



भारतीय पैकेजिंग संस्थान
Indian Institute of Packaging

An autonomous body under the Ministry of Commerce & Industry, Govt. of India

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IIP/Admin./Quotation Notice/2020/02

26th February, 2020

Tender Notice for Development of New IIP Website

Quotations in Sealed envelopes are hereby invited from reputed, experienced website designing companies for development of new IIP website. Interested agencies may submit their proposals/bids with all-inclusive charges in sealed envelope superscribed “Tender Bid for Development of New IIP Website” on or before 6th March, 2020.

Agencies to submit their Company Profile, Client List, Turnover for last three years, (Category A/B ISP License), Audited Financial Statement including Audit Report for last three years.

Any clarification in this regard may be discussed with Assistant Director (GA & IT) and quotation/proposal in sealed envelope may be submitted addressed to the undersigned.

Tender Clauses:

1. IIP reserves the right to accept or reject any or all of the tenders/bids received by it either in part or full relating to the work under this tender document without assigning any reason whatsoever.
2. IIP may also withdraw or cancel the tender at its sole discretion. IIP also does not bind itself to accept the lowest bid. The bids will be finalized or shortlisted by the Institute on the basis of competitive pricing offered and quality of service agreed to be provided by the agency.
3. Contract Period will be one year from the date of installation and bandwidth delivery. In case of services not found to be satisfactory, the contract will be terminated the Institute without giving any notice. The contract may also be terminated, extended or curtailed subject to requirements and non-satisfactory services.

4. IIP can decide to extend the period of annual maintenance contract for next two years mentioned in the tender document as per the rates fixed for the AMC period (2020 – 2021) based on good quality service/s offered and satisfactory performance rendered by the appointed agency.
5. IIP reserves the right to negotiate the quoted price with the successful bidder.

Afsha Siddiqui
Asst. Director (General Admin. & IT)

Scope of Work / Deliverables

Name of Website: www.iip-in.com

Purpose, Objectives of Website:

IIP website should be designed with the latest website designing technologies keeping in mind creativity, appearance, functionality, easy access meaning fast loading of website pages.

Website to be developed as per Institute's functional and technical requirements.

The website should assist its viewers / target audience / probable clients to be able to view, understand the various functions/activities of the Institute and easily find/search and get relevant information about the Institute's activities, functions and services. The viewer of the website should easily be able to access relevant information required as per requirement.

Information on website should be designed and displayed in sections for easy access of relevant information required by the users.

Website should be dynamic and designed with attractive display of Institute's activities and functions through dynamic display of picture through picture banners on IIP website homepage and other pages.

Website documentation to be submitted by the vendor proposing the planned methodology to attract new website viewers, increase of overall hits and website traffic.

Design of pop-ups or separate windows for highlighting the events/activities taking place on the current date for increasing awareness about Institute's activities happening from time to time in head-office – Mumbai and regional offices in Delhi, Chennai, Kolkata, Hyderabad & Ahmedabad.

Website planning, flow, process, design, development, testing, implementation etc. should be explained and defined in detail in a document (website documentation) for better understanding of the website by the Institute.

Training to be provided by the agency.

Agency to provide their best/most accurate pricing proposal for the website designing services.

Website to be hosted on new cloud server with new domain name. Website should be secured and all required security aspects to be integrated while designing and hosting of new website.

Secure website to be developed using the latest website designing technologies and software/web platform with a robust and secure database enabling IIP to easily retrieve website data through report generation.

Website to be developed with latest technologies enabling faster loading of website thereby enhancing the overall experience of the website user.

Development of new fully manageable dynamic website for Indian Institute of Packaging.

The website should be dynamic and mobile compatible.

Contents of the entire website should be manageable, updatable by the Institute.

Source code of IIP website will be handed over to the Institute for carrying out any kind of changes in the website source code for changing, upgrading and updating of IIP website. Password of Admin site to be handed over to IIP to enable updating of site by IIP office. Old IIP website www.iip-in.com to be used as reference by the development agency for designing and development of new dynamic IIP website.

Onsite, remote and telephonic support and service to be provided by the agency for smooth functioning of the website

Report generation functionality to be given for knowing total number of hits day wise, month and year wise, number of hits function/activity wise, region wise across India and world.

Search Engine Optimization for listing IIP website on top in google search page when specific words like packaging, package, Institute, packaging institute, packaging courses, testing, UN certification, shelf life etc. are searched in google search engine.

The website homepage and other website pages will have different category of Institute's activities/services and functions as mentioned below:

- Dynamic picture banner on website homepage for highlighting the various activities of the Institute.
- Banners for announcements & news.
- Banner for Tenders and advertisements: New and closed/archived tenders.
- IIP Website Search.
- Career/Vacancy
- Display of year wise and region wise activities of IIP.
- Training & Education: Two Years Full Time Post Graduate Diploma in Packaging, Eighteen Months Diploma in Packaging through Correspondence, Three Months Intense Training Course, Executive Development Programs.
- Laboratory Testing for Packaging: General testing for Packaging, Material Testing, Testing for Transportation of packaged goods, hazardous packaged goods, FIBC, UN Certification.
- Research & Development – Basic & Applied Research
- Consultancy & Projects: Advisory Visits to Companies for providing consultancy to industries for packaging of goods to increase shelf life, designing of new or redesigning of packages etc.
- IIP Membership: Why IIP Membership, benefits, membership form, Updatable IIP Membership List
- Legal page showing: Citizen charter, Service bye laws, Memorandum of Association, Recruitments Rules, Standard Operating Procedure, Various Committees like Grievance Committee,
- Bi-monthly Packaging India Magazine – Subscription form, Contract form
- Advertise with us: Advertisement in IIP Packaging India Magazine
- IIP Annual report for last three years
- IIP Library
- Online Purchase Subscription of IIP publication
- Feedback Form
- About IIP
- IIP Evolution: Milestones of IIP
- IIP Team - Technical & Non-Technical
- IIP Centers: Display of IIP Centers and Centre In-charge details.
- International Links
- IIP Alumni
- IIP Awards: Indiestar & Pacmachine Awards: Call for Entries
- IIP Event Calendar

