

# Request For Proposal (RFP)

**Selection of Firms/Agencies**

**For**

**Web Design, Development & Management**



**KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT  
CORPORATION**

**(A Statutory Body of Government of Kerala)**

**KINFRA Corporate Head Office, KINFRA House, TC 31/2312, Sasthamangalam P.O,  
Thiruvananthapuram, Kerala, India - 695 010**

**|Tel: 0471-2726585 | Fax: 0471-2724773 | Web: [www.kinfra.org](http://www.kinfra.org) |**

### 1. Genesis :

KINFRA has been pioneering the industrial infrastructure development in the State since its inception in 1993. As a part of coping up with the technological updation, KINFRA hosted its official website. The website provides the details of various KINFRA Park offices, land availability in various parks, allotment procedures, news and events etc. The respective document is to identify suitable firms/agencies who can manage the website regularly for KINFRA.

### 2. About KINFRA:

Kerala Industrial Infrastructure Development Corporation (KINFRA) is a statutory body of Government of Kerala aiming at bringing together all the suitable resources available in the State and developing infrastructure to support the industrial growth of the State. KINFRA has identified about 20 core competency areas and has 22 well-defined industrial parks of which many are functional and some are in the launching phase. Each of these Parks offers comprehensive infrastructure and support services to the clients. The most important feature of KINFRA is that it offers single window clearance facilities. The Head Office of KINFRA is located in Trivandrum - the capital city of the State of Kerala.

### 3. Scope of services

- Re-design and re-develop exiting website to introduce new features, improve dissemination of data / information generated under the project / department with citizens / stakeholders and to improve overall service delivery, bringing it up-to-par with World-class sites with the following features.
  - Multi-lingual support (English and Malayalam)
  - Content Management System (CMS) based website which can be maintained by the agency/ KINFRA staff
  - A Web-blog facility (interactive – public interfacing)
  - Incorporate Customer Redressal System (CRS) / Grievance Redressal Mechanism
  - Revamp the design into a new and more user-friendly site structure
  - Multiple user access.
  - Re-write the website content to be more search engine / mobile friendly.

- Training to KINFRA staff on website maintenance and content update.
- Support and Maintenance service (Technical and Functional Support)
- Development of necessary content for the pages in website
- **Restructuring:**
  - Mobile friendly/Search engine friendly design / pages
  - New revamped design
  - Website shall provide access to concurrent users with Fast loading facility
  - Adopting the best practices from the websites of the neighbouring States
  - **A detailed Site Map** – an outline of the website to aid both people and Search Engines finding the web pages
  - **A mobile-optimized website** - Mobile support is also a great way to boost and maintain engagement and participation with public.
  - **Important website links** (G2G, B2B, G2C portals)
  - **Linked to profile pages in Social networks** such as Facebook, Twitter & LinkedIn, etc
  - Website shall have the provision to integrate the web based land management module proposed to be developed for KINFRA and other promotional agencies.
  - Use fully open source technologies in front end and back end (database) which is compatible with Government policies
  - Warranty and maintenance service (AMC) for one year from operation acceptance.
  - All of the contents from the existing site shall be migrated into the new content management system with necessary changes as required

#### **4. Functions / Key Results Expected**

The selected Firm/Agency will be required to Design and establish a new KINFRA website to match request from the office of KINFRA ensuring the completion of following tasks within the timeline (listed below with priority):

- **Interactive and appealing web design:** Web Designs are very subjective, we expect the hired company/firm to show-case their best elements in delivering a best suited web design options.
- **Secured & Authenticated Web Access:** Access to web to be authenticated. Identified staff members from different locations should be able to access it with ease.
  - The site shall be designed to be used across a wide range of browser including: IE 9 or later, Firefox, Chrome, Safari, Opera and other commonly

used browsers. The site must be tested on various platforms such as Windows 7 or later versions, OSX and Ubuntu.

