, Tenders are invited for the service of

“Redesign of the IIT Madras Website”

confirming to the specifications enclosed.

1	LAST DATE for receipt of Tender	: 24.06.2019 before 02.00 p.m
	Date & Time of opening of Tender	: 24.06.2019 @ 03.00 p.m
	Pre bid meeting :	Date and time: 12.06.2019 @ 3.00 pm Venue : 2nd floor, Conference Room, Administration Building, IIT Madras Clarifications if any on the specifications, tender conditions etc. may be raised and will be clarified during the pre-bid meeting for the above tender
	Technical Presentation Meeting	Date and Venue of technical presentation will be intimated to the vendors who have qualified the Pre-Qualification Bid
A	Submission of Tender	: Pre-qualification Bid, Technical Bid & Price Bid should be in separate cover with specification on the cover as “Pre-Qualification Bid”, “Technical Bid” & “Price Bid” as the case may be. All the above three independent covers should be placed in one big cover and sealed with the superscription on the left hand side OPEN TENDER FOR “Redesign of the IIT Madras Website” due on 24.06.2019 at 2.00 p.m. The tender cover should be sent to: Dr. JANE PRASAD, IP&T AFS REGISTRAR INDIAN INSTITUTE OF TECHNOLOGY MADRAS CHENNAI-600 036 Right is reserved to ignore any tender which fails to comply with the above instructions. Tender should be sent either by Registered Post Acknowledgement due or through messenger. If the Tender is sent through Messenger, the same has to be dropped in the TENDER BOX marked Stores & Purchase kept for this purpose in the REGISTRAR’S OFFICE (1st Floor of Administrative Building) before 2.00 PM on due date 24.06.2019. If it is by post (Registered Post or Speed post only) the same should reach before 2.00 p.m. i.e on the last date 24.06.2019 otherwise it will be summarily rejected. THE INSTITUTE SHALL NOT BE RESPONSIBLE FOR THE LATE RECEIPT OF TENDER ON ACCOUNT OF POSTAL OR ANY OTHER DELAY. THE TENDER BOX WILL BE CLOSED EXACTLY AT 2 P.M. ON 24.06.2019.

GUIDELINES, TERMS AND CONDITIONS OF TENDER

B	Searching for tender documents	: There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
C	Earnest Money Deposit (EMD)	: <ul style="list-style-type: none"> i. EMD of INR 40,000 (Rupees forty thousand only) should be transferred through NEFT/RTGS or any mode to the following bank account on or before due date 24.06.2019 before 2:00 p.m. Name : Registrar IIT Madras Bank : State Bank of India Account No. : 10620824305 Branch : IIT MADRAS IFSC CODE : SBIN0001055 ii. The EMD will be returned to unsuccessful Bidder, after finalization of the tender. The EMD shall be forfeited if any Bidder withdraws his offer before finalization of the tender or fails to submit the acceptance within 10 days from the date of award of contract. iii. The EMD amount should not be sent through DD. iv. Performance guarantee of INR 60,000 (Rupees sixty thousand only) has to be submitted by way of DD/ bank guarantee by the successful bidder only. v. The details of EMD payment to IIT Madras account have to be submitted in the Pre-Qualification Bid failing which the tender submitted by the bidder will be summarily rejected.
D	Marking on Pre-Qualification Bid	: <ul style="list-style-type: none"> i. The vendor eligibility criteria for this tender are given in the tender document (sl.no. 20). The tenderer shall go through the eligibility and submit the pre-qualification bid. ii. The Pre-Qualification Bid should be submitted as per proforma given in Annexure B along with the details of EMD payment and the supporting documents to support the vendor eligibility criteria iii. The Pre Qualification Bid covers of the various items should be put into one big cover super-scribed "Pre Qualification Bid" iv. All Pre-qualification Bid should have the page-wise heading as "Pre-Qualification Bid" and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.
E	Marking on Technical Bid	: <ul style="list-style-type: none"> i. The technical specification and scope of work for this tender is given in Annexure A. The tenderer shall go through the specification and submit the Technical Bid. ii. The Technical Bid should be submitted as per proforma given in Annexure C in the tender document along with the supporting documents. iii. The Technical Bid covers of the various items should be put into one big cover super-scribed "Technical Bid" iv. The technical bid should consist of all technical details and other technical, commercial terms and conditions v. All technical bid should have the page-wise heading as "Technical Bid" and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.
F	Marking on Price Bid	: <ul style="list-style-type: none"> i. Price bid should be submitted as per proforma given in Annexure- D ii. The price bid covers of the various items should be put into one big cover super-scribed "Price Bid". iii. All Price bid should have the page-wise heading as "Price Bid" and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.

