SOUTH ASIA FORUM FOR INFRASTRUCTURE REGULATION (SAFIR)
Sectt: Central Electricity Regulatory Commission (CERC)
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'SAFIR' invites sealed quotations from reputed Consultancy firms by 09. 04.2015 upto 1500 Hrs. for "Engagement of Agency for Designing, Developing, Hosting and Maintenance of SAFIR Website" (Quotation No. 5/7/2010-Web/CERC/SAFIR) Detailed Terms of Reference (ToR) are available on the website of "CERC" i.e. www.cercind.gov.in.

Deputy Chief (Regulatory Affairs), CERC

"Tender document for Design, Development, Hosting and Maintenance of SAFIR Website"

1.0 Introduction

South Asia Forum for Infrastructure Regulation (SAFIR) is an Association which aims to provide high quality capacity building and training on infrastructure regulation and related topics in South Asia through a network of regional and international institutions and individuals. SAFIR proposes to engage an agency for designing, developing, hosting and maintenance of SAFIR Website. The SAFIR Website is presently hosted at Virtual Server of Go Daddy and domain name is provided by M/s Nettlinx (www.safirasia.org). The current website is developed using sharepoint.

2.0 Objective

To redevelop, host and maintain the website of SAFIR with provision of Discussion Forum and E- Library. The website should be in English and should be operated throughout the year (24x7) with an uptime not less than 99.50% with compatible design as per requirement of SAFIR.

3.0 Scope of Work

3.1 Designing of Website

The developer ("Agency') shall consider the following aspects while designing SAFIR website:

i. The developer is required to design the SAFIR website to display the full range of activities of SAFIR along with images etc. The developer should study the activities of SAFIR and propose the structure of SAFIR website. The content (which interalia contains English text and images) will be provided by SAFIR Secretariat. The developer should provide the features for smooth functioning, upgradation and updating of website as per requirement of the SAFIR; approximate number of pages in the website are 80.

ii. The developer should propose the functionalities suitable to the content of the SAFIR to make website more advanced, useful to the users of SAFIR website;

iii. The website should be developed on popular open source platform. Any software, hardware etc. required for designing and development of the website should be arranged by the developer at his own cost. Necessary IP configuration related to DNS servers have to be performed by the developer;

iv. The developer is required to study requirement for the website, which when agreed upon by the SAFIR, will form part of the Agreement to be signed with SAFIR. The desired navigation structure, general functionalities and reference points for the design will be discussed with the developer prior to start of work. It is expected that developer will offer their suggestions in this regard.

v. The site design must be cross browser and cross OS compatible up to the most recent browser/OS versions including Internet Explorer, Firefox Mozilla, Google Chrome, Netscape, Opera and many others. Support for three platforms: Desktop/Tablet or Notebook and Mobile form will be required;

vi. The developer should develop the suitable portal in the redesigned website for interactive features as per the requirement of SAFIR for discussions, sharing of information, furnishing views of the members/users etc. The developer should ensure that this portal has limited accessibility to the extent of registered users. In this regard, the developer shall bring the suitable options as per the latest trends/technology being used in the industry;

vii. The developer should provide the features of SAFIR E-Library, Virtual Working Groups and Discussion Forum in the redesigned website. The detail requirement of these features is given in **Appendix I.**

3.2 Features of SAFIR Website:

i. The website should have provision and advanced features to manage the documents, quick retrievals, traceability, advanced search option as per latest industry standards;

ii. Facility to manage section wise News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events and can also add caption to the pictures, facility to search news via a strong search engine, facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWYG editor;

iii. Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption;

iv. Graphical User Interface (GUI) to create a new page with formatted content and ability to add, move, delete, modify menus on the site;

v. Developer should provide interface via GUI, through which authorized user can publish documents, information on website.