- **Photo & Video Bank:**
  - Generating auto thumbnail for quick view in the photo gallery;
  - With features such as caption, Date uploaded, copyright info for video and audio;
  - Create Folders and Sub Folder;
  - Share / send via email link and photograph (optional) ;
- **Blog:** Website should be capable of having Blog(s) which can be updated through admin panel of CMS.
- **Population of Content:** Short descriptions of the content provided by KINFRA have to be further developed by the Firm/Agency and used in the website with approval of KINFRA.
- **Level of Access Rights:**
  - Users with Restricted permission;
  - Users with Full privilege (Administrator / Super user) permission;
- **Search:** Basic and Advance Search
- **Analysis:** Website usage analysis monthly report.
  - Who accessed it; What document is uploaded; pages accessed; *(With other standard Usage Analysis features)*
- **Archive :** Customized and automated Archival of tender, career, news

## 5. IT Acceptance Criteria

The Firm/Agency is expected to fulfil the below **IT acceptance criteria**:

- All the web design, development and deployment will be done by Firm/Agency in consultation with KINFRA Team. The deployment includes the setting up of environment and installation of the software to be done by the Firm/Agency on the KINFRA approved/provided server (including sufficient certifications if any).
- The Firm/Agency will provide Configuration Documentation and Installation Guide/Standard Operating Procedures (SOP) which should clearly state how to manage the website, details of the database, environment and its configuration, etc. User manual / admin manual should be provided.
- The services would be considered to have been delivered when:
  - ✓ The application Source code is given by the Firm/Agency to the KINFRA Office in a DVD or any secondary device, as advised by KINFRA.
  - ✓ The application is installed in temporary server and all requirements and conditions are met as stated in the IT acceptance criteria.

- ✓ The application with all its features listed as per this document is up and running and available on the web.
- ✓ The administrator level training is completed and all the users of the application can operate the system.
- ✓ Cost for Domain registration, purchase of server for website hosting, SSL / STQC certification, Merchant Accounts if any will be done by KINFRA.
- ✓ Necessary graphics and images needed for development of the website will be provided by KINFRA.
- ✓ Short descriptions of the content to be created by the Firm/Agency will be provided by KINFRA which should further be developed and used in the website.

## 6. Deliverables

The Assignment will be considered complete on:

- Hosting of website to the temporary server provided by KINFRA/3<sup>rd</sup> party hosting provider ;
- Complete handover of installation (include user / admin manual, source code, technical knowledge) to KINFRA staff;
- Transfer of all user / copy rights to KINFRA;
- Firm/Agency must submit the Sample Website Design, Wireframe and Software Requirement Specification (SRS) before final programming stage;
- Necessary training to KINFRA staff on maintenance of Website;

## 7. Project Timeline and Warranty

- **Proposed timeline:** It is expected to be completed within maximum time limit of 45 working days from signing of contract.
- **Support:** Expect the Firm/Agency to provide one year AMC support period which will start from operational acceptance and once the website will be fully operational from production server.

## 8. Training, Maintenance / Support Period

The Firm/Agency will transfer the website to specified web server after operational acceptance from project team.

- Firm/Agency will provide **one year maintenance** and technical support for the website, as per the details below:
- During **one year of AMC**, following is expected:
  - **Trouble shooting:** In case site is down, any link is broken, any functionality not working properly etc.

- **Technical Assistance:** In case Website needs to be shifted from one server to another, any patch up-gradation on Open Source CMS and server etc.
- **Remote support** for assistance in changing/editing/modifying modules, webpage via call or emails (if at all required).
- **Bug fixes** for any existing functionality.
- The Firms/Agencies shall clearly specify the terms and conditions of the AMC.

#### **9. Website Hosting**

The website should be hosted in the Government Data Centre once the STQC certification is taken by KINFRA. Till such certification is obtained, the hosting must be done on a temporary server provided by KINFRA/3<sup>rd</sup> Party hosting provider. The agency will undertake responsibility for performing the migration from temporary server to the Government Data Center.