2	<p>Preparation of Tender:</p> <p>a) You should quote as per our specification requirements by mentioning our requirements and your offer side by side and the rate should be in total as per our requirements. We will not make any calculation if you have mentioned the rates of items separately.</p> <p>b) The offer/bids should be submitted in three bid system i.e. Pre-Qualification Bid, Technical Bid and Price Bid separately.</p>
3	<p>Signing of Tender:</p> <p>The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and terms and conditions enclosed herewith. Each page of the bids required to be signed and bears the official seal of the tenderers.</p> <p>If the application is made by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above, their full typewritten names and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The applicant shall also furnish a copy of the Memorandum of Articles of association duly attested by a Public notary.</p>
4	<p>Period for which the offer will remain open:</p> <p>i. Firms tendering should note the period for which it is desired that their offers should remain open for acceptance. If the firms are unable to keep their offers open for the specified period they should specifically state the period for which their offers are being provided, however, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p> <p>ii. Quotations qualified by such vague and indefinite expressions such as ‘subject to immediate acceptance’, ‘subject to prior sale’ will not be considered.</p> <p>iii. The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender</p>
5	<p>Opening of Tenders: You are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date specified in this document.</p>
6	<p>Prices:</p> <p>i. The prices quoted must be Nett as per the technical specification mentioned in Annexure A and must include all charges and other statutory levies. The prices quoted by the Tenderer should be inclusive of GST and other statutory levies (and should be clearly stated to be so) which will be paid by the IITM/if legally leviable at the rate ruling on the date of supply as specified in the Acceptance of Tender. The percentage of tax etc. included in the price should be indicated in clear terms. If the inclusive price is not given, we will treat your offered rate as inclusive rate and comparison be made with others.</p> <p>ii. Detailed description of the payment milestones may be mentioned</p> <p>iii. Discount, if any, should be indicated prominently.</p> <p>iv. The Quote should be in INR Only.</p>
6	<p>No Advance Payment will be made for Indigenous purchase/Work/Service. Payment will be made only after satisfactory completion of work/Supply/Service.</p>
7	<p>Terms and Conditions: Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non compliance will likely to lead to rejection of offers.</p>
8	<p>Right of Acceptance: IIT MADRAS reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.</p>
9	<p>Communication of Acceptance: Acceptance by the Purchaser will be communicated by Post, if required, and the Company’s acceptance communicated to us formally in writing.</p>
10	<p>In the event of the date of opening of tender being declared a closed holiday for the Indian Institute of Technology Madras the due date for opening will be following working day.</p>