3.3 Hosting and Maintenance of SAFIR Website

The agency should be responsible for hosting, maintenance, updating and upgradation of the website as per requirement as mentioned below:

i. The agency will host the website in co-ordination with service provider. The agency must abide by the condition of hosting the website throughout the year. The website should be operated throughout the year (24x7) with an uptime not less than 99.50% with the compatible design as per requirement of SAFIR and should be updated regularly as per the requirement of SAFIR. The agency will be required to provide server space and bear the cost of hosting and developing website.The response time of website upload and page upload should not exceed 3 seconds. The space requirement may be calculated.

ii. The developer will have to collect information and images from the departments of SAFIR. Once the website is commenced, the agency will have to inform the officer in charge of the SAFIR about the updates required during the maintenance period. Though GUI console shall be provided for the website to add, modify edit contents but in case of any difficulty faced by SAFIR, updating, editing and creation of various pages and graphics will be the responsibility of the agency. The updating will includemodification /addition/ replacement of website content. The information for updating will be provided by officer- in- charge of SAFIR.

iii. The redundant current local back up of website at all times should be maintained by the agency. It is the responsibility of the agency to monitor website regularly and upon request of SAFIR, undertake conversion of documents to HTML/php or any other suitable language;

iv. The agency will have to follow preventive measures to avoid any hacking or illegal access as per industrial practice. The agency will also monitor the site using latest technologies and make changes that improve the site performance for faster download and improved content spread;

v. The developer should provide facilities such as mailboxes, search features including search within the document, high uptime, management of log files, facility to monitor web hits and database connectivity if required. The agency shall have to furnish complete details of the hosting account viz. ftp details, mail server details, other details required for operating the web site.

4.0 Duration of the Assignment:

4.1 The bidder will have to implement the re-designing and development of the new website duly tested on test server work within 4 weeks from the date of assignment of work or agreement, whichever is later.

4.2 The successful bidder will have to provide the maintenance and technical support for one year from the date of launch of the website.

4.3 On successful completion of one year, the successful bidder may be awarded the Annual Maintenance Contract of the website for which the bidder is expected to quote the rates separately in the financial bid. The annual maintenance contract of the website will be awarded for a period of one year or part of the year, at the discretion of SAFIR. The period of annual maintenance contract will be extended on year on year basis, at the discretion of SAFIR, on satisfactory performance of the bidder.

5.0 Deliverable, Copyright and Documentation

5.1 The successful bidder agency should provide the complete documentation of the website to the SAFIR which includes user manual and technical manual. Further, the bidder should provide training to the administrator of the website at their own cost.

5.2 The successful bidder agency should provide the source code of the developed site and provide administrator training to CERC internal staff regarding updation, creating new pages etc in the website both through administrative module and coding.

5.3 Copyright and ownership of website and data will be with SAFIR, Secretariat. The bidder will hand over the complete website to the SAFIR for the purpose of copyright and intellectual ownership. The bidder should also provide source code and configuration files.

6.0 SUBMISSION OF BIDS

6.1 **Technical Bi**d: The bidder shall submit their proposal as per requirement of SAFIR as specified in the scope of work in accordance with the terms and conditions and in prescribed format as at **Annexure 1**. The bidder shall specify the technology it intends to use for developing the website. The bidder is required to submit two (2) copies of bids for Technical offer (each of which will be treated as original) along with soft copy of the Technical offer in a pen drive (read only) duly sealed in an envelope. The bidder is required to submit one copy of Financial offer, duly sealed in separate envelope.

6.2 **Financial Bid**: The bidder shall submit the Financial Bid in prescribed format as at **Annexure-II**. The bidder should submit their financial bid in INR and shall be considered as final. The price would be inclusive of all taxes, duties, charges and levies as applicable. The price should be firm during the contract period and no adjustment/escalation of the contract price shall be made on account of any variations or reasons affecting the total cost in fulfilling the obligations under this agreement.

6.3 The bidders should examine all instructions, forms and terms and conditions of the tender notice and any subsequent revisions or clarifications. The bidder to furnish all information as mentioned in this TOR. The bid not conforming to the requirements in every respect will be at the bidder's risk and would be liable to be rejected.

