

REQUEST FOR PROPOSAL

For

APPOINTING A WEB DEVELOPMENT AGENCY FOR GREIVANCE MANAGEMENT SYSTEM

of

FOOTWEAR DESIGN & DEVELOPMENT INSTITUTE



Footwear Design & Development Institute

Ministry of Commerce & Industry, Govt. Of India

A-10/A, Sector-24, NOIDA-201301 (U.P)

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Website: www.fddiindia.com

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ACTIVITY SCHEDULE

The schedule is subject to change and notice will be provided through website.

Activity	Details
RFP/Bid Ref No. & date	FDDI/ITSC/GMS/WDA/2022-01 dated 20.09.2022
Address for submission of bid & for all communications	Manager (ITSC) Footwear Design & Development Institute Ministry of Commerce & Industry, Government of India A-10/A, Sector-24, Noida-201301 Tel: 0120-4500100 Fax: 0120-2412556, 2411301
Bid information	Bid document can be downloaded from our website www.fddiindia.com
Bid information	Techno-Commercial proposal , as per terms & conditions detailed in the RFP
Last date of Submission of Bid	Till 11:30 AM on 04/10/2022
Bid Opening date / time / venue	04/10/2022 at 12:30 PM
Language of the bid	English

Important Notice:

- This RFP document is not transferable.
- Bidders are advised to study the RFP carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- The response to this RFP should be full and complete in all respects. Incomplete or partial bids will be rejected.
- The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the institute. The institute will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- The institute reserves the right to reject any or all the bids without assigning any reason thereof.
- The costs of preparing the proposal including visit / visits to the institute are not reimbursable.
- The institute can extend the time for submission of all the proposals.

INTRODUCTION

Footwear Design & Development Institute, commonly known as “**FDDI**” is the leading institute in India for infrastructure development for the footwear industry and Human Resource Development. FDDI is a society registered under the societies Act, 1860, sponsored by the Ministry of Commerce & Industry, Government of India, having its Head office at A-10/A, Sector-24, NOIDA, Gautam Budh Nagar-201301, Uttar Pradesh hereinafter called “**Institute**”, intends to issue this bid document , hereinafter called **Request For Proposal** or **RFP**, to the parties, to participate in the competitive bidding for appointment as an Web Development Agency for design, development & implementation of web based application system for Grievance Management across FDDI Campuses.

This document is meant for the exclusive purpose of bidding as per the terms & conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

Background

Footwear Design & Development Institute is implementing the Grievance Management System for its students and staff across all campuses.

REQUEST FOR PROPOSAL

The institute invites sealed techno-commercial proposal from all eligible agencies for being appointed as Development Agency for design, development & implementation of web based application for GRIEVANCE MANAGEMENT SYSTEM as per the terms & conditions contained in this Request for Proposal (RFP)

The RFP document can be downloaded from the Institute's Website www.fddiindia.com. Further information can be received for the institute at the address given above from 10.00 a.m. to 5.00 p.m. on all days from Monday to Friday.

1 PRE-QUALIFICATION

The agency should have the following:

- I. Minimum 1 year of experience in implementing web applications and web site design & development and maintenance.
- II. Has designed at least 1 dynamic web site in the last 12 months.
- III. Should have the ability to contribute beyond strict scope of the contract definition.
- IV. Strong programming skill in .NET, J2EE, Java, JSP, HTML, PHP, Perl, Java Script, ASP etc.
- V. Technically qualified and well experienced manpower for design and development of web based application. The support team should be engaged full time and proficient in the relevant computer software and tools.
- VI. Supporting documents need to be submitted wherever required.

2 DESCRIPTION & SCOPE OF WORK

Footwear Design & Development Institute (FDDI) is rated among the premier Footwear design and retail institutions in the country. FDDI is providing full time UG & PG degree programmes in the area of Footwear, Fashion, Retail & Leather Goods from its 12 full-fledged campuses across PAN India.

The Purpose of the software system is to provide an online platform for end to end Grievance handling for students and staff across FDDI campuses.