14	<p>Tenderer shall submit along with his Tender:</p> <p>Name and full address of the Banker and their swift code and PAN No. and GSTIN.</p>
15	<p>Jurisdiction: All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of Tender is issued.</p>
16	<p>Force Majeure: The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <ul style="list-style-type: none"> • For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. • If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
17	<p>The bidder shall study the scope in detail before submitting bid.</p>
18	<p>Vendor Eligibility Criteria:</p> <ol style="list-style-type: none"> 1. Vendor must be located in Chennai or must have executed projects for clients in distant location. (Proof of registered office in Chennai or proof of servicing clients in distant location by the bidder must be submitted (i.e.) work order / project completion certificate (copy to be attached). 2. The VENDOR organization must have been in the web design and development business for last 3 years from the date of closing of this tender (relevant documentary proof of previous projects executed/agreement copies pertaining to the last three years work etc. should be submitted) 3. At least 3 projects of similar size, scale (as per the Section 2.4, 2.5 and 2.6 in Annexure A) and functionality must have been successfully carried out. Here size defines the amount of data maintained by the portal. This can be defined as a combination of the following two <ol style="list-style-type: none"> a) By the number of webpages indexed by search engines with an extensive web usage b) The number of distinct data items available in the content repository of the CMS <p>Scale (as per the Section 2.4, 2.5 and 2.6 in Annexure A) is defined as the number of accesses to the portal as given by Google Analytics (analytics.google.com).</p> <p>Functionality is defined as given in the functional requirements. (A self attested document describing the organization, period of the project, size of team, cost, size, scale (as per the Section 2.4, 2.5 and 2.6 in Annexure A) and functionality supported should be submitted as proof).</p> 4. At least one of the projects executed must involve the design and deployment of a web portal using a content management system like Drupal, Joomla, or Wordpress. Description of such design project of a webportal containing the content architecture and the visual layout of the portal should be submitted (A link to the specific web-portals along with a mention of the CMS used in that Webportal should also be submitted as proof). 5. The vendor must have well-qualified and experienced design and service team to execute the project. The vendor must include the LinkedIn profiles of the team members who participated in previous projects for different organization mentioning the details of the project. 6. Profile of major clients projects handled in the past 3 years supported by necessary documentation and links to the webportals should be submitted. 7. Should have an annual financial turnover of Rs.100 Lakhs during the last 3 years ending 31 –3 –2018. This should be certified by a chartered accountant. Necessary final account statement should be attached. 8. Performance report issued by the client in respect of completed works mentioned in sl.no. 3 of vendor eligibility criteria should be attached. 9. The Bidder should be registered in India and should be a 100% subsidiary of the parent company, if applicable. Necessary proof to be attached.

<p>19</p>	<p>Number of Bids and their Submission</p> <p>The bidders should submit the bids in three bid system as detailed below:-</p> <p>Bid I - Pre-Qualification Bid</p> <p>The details called for in the Vendor Eligibility Criteria (Sl.No. 18) of the Guidelines, terms and conditions of the tender) along with all relevant proof needs to be submitted in a separate cover as per proforma given in Annexure-B</p> <p>The proof attached should be indexed and page numbers of the attached proof should be clearly mentioned in the Pre-Qualification Bid format</p> <p>Bid II - Technical Bid</p> <p>The bidder should go through the scope of work given in Annexure-A of the tender document, understand the requirement of IITM and submit their technical bid covering the following details as given in Annexure-C.</p> <ol style="list-style-type: none"> 1. Description of your Understanding of the Scope of Work, your vision for the project and other relevant information. 2. Justification for the choice of the CMS and the benefits that the CMS brings to IIT Madras in terms of quality of user experience, quality of system administration, the security of the portal and the backward compatibility with the CMS of the current portal 3. Detailed description of the webportal design using the appropriate CMS. 4. Detailed description of the installation and configuration information of the CMS and their relevance with respect to the functional requirements. 5. Overall implementation process for the IIT Madras website, Project stages, milestones and benchmarks, and process for post-launch support and service 6. Background of the organization submitting the proposal, including the profiles of the top management. 7. A note justifying the suitability of the vendor for this project, including a summary of the project development approach for this project may be submitted. 10. Proposed Design/Development/ Support Team and their qualifications and experience 11. The LinkedIn profiles of the current team members of the organization who are likely to participate in this engagement must also be included. 12. A PowerPoint presentation covering all the aspect of technical bid should be presented to the Tender Committee. The date and venue for technical presentation will be intimated to the vendors at a later date. <p>Bid III Price Bid</p> <p>The price bid should be submitted in a separate cover as per the proforma given in Annexure-D. The Quoted price should be inclusive of all cost and statutory levies</p> <p>All the above three individual bid covers should be placed in one big cover and sealed with the superscription on the left hand side TENDER FOR “Redesign of the IIT Madras Website” due on 24.06.2019 at 2.00 p.m</p>
<p>20</p>	<p>Evaluation of Bids</p> <p>Bid evaluation will take place in three stages.</p> <p>Stage 1: Evaluation of Pre-Qualification Bid</p> <p>The Pre-Qualification Bid of the bidders will be evaluated and bid of vendors who have qualified all the criteria stipulated in vendor eligibility criteria (sl. No.18) will alone be selected and their technical bids will be opened</p> <p>Stage II: Technical Bid Opening of Qualified Vendors</p> <p>The technical bid of vendors who have qualified the Pre-Qualification Bid will be evaluated as per the technical submission made in the technical bid and also based on the technical presentation made to the Tender Committee. The technical submission and technical presentation together are considered for technical bid evaluation.</p>