In case of any technical issues / error occurs on the KINFRA website, Firm / Agency will recover the website from the backup and assist in getting up and running;

#### **10. Eligibility Criteria:**

1. The Firm / Agency should be a registered entity with a legal status. Copies of Certificate of incorporation / Registration, PAN Card and Service Tax Registration/GSTN number should be submitted.
2. The Firm / Agency should be in operation for a minimum of 2 years as on 1st April 2017. A certificate to this effect from a Chartered Accountant should be submitted.
3. The Firm/Agency should have a registered office in Kerala.
4. The Firm / Agency must have a cumulative annual turnover of Rs.25, 00,000/- or above (Rupees Twenty Five Lakh or above) during the last three financial years (2014-15, 2015-16 and 2016-17). A certificate to this effect from a Chartered Accountant should be submitted.
5. The Firm / Agency should have experience in handling website management work for at least 3 Central Government / State Government organizations/PSU. Copies of all the relevant documents should be submitted (including the turnover of the clients for whom work has been undertaken).
6. Self Certification stating that the Firm / Agency or its Subsidiaries / Associates are not Debarred / Blacklisted by any Central / State Governments, Government Departments, Government Bodies or PSUs.
7. Any other detail which the Applicant Firm / Agency feels relevant in this regard.

### **11. Directives to Firms/Agencies:**

- The Firm/Agency shall furnish an Earnest Money Deposit (EMD) of Rupees Twenty Five Thousand only (Rs.25,000/-) by way of Demand Draft drawn in favour of **The Managing Director, Kerala Industrial Infrastructure Development Corporation (KINFRA)**, payable at Trivandrum **along with the Technical Bid in a cover super scribed "Earnest Money Deposit for KINFRA Website Design, Development & Management"**.
- The EMD of all unsuccessful Firms/Agencies will be returned within a period of thirty (30) days from the date of signing of the agreement with the successful Firm/Agency. The EMD of any Firm/Agency, whose bid is rejected on account of being non-responsive or non-reasonable in accordance with the RFP, will be returned within a period of thirty (30) days from the date of intimating the rejection of bid by KINFRA to the Firm/Agency.
- All enquiries should be submitted on the following address in writing, by letter or e-mail or facsimile transmission;

**The Managing Director,  
Kerala Industrial Infrastructure Development Corporation (KINFRA),  
KINFRA House, 31/2312,  
Sasthamangalam, Thiruvananthapuram- 10, Kerala  
Tel: 0471 2726585  
Fax: 0471 2724773  
Email: [mail@kinfra.org](mailto:mail@kinfra.org)**

- **Bid Validity** :-Each bid shall indicate that it will remain valid for a period not less than 90 days from the due date of the submission of the bid (Bid due date). KINFRA reserves the right to reject any bid, which does not meet this bid validity requirement
- **Sealing and Marking of Bids:-** The Firm/Agency would provide all the information as per this RFP, and KINFRA would evaluate only the bids received in the required format. The Technical Bids and Financial Bids should be separately submitted in sealed envelopes, super scribed "Technical Bid" and "Financial Bid" respectively in separate envelopes. In the envelope super scribed 'Technical Bid', the Firm/Agency should enclose the envelope containing the EMD along with the Technical Bid. Both these envelopes (*envelope super scribed 'Technical Bid' and envelope super scribed 'Financial Bid'*) should be enclosed in another envelope super scribed "**Application from firms/agencies for KINFRA Website Design, Development & Management**".

- The envelope shall be addressed to:

**The Managing Director,  
Kerala Industrial Infrastructure Development Corporation (KINFRA),  
KINFRA house, 31/2312,  
Sasthamangalam, Thiruvananthapuram-10 Kerala,  
Tel No: 0471 2726585**