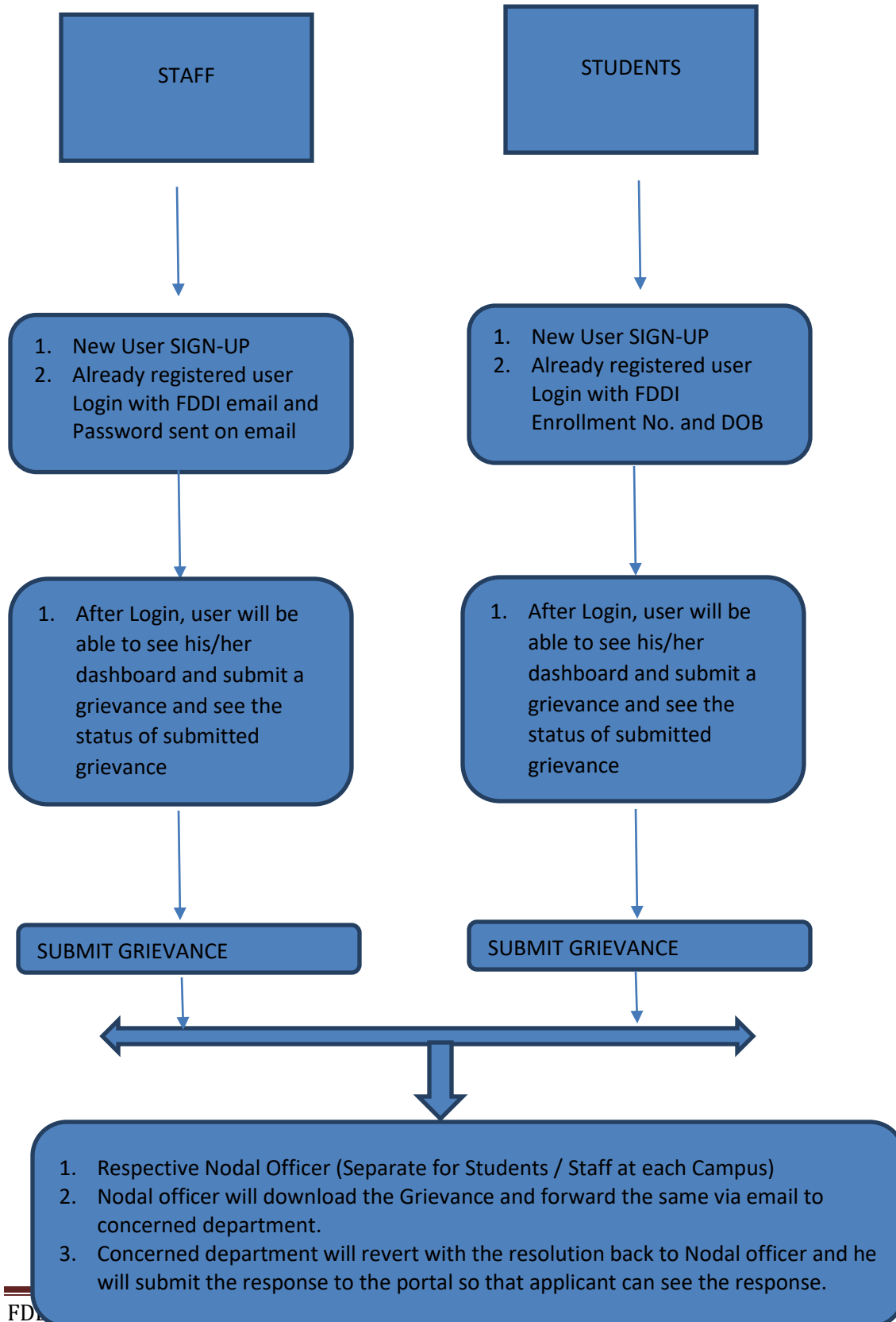
The vendor has to provide the Hosting space for a period of three months from the date of Go-Live of the Application.

2.1 Scope

This section briefly outlines the scope of the work for design, development and implementation of web based application software.

1. Online submission of Grievance by verified students/ staff.
2. Allocation of submitted Grievance by HO (Nodal Officer) to various regional centers (Nodal Officer) of FDDI.
3. Updating of response.
4. Master entry forms for departments, nodal officers and others as per need of the design during development.
5. Various MIS Reports as per need during the development.
6. Hosting Space for a period of three months from the date of Go-Live of the Application.