	<p>The technical bid will be evaluated for 100 marks and the bidder should score minimum 50 marks out of 100 to qualify the technical bid. The bidders who have scored less than 50 marks will be rejected. The technical bid of bidders who have scored 50 and more alone will be qualified for opening of price bid.</p> <p>Stage III: Price Bid</p> <p>Price Bid with the lowest quoted amount (L1) will be assigned a financial score of 100 and other bids will be assigned scores that are inversely proportional to their quoted amount</p>																				
21	<p>Selection of vendor and Award of Work</p> <p>The successful VENDOR will be selected based on an assessment of skills, experience, and understanding/analysis of the project scope and cost (QCBS).</p> <p>The total score, both technical and financial, shall be obtained by weighing the technical and financial scores and adding them up. The calculation for arriving at the total combined score (Technical and Financial score) is given below.</p> <table style="margin-left: 40px;"> <tr> <td>Marks obtained by a Bidder for the technical bid</td> <td>=</td> <td>M</td> <td></td> </tr> <tr> <td>Amount quoted by the lowest bidder</td> <td>=</td> <td>L1</td> <td></td> </tr> <tr> <td>Amount quoted by a Bidder</td> <td>=</td> <td>L</td> <td></td> </tr> <tr> <td>Points for Financial proposal of the bidder</td> <td>=</td> <td>$(L1/L) \times 100$</td> <td>= F</td> </tr> <tr> <td>Combined technical and financial score (H) of the bidder</td> <td>=</td> <td>$M \times 0.7 + F \times 0.3$</td> <td>= H</td> </tr> </table> <p>The combined technical and financial scores of all the bidders will be calculated as above and the bidder who secures the highest combined score (H1) will be selected as the successful contractor.</p>	Marks obtained by a Bidder for the technical bid	=	M		Amount quoted by the lowest bidder	=	L1		Amount quoted by a Bidder	=	L		Points for Financial proposal of the bidder	=	$(L1/L) \times 100$	= F	Combined technical and financial score (H) of the bidder	=	$M \times 0.7 + F \times 0.3$	= H
Marks obtained by a Bidder for the technical bid	=	M																			
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Combined technical and financial score (H) of the bidder	=	$M \times 0.7 + F \times 0.3$	= H																		
22	<p>Deviations: Any deviations in terms of payment terms, delivery period, warranty etc should be mentioned clearly with suitable justification by the vendor in a separate sheet under the heading 'Deviations'. This sheet should be included in the technical proposal. If no deviations are mentioned, then it will be assumed that the vendor has accepted entirety as mentioned in the tender document and is bound to deliver the same.</p>																				

sd/-
Deputy Registrar
(Stores & Purchase Section)

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of tender document. I/We totally understand the terms and conditions and agree to abide by the same.

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

DECLARATION

This is to certify that the I/We before signing the Price Bid have read and fully understood all the terms and conditions contained in the document and undertake myself / ourselves to strictly abide by them.

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

**TECHNICAL SPECIFICATION
REDESIGN OF THE IIT MADRAS WEBSITE**

1. PROJECT OVERVIEW**1.1 Statement of Purpose**

The Indian Institute of Technology Madras (IIT Madras) seeks a VENDOR to respond to this Request for Proposal (RFP) to design and develop a new website at www.iitm.ac.in to be completed and delivered to IIT Madras.

2. PROJECT BACKGROUND**2.1 About Indian Institute of Technology Madras**

- a) IIT Madras is an institute of higher learning. The Institute has sixteen academic departments, several advanced research centres and laboratories in various disciplines of engineering, pure sciences, arts, and management.
- b) www.iitm.ac.in is the official website of Indian Institute of Technology Madras . With the rapid advancement of internet and mobile technologies and there is an increase in website access from mobile devices, there is a need to upgrade the IIT Madras website so that it is rich in content and is accessible across a variety of devices like mobiles, tablets, laptops and desktops.

2.2 Target Audience

The audience of IIT Madras website consists of

- a) Prospective and Current Students
- b) Parents of prospective and current students
- c) Prospective and Current Faculty
- d) Researchers
- e) Industry
- f) Alumni
- g) General Public and visitors to the campus

2.3 Details of Current Website

- a) The existing website at www.iitm.ac.in was launched in the year 2012. It is built on the content management system Drupal 7 installed on the LAMP stack.
- b) The design of the current website is focussed on intuitive navigation and presentation of content. It does not have the search features to extract information regarding researchers, projects, facilities and opportunities available at IIT Madras.