- KINFRA assumes no responsibility for the misplacement or premature opening of the bids submitted not in accordance with the prescribed procedure as above. KINFRA will not be responsible for any postal delays or delay in transit for submitting the Bids.
- **Right to accept any Bid and to reject any or all bids**  
Notwithstanding anything contained in this RFP, KINFRA reserves the right to accept or reject any Bid/ Bids and to annul the bidding process and reject all bids, at any time prior to the signing of the agreement without incurring any liability to the rejected Firm/Agency or any obligation to inform the affected Firm/Agency of the grounds for rejection. The evaluation of the applications submitted by the Firm/Agency shall be undertaken based on details submitted by them as per the requirement of this RFP document. No clarification/additional information in this regard will be sought from the Firm/Agency. The Firm/Agency shall not be required to submit on their own, additional information or material subsequent to the date of submission and such material, if submitted, will be disregarded. It is thereof essential that all the details are submitted by the Firms/Agencies accurately and specifically as per the requirement of this RFP. However KINFRA reserves the right to ask any clarification from the Firm/Agency for details submitted, if it so desires during evaluation.
- **Financial Bid:**
  - ✓ The Firm/Agency should submit the quotations of professional fees in Indian Rupees. The Financial Bid should have the Total Price of the bid inclusive of all taxes.
  - ✓ No subjective condition will be accepted in the Financial Bid.
- **Force Majeure:**
  - ✓ War, invasion, revolution, riots, sabotage, lockouts, strikes, work shut-down imposed by Government Acts or legislature or other authorities, stoppage in supply of materials, fuel or electricity, breakdowns of machinery, act of God, epidemics, fires, earthquakes, floods, explosions, accidents, sea navigation blockades or any other acts or events whatsoever which are beyond



reasonable control and which shall directly or indirectly prevent completion of the project within the time specified in the agreement, will be considered Force Majeure. The Firm / Agency shall be granted necessary extension of time to cover the delay as caused by Force Majeure without any financial repercussions.

- ✓ Should one or both parties be prevented from fulfilment of the contractual obligations by a state of force majeure, the two parties shall consult each other and decide regarding the future execution of the contract.

Application to be submitted in the following format:

Sl. No.	Description	Details
1	Name of the Firm / Agency	
2	Main area of Business	
3	Status (company/firm/partnership)	
4	Name of the Proprietor/Partners/Directors	
5	Major Products being Manufactured at present/Services offered	
6	Location of Corporate Office	
7	Location of Manufacturing Units/subordinate offices	
8	Turnover in the last 3 years	

### **12. Evaluation:**

- Only those who meet the minimum eligibility criteria as mentioned above shall be invited to make the Technical Presentation on Methodology, Work plan, Deployment of professional team etc.
- The technical presentation shall be evaluated by a committee constituted by KINFRA. This committee will short list Firms/Agencies based on their competence as revealed in the presentation.
- The Financial Bid of only those Firms/Agencies, who are short listed by the evaluation committee after the presentation, will be opened after intimating the short listed Firms/Agencies.

**NB:** KINFRA reserves the right to reject any or all of the proposals submitted in response to this application at any stage without assigning any reason whatsoever.

**13. Signing of Agreement & Consultation Fee:**

- KINFRA shall prepare the agreement duly incorporating all the above terms and conditions for signature by KINFRA and successful Firm/Agency. The successful Firm/Agency will be required to execute the contract Agreement within 7 working days from the date of issue of the Letter of Award. One copy of the agreement duly signed by KINFRA and the Firm/Agency through their authorized signatories will be supplied by KINFRA to the Firm/Agency.
- The Firm/Agency shall be paid the consultancy fees as per the payment schedule. The fee shall be inclusive of all taxes and nothing extra shall be payable.

**14. Payment Schedule:**

- 100% payment shall be released on successful completion of the work within the prescribed timeline and acceptance of the same by KINFRA.

**15. Time Line:**

<b>Sl. No.</b>	<b>Activity</b>	<b>Date</b>
1	Release of Notification	29/03/2018
2	Submission of Application	07/04/2018

**16. Submission:**

The application should be enclosed in separate sealed envelope super scribed **‘Application for selection of firms/agencies for the Design, Development & Management of KINFRA Website’** and should reach in the address given below on or before **7<sup>th</sup> April 2018**. Submission of application through email will not be accepted.

**ADDRESS:**

**The Managing Director,  
Kerala Industrial Infrastructure Development Corporation (KINFRA),  
KINFRA House, 31/2312,  
Sasthamangalam,  
Trivandrum – 695010  
Kerala, India  
Telephone: - +91 471 2727281 / 2727282  
Fax: - +91 471 2727241  
E mail: [mail@kinfra.org](mailto:mail@kinfra.org)**