6.4 SAFIR does not intend to buy any third party software for database or for some features etc. Vendor should include the cost of such components in the Development cost

6.5 The bids shall remain valid for 90 days after the date of opening the bid by SAFIR. On expiry of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally withdraws his proposal. Any conditional bid will be liable to be rejected as non responsive bid.

7.0 Last date for submission of bid

The Bids (both Technical and Financial) must be received by Secretariat, SAFIR at the address specified in tender notice not later than 09th April, 2015 up to 1500 hours. SAFIR, at its own discretion, may extend the deadline for submission of bids and notify the same through print media/website of Central Electricity Regulatory Commission (www.cercind.gov.in).

8.0 Payment Schedule

No payment shall be made in advance nor will any loan from any bank or financial institutions be recommended by the SAFIR for this work. The payment for this work will be governed as under:

8.1 **40%** of development, hosting charges (excluding cost of annual maintenance contract) shall be payable on final commissioning of the website and accepted by the SAFIR;

8.2 **30%** of development, hosting charges (excluding cost of annual maintenance contract) shall be payable on successful completion of final hosting duly tested ;

8.3 **30%** of development, hosting charges (excluding cost of annual maintenance contract) shall be payable on successful completion of one year of hosting duly tested ;

8.4 Quarterly payment of maintenance charges at completion of quarter.

9.0 Qualification Criteria

9.1 The bidder should have minimum experience and expertise of 5 years in designing, development, hosting and maintenance of website of similar scale.

9.2 The bidder should have successfully completed a minimum of 5 similar projects of web development during the last five years.

10.0 Evaluation Criteria

10.1 The bids will be evaluated by an Evaluation Committee. The eligible bidders as per Clause 9 will be shortlisted by the Evaluation Committee. The shortlisted bidders may be called for interaction and presentation for technical evaluation by the Evaluation Committee.

10.2 The presentation shall contain details of the conception of the bidder about the work, the project, methodology, the technologies proposed to be used in the work, some websites designed by the bidder containing features similar to that required by the SAFIR, some design templates which the bidder proposes to use at the SAFIR and the team who would be actually working on the project.

10.3 The Evaluation Committee may, at its discretion, call for additional information or/and live demonstration of technical capability of creating websites or seek clarifications from the bidder(s). Such information has to be supplied within the time frame set out by the Evaluation Committee; otherwise the SAFIR shall make its own reasonable assumptions and do the evaluation accordingly. Seeking additional information / clarifications cannot be treated as acceptance of the bid. The bidders shall provide all the necessary documents, and reference information as desired by the Evaluation Committee.

10.4 Technical component will carry 70% weightage and financial component 30% weightage

10.5 The shortlisted bidders will be called for interaction with the CEC and their technical performance will be evaluated based on the following criteria:

Technical Parameters	Maximum Score
a) Experience of the firm: The bidder's relevant experience for the successful completion of similar assignment during last five years (Number of years in operation of the firm for similar works)	20
b) Experience of the execution similar project: The bidder's relevant project execution of the similar assignment during last five years (List of similar projects completed successfully)	20
c) Approach and Methodology: The bidders approach and methodology to design, develop, hosting and maintenance of SAFIR website including design, testing, deployment of technology, software or system proposed to be used etc.	40

d) The qualifications and experience of the designing /editing staff proposed	20
Total Technical Score	100

10.6 The minimum qualifying marks in the Technical Evaluation is 70% of the total score for technical component.

10.7 Only those bidders, who qualify technically as per Clause 10.6, would be considered for Financial Evaluation.

10.8 **Weight for Financial Parameters**: Proposal with the lowest quoted price will be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their process.