2.4 Information on the existing website

- a) Number of pages: 66 Total (66 indexable) without Post
- b) Number of Document Assets: 50nos not in dynamic form
- c) Total users: 1,385,784
- d) Sessions: 2,514,614
- e) Page Views: 4,813,529
- f) Returning visitors: 305,375
- g) New Visitors: 1,331,122

2.5 Browsers used to Access www.iitm.ac.in

- a) Chrome : 1061875
- b) Firefox : 121735
- c) Safari : 57198
- d) UC Browser : 38525

2.6 Devices used to access www.iitm.ac.in

S.No	Operating System	Users
1	Windows	650,950
2	Android	52,283
3	iOS	52,283
4	Linux	39,619
5	Macintosh	36,757
6	(not set)	4,564
7	Windows Phone	2,398
8	Samsung	845
9	Tizen	747
10	Chrome OS	672

A large number of webportals exist for different stakeholder units of IIT Madras and are NOT part of this website revamp. For example, there are portals for Alumni, students, faculty and staff, individual academic departments, centres, and central facilities, to name a few. These webportals are sub-domains and external links that are independently developed and managed, and this arrangement will continue. The only role of the VENDOR here is to accurately incorporate these webportals into the navigation structure of the revamped www.iitm.ac.in.

2.7 Goals and Objectives

The existing website needs to be redesigned and restructured for a positive user experience. The new website should incorporate all current website content and primary web services.

The new website must be scalable so as to handle the addition of new sections, content and features. The new website must appeal to the various audience types.

a) The new website should support the following goals of visitors

- a.1 Reflect a vibrant and world-class academic institution.
- a.2 Engage all categories of visitors with relevant information to their queries
- a.3 Be 'Mobile First' and 'Responsive' – a mobile experience that adapts to laptops
- a.4 Follow Universal Design principles to maximise accessibility
- a.5 Support smooth navigation
- a.6 Provide an informative search of the website content to find experts, facilities, research groups, laboratories, and industrial consultancy.
- a.7 Promote user engagement and social sharing.

b) The new website should support the following goals of website administrators

- b.1 Provide for the quantitative tracking of visitor in interests determine directions for future innovation and to build stronger and more lasting relationships with visitors.
- b.2 The website and the content must be secure against intrusion
- b.3 Adhere to best practices in the industry regarding design and development
- b.4 Should provide for features to different stakeholders of the Institute to create, approve, and update content.
- b.5 The CMS should be backward compatible with the CMS of the current webportal.

2.8 Competitive Set

The following are comparable websites that may be used as references

- a) University of California – Berkel <https://www.berkeley.edu/>
- b) Stanford University - <https://www.stanford.edu/>
- c) California University of Technology - <http://www.caltech.edu/>
- d) Carnegie Melon University - <https://www.cmu.edu/>
- e) Georgia Tech - <https://www.gatech.edu/>
- f) Massachusetts Institute of Technology - <http://www.mit.edu/>

3. PROJECT SCOPE

- a) IIT Madras requires the services of a VENDOR to provide user experience design, website development, content presentation, launch and **support for a period of one year after launch** of www.iitm.ac.in
- b) The selected VENDOR must work in collaboration with the identified IIT Madras team to understand requirements and obtain ongoing guidance as required.
- c) The scope of work is a full and complete redesign from discovery to launch, followed by ongoing support and services (not including content management).

3.1 General Requirements from the VENDOR

The selected VENDOR must assess the needs and requirements of various user groups, priorities of the Institution, and review the current website content and structure. The selected VENDOR must deliver to IIT Madras a fully operational website as described in the Goals and Objectives.