ONLINE GRIEVANCE MANAGEMENT PORTAL



2.2 DESIGN

The agency will design the web based application to ensure the following:

- I. Work Plan
- II. Visual Appeal
- III. Structuring & Grouping for Information
- IV. Navigability of the web based application.

The agency will provide the following:

- I. Visual look of the web based application which contains:
 - a. Login page
 - b. Section menu pages
 - c. Section to upload files.
 - d. Visual Style guide & functional specifications
 - e. The application should have search facility wherein users can search information based on certain parameters like Name, Enrollment No. campus, etc.

Sections planned in the web based application should include the following though not exhaustive:

- i. Application Form
- ii. Admin Login Page
- iii. Regional Centre profile Section
- iv. Report Section
- v. Data Import/Export
- vi. Super Admin/Admin Section

2.3 CONTENT MANAGEMENT SYSTEM

The agency will provide and implement Content Management System (CMS) which support the following:

- i. An accessible interfaces so that non-technical users can update the content easily.
- ii. Facility to format text.
- iii. Facility to upload images and files.
- iv. Facility to easily manage links.
- v. The CMS should support all major existing media formats such as pictures, video clips, sounds clips etc.

2.4 TRAINING

The Agency shall provide training on the web based application software solution developed to the associated project managers and end users of FDDI. The proposed number of attendees for the training will be around 10. The Bidder should conduct the training in batches so as to enable users in understanding the backend and facilitate Q&A sessions for any clarifications. Preferable the training session should be of at-least three (03) days.

2.5 WARRANTY & FREE-MAINTENANCE

The agency shall provide support for any bugs to the developed solution for which support should be available on call / email / telephone. The time frame of such warranty & free maintenance is proposed to be for a period of 90(ninety) days from the date of Go-live and formal acceptance.

The scope of work includes updating and maintenance of application would include revising, editing web pages to keep the application up to date, taking regular data back-ups and submission of detailed reports once a week on the work progress.

The source code shall be proprietary of FDDI and the vendor shall handover all the source code after deployment.

3 INSTRUCTIONS TO BIDDER

The agency is expected to examine all instructions, forms, terms and specifications given in the Bid Documents. If any element of doubt arises, the same should be clarified from the institute before submitting the bid. Failure to furnish all information required by the tender documents may result in the rejection of its bid and will be at the Bidder's own risk. Institute will not be responsible for the same.

3.1 Amendment of Tender Document

- At any time prior to the deadline for submission of tender, the institute, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment.
- Amendments, if any, will be ported in our Institute's website.

3.2 Documents constituting the Bid

The tender prepared by the Bidder should comprise the following components:

- a) Documents substantiating the pre-qualifications

b) Techno – Commercial Proposal – Superscriptions as “Techno – Commercial Proposal – RFP No. FDDI/ITSC/GMS/WDA/2022-01 dated 20.09.2022 not to be opened on or before 12.30 p.m.

- The agencies are expected to examine all terms and instructions included in the documents. Failures to provide all requested information will be at bidders own risk and may result in the rejection of the proposal.

3.3 Techno – Commercial Offer

- The prices should be quoted in a separate commercial sheet.
- The prices should be firm and not dependent on any variable factors, service tax as applicable shall be paid extra.
- Prices must be expressed in INR.

3.4 Period of Validity of Bids

Bids should remain valid for the period of 60 days after the last date of submission of bid prescribed by the institute. A bid valid for a shorter period shall be rejected by the institute as non-responsive.

3.5 Format and signing of Bid

- 1) All pages of the bid shall be initialed.
- 2) Any inter-lineation, erasure or overwriting shall be valid only if they are initialed.

3.6 Last date for submission of Bids

- 1) In the event of the specified date for the submission of bids, being declared a Holiday for the institute, the bids will be received up to the appointed time on the next working day.
- 2) The Institute may, at its discretion, extend this deadline for submission of bids by amending the Bid Documents, in which case all rights and obligations of the institute and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 3) Any bid received by the Institute after the deadline for submission of bids prescribed by the Institute will be rejected and returned unopened to the Bidder.

3.7 Arriving at Lowest offer (L1)

Price Comparison shall be done by taking total cost of services.