10.9 The total score will be obtained by weighing the Technical and Financial scores

10.10 Only successful bidder would be communicated the award of the assignment

10.11 The right to reject any or all bids rests with SAFIR without assigning any reasons.

11.0 SPECIFIC TERMS AND CONDITIONS
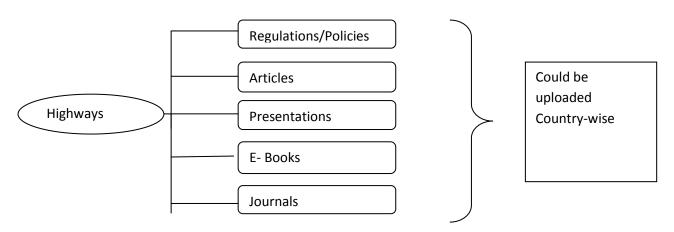
11.1 The rates quoted by the bidder for the assignment shall be all inclusive (hardware / software / manpower and taxes).

11.2 The bidder qualifying the eligibility criteria will be required to give a demonstration on the proposed workflow.

11.3 The bidder shall have to arrange its own staff. SAFIR would neither bear any expenses nor accept responsibility for the same.

11.4 SAFIR will provide the documents, pictures etc. as required to be updated on the website, to the authorised representative of the bidder on day to day basis under proper receipt. It will be responsibility of the bidder to return the documents to the SAFIR under acknowledgement in the same shape and condition in which it was taken. The bidder will ensure that the documents/files handed over to it are kept in proper condition and no document is soiled/lost/misplaced/damaged.

11.5 The successful bidder has to customize the system application and supply to SAFIR along with source code and database and will hand over complete website to SAFIR for the purpose of copyright and intellectual ownership. Copyright and ownership of website and all relevant data will also be with SAFIR.

11.6 Time is essence of the contract and the Bidder shall adhere to the time schedule and deadline as prescribed by SAFIR for execution of the work. On the completion of work, the bidder shall hand over the database to SAFIR which shall become the property of SAFIR for all intents and purposes.

12.0 The address for submission of the proposal and seeking clarifications is given below:

The Assistant Secretary
South Asia Forum for Infrastructure Regulation
C/o Central Electricity Regulatory Commission
3rd & 4th Floor, Chanderlok Building
36, Janpath. New Delhi
Phone: 011-23753920

Appendix I

SAFIR E-LIBRARY

- It is envisaged to provide information (regulations/policies, e-books, journals, presentation etc.) and bring about awareness pertaining to infrastructure regulatory framework of the members of South Asian countries of SAFIR through an E-library on SAFIR Website. This information would be useful in making new regulations and creating conducive environment for infrastructure sector. The information would be easily accessible to SAFIR members/ subscribers of the e-library.

- The SAFIR e-library would be an online, fully cross-searchable portal consisting of a large set of documents. The likely collection would consist of publication of SAFIR and member countries policies working papers, e-books and presentations etc. The e-library subscriber would be benefitted by having access to the SAFIR database across sectors and various member countries. SAFIR secretariat could also go for other online database available in the market depending on the responses and need of the members.

- Every SAFIR member/ subscriber would be provided with a login username and password to access the e-library. It would be classified into various sections as per the six different sectors i.e. Highways, Telecom, Ports, Water, Power and Petroleum & Natural Gas. If any organisation/ association or regulatory body other than SAFIR member would like to access the e-library than it would have to pay the required subscription to SAFIR.

- E-library would be managed by SAFIR Secretariat, CERC. If members would wish to upload any material in e-library section, then they would send the data to SAFIR Secretariat. Expected number of Users is around 250. There should be an option for members to register for E-library. However, SAFIR Administration approval should be mandatory for assigning membership. The agency should create a User Registration Page and SAFIR Approval Page.

- The user would be provided with a two way option to search for the desired document. One would be on the basis of search by country i.e. from India, Pakistan, Nepal, Bangladesh, Bhutan , Sri Lanka and other would be through search by sector i.e. from six different sectors.

- The major sections for the e-library would be classified according to the six different sectors of infrastructure. These sectors would be having subsections as per different information which would be uploaded. All material could be uploaded in PDF format.