Milestone Description and Committee

The selected vendor will work in collaboration with a Project Evaluation Committee to be constituted. The collaboration will involve the following activities with mutually identified milestones at the start of the engagement:

- a) A project plan for the entire scope of work with inputs from IIT Madras (architecture of the webportal and schedule for implementation, deployment and testing)
- b) The Web portal design template must be done by **the vendor in collaboration with the Institute. It must include** at a minimum:
 - b.1 A consistent look and feel for the website that will work with mobile and tablet browsers using Responsive Web Design and conform to W3C standards
 - b.2 New website content information architecture that supports easy access information interoperable with the information architecture of the current website.
 - b.3 A navigation layout for the entire website that will be approved by IIT Madras before proceeding with the website development
- c) A comprehensive “full function” multilingual CMS on LAMP stack software solution that includes, but is not limited to, template creation, security and approval levels, WYSIWYG content editor, versioning, content scheduling, etc.
- d) A website tested across all major browsers – Chrome, Internet Explorer, Firefox, Safari, and UC Browser.
- e) Migration of all content and documents from the existing Drupal CMS based website into the proposed CMS-based website

- f) Conversion of documents to content to be done in discussion with IIT Madras.
- g) CMS configuration must include the appropriate CMS security features in conjunction with the available Web Application Firewall at the Institute.
- h) CMS configuration must include appropriate multilingual features to enable creation and rendering of multilingual content.
- i) Preparation of handover documentation including but not limited to system installation and configuration, system specification, functional specifications, operating manuals.
- j) Transfer of CMS along with the installation and configuration to the IIT Madras team in-charge of the website.
- k) Any other Additional details required to provide a new fully operational website.
- l) A Technical Support plan that covers routine and event-based support for a period of one year after handover
- m) Hosting – the development of the website must be compatible with the hosting environment available at IIT Madras. This includes the staging and production environments.

3.2 Functional Requirements

The minimum viable product should include the following features:

- a) A Content Management System on LAMP stack
- b) All current content on the website should be migrated to the new website.

The selected VENDOR must work in collaboration with the IIT Madras team to migrate assets and content including but not limited to text, graphics, audio and video. Further, in collaboration with IIT Madras team the documents on the current website should be converted to CMS content.

For User Experience

- c) Use a Mobile First and Responsive theme of the CMS.
- d) Install and configure appropriate multi-lingual modules in the CMS.
- e) Install and configure media modules in the CMS and provide support for additional media types as an when necessary.
- f) Install and configure search, search auto complete, views modules, and other necessary modules to provide an informative search feature.
- g) Implement an information architecture and content classification that distinguishes accesses to the portal from audience internal to IIT Madras and external to IIT Madras.
- h) Install and configure necessary CMS modules for responsive navigation
- i) Install and configure CMS modules for Social Sharing integration and maintain existing Social Media presence.
- j) Install and configure CMS modules to integrate existing payment gateway and also gather information for the purpose of payment.
- k) Provide contact forms to get in touch with different stakeholders of the institute.
- l) The website must conform to the accessibility guidelines WCAG 2.1 (<https://www.w3.org/TR/WCAG21/>)
- m) Compatibility - uniform look and feel, consistent display in all devices, operating systems and commonly used browsers such as Mozilla Firefox, Internet Explorer, Chrome, Safari, Opera, and UC Browser.

For Web Administrators

- n) Update an Events Calendar based on the published weekly campus news and postings on different Mailman lists.
- o) Configure access to all other relevant databases.
- p) Track the accesses to individual pages and integrate site/traffic analytics
- q) Full optimisation for Search Engine performance

Prospective VENDORS are encouraged to review the existing website to see what other functionality or features are needed or may be useful for website visitors. Plans for any other proposed web features must be noted as separate line items in technical submission and the summary pricing or project cost.

SCHEDULE OF TENDER

Name of Organization	Indian Institute of Technology Madras
Tender Type (Open/Limited/EOI/Auction/Single)	OPEN
Tender Category (Services/Goods/Works)	Services/Works
Type/Form of Contract (Work/Supply/Auction/ Service/ Buy/ Empanelment/ Sell)	Works
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Redesign of the IIT Madras Website
Source of Fund (Institute/Project)	IIT Madras
Is Multi Currency Allowed	No
Date of Issue/Publishing	04.06.2019
Document Download/Sale Start Date	04.06.2019
Document Download/Sale End Date	24.06.2019
Last Date and Time for Uploading of Bids	24.06.2019 before 02.00 pm
Date and Time of Opening of Technical Bid	24.06.2019 at 03.00 pm
EMD	Rs.40,000/-
No. of Covers (1/2/3/4)	3
Bid Validity days (180/120/90/60/30)	120 Days
Address for Communication	The Deputy Registrar Stores & Purchase Section IIT Madras Chennai – 600 036
Contact No.	For Queries : 044- 2257 8285/8287
Email Address	adstores@iitm.ac.in