4. SCHEDULE OF REQUIREMENTS

1. Content Development
2. Content Provision
3. Requirement Analysis and Design
4. User Interface Design
5. Deployment
6. Training

5. OTHER TERMS AND CONDITIONS

5.1 Use of Contract Documents and information

The Successful bidder shall not, without the institute's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the institute in connection therewith, to any person / firm / organization etc.

The successful bidder shall not, without the institute's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

5.2 Indemnification

Bidder shall indemnify, project and save the institute and hold the institute harmless from and against all claims, loses and costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly.

5.3 *Taxes and Duties*

1. Tax as applicable shall be payable by the institute extra.
2. Institute shall deduct TDS, as per the rules.

5.4 *Confidentiality*

1. The Bidder either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the institute's business or operations without the prior written consent of the institute.

2. All plans, drawings, specifications, designs, reports and other documents submitted by the bidder shall become and remain the property of the institute and the bidder shall, upon termination or expiration of this contract, deliver all such documents to the institute together with a detailed inventory thereof. The bidder may retain a copy of such documents. The Bidder shall not use these documents for purposes unrelated to this contract without prior written approval of the institute.

5.5 Payment Terms

1. Institute shall pay fixed charges, on mutually agreed basis for the contracted services rendered.
2. No Boarding, Lodging, TA, DA or any other expenses shall be paid by the Institute for providing Services.
3. Payments will be made as per the below schedule:

Sr. No.	Activity	Payment % to be released
1.	After acceptance of SRS & Design	50%
2.	After implementation, commissioning & final acceptance of the Application	50%

4. Institute shall deduct any dues, such as TDS etc. while making payments.

5.6 Delays in the Bidder's Performance

Performance of Services under this RFP shall be made by the Bidder in accordance with the time schedule mutually agreed by the parties for specific requirements.

If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely performance of services, the Bidder shall promptly notify the institute in writing of the fact of the delay, its likely duration and its cause(s). After receipt of the Bidder's notice, the institute shall evaluate the situation and may at its discretion extend the Bidder's time for performance.

5.7 Other Instructions

1. The agency selected for the assignment should adhere to the quality, standards, regulatory directions, guidelines in this regard.

2. The agency selected for the assignment should treat as confidential all data and information about the institute obtained in the execution of the proposed assignment, hold it in strict confidence and should not reveal such data/information to any other party without the prior written approval of the institute.
3. The proposal should be submitted strictly in the formats provided in the RFP document.
4. The Proposal should be free of overwriting/ corrections/ alterations.
5. The Proposals and related Annexure should be signed by the Bidder.
6. All bids and supporting documentation shall be submitted in English only.
7. The Institute will not return the bids/responses to the RFP received. The Information provided by the bidder(s) to the Institute will be held in confidence and will be used for the sole purpose of evaluation of bids.

5.8 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics.
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.
- Terrorist attacks, public unrest in work area.
- Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or institute shall not be liable for delays in performing his/her obligations resulting from any Force Majeure cause as referred to and / or defined above.

ANNEXURE -1 (TECHNICAL DETAILS)

Name of the company	
Type of the Company* [Govt. / PSU / Pub. Ltd / Pvt. Ltd / JV etc.]	
Year of Incorporation*	
In the similar business since*	
Address of Corporate Office (HQ)	
Address for communication	
Official website (URL)	
Contact Details for Top Executives:	
<ul style="list-style-type: none">• Name:• Designation:• Phone(O):• Fax(O)• Mobile No.:• E-mail ID:	
Any other relevant information not covered in the above points*:	

*: Enclose relevant documents as documentary evidence

Date:
Place:

Signature:
Name:
Company Seal:

Annexure - 2 (Commercial Offer)

A. Design & Development Charges

S. No.	Description	Rate in Rs.
1.	TOTAL CHARGES FOR Design, DEVELOPMENT & IMPLEMENTATION OF GRIEVANCE MANAGEMENT SYSTEM	
2.	<i>Taxes (Give Details along with percentage & amount)</i>	
	TOTAL	

B. Annual maintenance charges (Post Warranty)

S. No.	Description	Rate in Rs.
1.	Annual Maintenance Charges	
2.	<i>Taxes (Give Details along with percentage & amount)</i>	
	TOTAL	

NOTE: - L1 shall be evaluated only on the basis of part A.

(Sign & Stamp)