- The structure of the e-library could be as follows

The other sectors would also be structured in the same manner.

- Alerts to be sent to members when new documents are uploaded on the library portal as per User chosen area of interest viz, Highways, Telecom, Ports, Water, Power and Petroleum & Natural Gas.

DISCUSSION FORUM

This section is to provide a communication platform for the effective rollout of 'Virtual Working Groups'. Once the Group Leader creates a topic, other members

- Can view the topic wise replies posted in the forum.
- Can contribute with their replies for the selected topic.

- Members of SAFIR willing to use the facilities of discussion Forum would be required to furnish user information in the system for one time before the first use of the Forum. There should be an option for members to register for the Discussion Forum

- Email integration of Users of Discussion Forum and E-Library

- Features in discussion forum for members:
  - Sector wise distribution
  - New topic addition
  - Uploading documents, sharing documents etc

/ ANNEXURE – I /

DETAILED TECHNICAL PROPOSAL

(Two (2) copies of the proposal alongwith a soft copy (read-only) in pen drive in sealed envelope to be submitted to Assistant Secretary, SAFIR.)

I.   GENERAL INFORMATION:

1.   Title of the Proposed assignment   :

2.   Name and address of the Agency   :

3.   Name & Designation of the Key Person   :

4.   Contact address of the Key Person   :
      (E-mail/Fax/Telephone)

5.   Net-worth/Turnover of the Agency   :

II.   BIDDER INFORMATION :

6.   Experience of the firm in the relevant field
      (in designing, maintenance and operation of the
      similar type of websites) (in Years)   :

7.   Total Number of projects completed during last five
      Years (attach the list of projects) :

III. (A) TECHNICAL SPECIFICATIONS:

8.   i. Department(s) of the agency where the assignment will be carried out

      ii. Other department(s), if any, which will collaborate in this assignment

9.   Brief review of the state-of-art in the field.

10.   Detailed specification for the assignment.

   a) **Project Methodology:** The bidder is to describe how they conceptualize the project and proposes to implement it includes the equipments, technology, methodology, flow of work, activity, time schedule and management. (Attach additional sheets, if required).

   b) **Technology to be Used:** The bidder is to provide a comprehensive list of technologies to be used by them for each component of the project like CMS, programming, database, control panel etc. (Attach additional sheets, if required).

11. Facilities available for the proposed work in the applicant's agency.

12. Previous experience of the proposer in this or related field

(B) HARDWARE AND SOFTWARE SPECIFICATIONS:

13. Details of hardware proposed to be used for the aforesaid work (computers/servers specifications, model, make etc.)

14. Details of software proposed to be used for the aforesaid work

15. Any other details/information

IV. Biographical sketch of the designing /Editing Team

(i) Name

(ii) Designation

(iii) Date of Birth

(iv) Education and Experience

(a)   Academic Qualifications

Degree	University	Field(s)	Year

(b)   Experience

Institution	Topic of work done	Period

(v) Additional information (if any)

/ ANNEXURE – II /

DETAILED FINANCIAL PROPOSAL

I. **GENERAL INFORMATION:**

1. Title of the proposed assignment :

2. Name and address of the Agency :

3. Name & Designation of the Key Person :

4. Contact address of the Key Person : (E-mail/Fax/Telephone)

5. Net-worth/Turnover of the Agency :

6. Certificate of authorization in case of combined bid of agencies should be attached.

II. **COST PROPOSED:**

7. **Amount (inclusive of all taxes and duties) of Cost proposed for:**

Components	Basis	Amount (in Rs.)	Taxes	Total (in Rs.)
(I) Designing and Development of the website (One time) **(II) Website Hosting Hosting, Designing/Editing and domain name Charges (Annual)** **(III) Maintenance Charges Annual)** **a. Flat Rate** **b. Per Page Rate**	**(Please indicate detailed charges)**			
Total				

(Note : Inclusive of all taxes and duties)

(RUPEES _____)

Signature of the Representative of the agency