PRE-QUALIFICATION BID

Sl.No.	Vendor Eligibility Criteria	Compliance (Yes/No)	Reference Page No.	Remarks, If any
1	Vendor must be located in Chennai or must have executed projects for clients in distant location. (Proof of registered office in Chennai or proof of servicing clients in distant location by the bidder must be submitted (i.e.) work order / project completion certificate (copy to be attached))			
2	The VENDOR organization must have been in the web design and development business for last 3 years from the date of closing of this tender (relevant documentary proof of previous projects executed/agreement copies pertaining to the last three years work etc. should be submitted)			
3	At least 3 projects of similar size, scale (as per the Section 2.4, 2.5 and 2.6 in Annexure A) and functionality must have been successfully carried out. Here size defines the amount of data maintained by the portal. This can be defined as a combination of the following two a) By the number of webpages indexed by search engines with an extensive web usage b) The number of distinct data items available in the content repository of the CMS Scale (as per the Section 2.4, 2.5 and 2.6 in Annexure A) is defined as the number of accesses to the portal as given by Google Analytics (analytics.google.com). Functionality is defined as given in the functional requirements. (A self attested document describing the organization, period of the project, size of team, cost, size, scale (as per the Section 2.4, 2.5 and 2.6 in Annexure A) and functionality supported should be submitted as proof).			
4	At least one of the projects executed must involve the design and deployment of a web portal using a content management system like Drupal, Joomla, or Wordpress. Description of such design project of a webportal containing the content architecture and the visual layout of the portal should be submitted (A link to the specific web-portals along with a mention of the CMS used in that Webportal should also be submitted as proof)			
5	The vendor must have well-qualified and experienced design and service team to execute the project. The vendor must include the LinkedIn profiles of the team members who participated in previous projects for different organization mentioning the details of the project.			
6	Profile of major clients projects handled in the past 3 years supported by necessary documentation and links to the webportals should be submitted.			
7	Should have an annual financial turnover of Rs.100 Lakhs during the last 3 years ending 31 –3 –2018. This should be certified by a chartered accountant. Necessary final account statement should be attached.			
8	Performance report issued by the client in respect of completed works mentioned in sl.no. 3 of vendor eligibility criteria should be attached			
9	The Bidder should be registered in India and should be a 100% subsidiary of the parent company, if applicable. Necessary proof to be attached.			

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

TECHNICAL BID

Sl.No.	Vendor Eligibility Criteria	Compliance (Yes/No)	Reference Page No.	Remarks, If any
1	Description of your Understanding of the Scope of Work, your vision for the project and other relevant information			
2	Justification for the choice of the CMS and the benefits that the CMS brings to IIT Madras in terms of quality of user experience, quality of system administration, the security of the portal and the backward compatibility with the CMS of the current portal			
3	Detailed description of the webportal design using the appropriate CMS			
4	Detailed description of the installation and configuration information of the CMS and their relevance with respect to the functional requirements			
5	Overall implementation process for the IIT Madras website, Project stages, milestones and benchmarks, and process for post-launch support and service			
6	Background of the organization submitting the proposal, including the profiles of the top management.			
7	A note justifying the suitability of the vendor for this project, including a summary of the project development approach for this project may be submitted			
8	Proposed Design / Development / Support Team and their qualifications and experience.			
9	The LinkedIn profiles of the current team members of the organization who are likely to participate in this engagement must also be included			
10	A PowerPoint presentation covering all the aspect of technical bid should be presented to the Tender Committee. The date and venue for technical presentation will be intimated to the vendors at a later date.			

**SIGNATURE OF TENDERER ALONG WITH
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PRICE BID

Bidder should quote as per the following format

Sl.No.	Job Description	Bid Amount (in INR)
1	Redesign of the IIT Madras website as per scope of work mentioned in this tender	
2	Costs of post-launch support and service for one year	
	TOTAL	
4	GST	
	GRAND TOTAL	

Total Bid Amount (in words)

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SEAL OF THE COMPANY WITH DATE**