- IIP Payment gateway for payment of charges for all IIP activities, enrollment of all IIP courses online
- Online Admission
- IIP Picture Gallery
- IIP Video Gallery

Agency Experience and Qualifications:

The agency needs to be in the said business of website designing and development for last ten years and produce all such agreements and contracts, preferable agency to have worked with government organizations under Ministry of Commerce, Government of India.

Agency to have known how and experience of all latest secure website building technologies.

References:

- IIP existing website.
- Websites of autonomous bodies under Ministry of commerce like IIFT, NIC,

Scope of work may not have included or identified certain requirements or categories of services, hence concerned head of department, official/staff/employee of the institute handling specific activity mentioned in the scope of work should be consulted for any information required regarding the website and feedback may be taken regarding working of the individual segments of the website or whole. IIP Head of Department

Evaluation Criteria

The agency will be evaluated based on the following criteria:

The agency needs to be in the said business of website development for more than ten years and should produce all relevant details and agreements/ contracts to the Institute for scrutiny, preferable agency to have worked with government organizations under Ministry of Commerce.

Performance Measures:

Website performance will be measured based on the feedback of internal users of the Institute and external users.

Theme Development

Document detailed customer requirements and obtain acceptance of requirements by customer.

Graphic design services

Develop custom website designs and interfaces, adhering to established standards and guidelines

Website layouts – homepage, landing pages, secondary and tertiary pages, etc.

Logos, branding or identity

Banner ads or promotional graphics to link back to customer sites.

Provide and/or purchase on behalf of the customer, photographs and images for use in design of websites

Design of the following website functionalities:

[Customer to add any special functionality that would need graphic design prior to development, such as photo rotators, filters, data presentation, etc.]

Migration and development of web content (i.e., text, documents, PDFs, etc.)

Development services – includes, but is not limited to, development of the following functions:

Template development

Content development and/or migration

Forms

Surveys

RSS feeds

Search capabilities/functionality

Web analytics

Transaction based services (e.g., payments, etc.)

Functional & Quality Assurance Testing

- Conduct user acceptance testing
- Conduct accessibility testing
- Functional and quality assurance testing on website includes the following:
 - Browser support
 - Operating systems
 - Screen resolutions including responsive for mobile
 - Assistive technologies
 - Color blindness
 - Text sizing
- Post Testing Development & fixes

Provide resolution for all defects identified during the testing phase.

Documentation Development

Document test results and provide final report to customer

Content management user documentation

Training documentation

Website Maintenance

Provide file and database backup and restore assistance

Purchase and maintain/renew software subscriptions on behalf of clients

Provide software upgrades to support customer website functionalities

Provide content management system security updates and/or upgrades

Provide disaster recovery response times and assistance

Liaison between customer/client and hosting company.

Liaison between the customer and any third-party vendors used by vendor to support customer's website. Ability to communicate technical information to non-technical personnel in an easy to understand way.

Project Close Letter: represents final sign off on the solution provided by the vendor. Signed by both the vendor and the customer agreeing solution has been delivered to the satisfaction of both parties. Signals the start of maintenance (if applicable).

Design Acceptance Letter to be agreed upon by the agency and the Institute before the development starts.

Functional Development

Screen mockups to be provided by the agency to the Institute for viewing how the website will look when completed.

Functional & Quality Assurance Testing:

Post Testing Development & Fixes

Test Results/ Deficiencies detailed report to be provided by the agency of testing results and any deficiencies that remain in the system. All deficiencies should have a document resolution and delivery date for resolution.

Training to be provided to Institute's website administrator and Institute's end users.

Provide training to customer on maintaining website features and functions.

Provide training and/or knowledge transfer for:

Use of content management system(s).

Use of other software or tools in support of website.

Administration functions including, but not limited to, user access/password resets.

Theme Development: creating the custom theme based on requirements; ensuring that the theme meets accessibility requirements; developing template pages for different sections of the site and different functionalities.

Design Document : detailed design of the proposed solution with IIP requirements clearly stated. This document to detail out how the vendor proposes to meet all of IIP requirements.

Functionality Development: adding and customizing modules to meet functionality requirements.

Functional and Quality Assurance Testing: Includes accessibility testing and W3C validation.

Post Testing Development and Fixes: troubleshooting and fixing any issues found in testing.

Documentation Development: developing training documentation for technical support staff.

Training: Technical training for technical staff on maintaining features and functionality.

Website Maintenance: may include technical maintenance and programming, graphic design and editing, troubleshooting and site assessments, assistance with HTML or building content, forms and surveys, etc.

Agreement

The statement of work and work request process will result in the award of work to one of the short-listed agencies. The award will be documented and formalized in a work order or a purchase order document.

Once all aspects of the agreement are established, the agency and Institute will sign and document any other agreements on attachments. Both parties will initial, and maintain a copy with the materials supporting the agreement.