

About IIPHS:

The Indian Institute of Public Health Shillong (IIPHS) is a northeast regional institute of public health. It was established in 2015 by the Public Health Foundation of India in collaboration with the Government of Meghalaya to redress the limited institutional and systems capacity in public health in the North East Region of India. IIPHS mandates include research interdisciplinary education and advocacy.

1. Scope of Work

1.1 Website Design & Development (One-Time Engagement)

- Custom WordPress website design aligned with institutional branding
- Custom UI/UX development (no pre-built themes)
- Responsive and accessibility-aware design
- Improved content architecture and navigation
- Integration of interactive elements
- Performance optimization
- Basic on-page SEO setup
- Deployment and handover documentation

1.2 Website Maintenance & Technical Support (Monthly Retainer)

- Website uptime monitoring
- Routine security checks and backups
- WordPress core, theme, and plugin updates
- Minor bug fixes
- Email-based technical support

1.3 SEO & Analytics Monitoring (Monthly Retainer)

- Monitoring via Google Analytics and Google Search Console
- Periodic SEO health checks
- Monthly performance and traffic report
- Basic SEO recommendations

1.4 Deployment of Dedicated IT Support Personnel (On-Site – Monthly Retainer)

The selected agency shall depute **one qualified IT Support Personnel** to be stationed at **IIPH Shillong (Holy Cross Building, MIIT Campus, Dhankheti)** on a full-time basis during official working hours.

The deputed personnel shall be responsible for:

- Day-to-day IT support and troubleshooting
- Website monitoring and coordination
- Handling hardware, software, and basic network-related issues
- Coordination for website updates and technical issues
- Acting as a single point of contact between the Institute and the agency
- Maintaining IT asset/service records and submitting periodic reports

The deputed personnel shall remain on the rolls of the selected agency. All statutory compliances, salary, insurance, and related liabilities shall be the responsibility of the agency.

2. Eligibility Criteria

- Legally registered firm/agency
- Valid GST registration and PAN
- Minimum 3–5 years experience in website development and IT support
- Experience handling institutional/educational/government websites
- Submission of portfolio (minimum 3 similar projects)
- Not blacklisted by any Government/Institution
- The bidder must be a single legal entity. (No consortiums)

3. Contract Period

The contract shall initially be for one year, extendable/renewable annually based on satisfactory performance and mutual agreement.

4. Payment Terms

- Website Development: One-time payment upon successful completion and approval.
- Maintenance, SEO & Resource Charges: Monthly payment upon invoice submission.
- GST shall be applicable as per Government norms.

5. Bids Submission

- Two separate sealed Envelopes:
 - Envelope 1: Technical Bid
 - Envelope 2: Financial Bid
- Both shall be placed in an outer envelope with the superscription: “Tender for IT Support Service – IIPHS (Tender Number)”

6. Proposal Submission Structure

A. Technical Proposal

- Company Profile
- Technical Proposal Submission form (Annexure 1)
- Registration documents (GST, PAN, Registration)
- Cover letter
- Experience & Portfolio (Annexure 2)
- Approach & Methodology (Annexure 3)
- Work Plan & Timeline (Annexure 4)
- Team Composition (CV of IT personnel) (Annexure 5)

B. Financial Proposal

(To be submitted in a separate sealed envelope)

- Financial Proposal Cover Letter (Annexure 6)
- One-time cost for Website Design & Development (Annexure 7)
- Monthly Maintenance Cost (Annexure 7)
- SEO Cost (Annexure 7)
- Resource Cost (Annexure 7)
- Bank details.
- GST separately mentioned

7. Bid Submission Checklist

Sl. No.	Document	Yes/No	Page No.
1	Technical Proposal submission form		
2	Cover Letter		
3	Company Profile		
4	Experience Proof		
5	Portfolio		
6	Approach & Methodology		
7	Work Plan		
8	CV of IT Personnel		
9	Registration Certificate		
10	GST Certificate		
11	PAN Copy		
12	Non-Blacklisting Declaration		
13	Non-Disclosure Agreement		
13	Financial Proposal Cover letter		
14	Summary of Costs		
15	Breakdown of Remuneration		
16	Bank Details		

Incomplete proposals will be rejected.

8. Evaluation Criteria

Evaluation shall be based on **Quality and Cost Based Selection (QCBS)**:

- Technical Weightage: **80%**
- Financial Weightage: **20%**

8.1 Technical Evaluation

- The technical proposals will be evaluated for a maximum of 100 marks.
- The technical score obtained will be assigned a **weightage of 80%**.

8.2 Financial Evaluation

- The bidder quoting the **lowest price (L1)** will be awarded the highest financial score of **100 marks**. Others scored proportionately.
- The financial score will be assigned a **weightage of 20%**.

8.3 Final Score

Final Score = (Technical × 0.80) + (Financial × 0.20)

9. Financial Comparison Format (Internal)

Bidder	Dev Cost	Maintenance	SEO	Resource	Total

10. Penalty Clause

10.1 IIPHS expects proper service support during the period of the contract. The following are instances when a penalty may be levied on the Vendor: -

- I. Minor issues/ complaints should be resolved within 24 hours from the date of the escalation mail sent to the Vendor or its representatives.
- II. Major issues/ complaints should be resolved within 72 hours from the date of the escalation mail sent to the Vendor or its representatives.
- III. Replacement of IT personnel must be made if he/she will be on leave for more than 2 working days consecutively. In the event that the Vendor is unable to provide a replacement, penalty charges will be levied accordingly.

IV. The penalty will be charged **per day** as under:

Serial No.	Complaints /Issues	Penalty Amount (in Rupees) per day
1	Minor Issues/Complaints not resolved within 24 hours from the date of escalation mail sent	100
2	Major Issues/Complaints not resolved within 72 hours from the date of escalation mail sent	100
3	Number of days the IT personnel was on leave without a replacement over and above the permissible two working days	100

The above penalty shall not exceed 25% of the service agreement cost per year during the period of the contract. The penalty may be recovered from the amount payable to the Vendor by the Institute. In case the Vendor could not resolve the issues within 15 days, the Institute can get it resolved by an outside Vendor and the cost of service will be covered by the Vendor Contract payment. This amount may be over and above the 25% service agreement cost.

11. General Terms & Conditions

- The Institute reserves the right to accept or reject any or all bids/tenders without assigning any reason thereof.
- The Institute is not bound to accept the lowest financial bid and reserves the right to select a bidder based on overall technical merit, experience, quality of proposal, and combined evaluation score as per the prescribed evaluation methodology.
- The Institute reserves the right to withdraw, cancel, modify, or amend the tender at any stage without prior notice and without assigning any reason.
- Bidders must ensure that they meet all eligibility criteria specified in this tender document. If at any stage it is found that the bidder does not meet the eligibility criteria or has provided false/incorrect information, the bid shall be rejected and, if awarded, the contract shall be liable for termination.
- Submission of a bid does not automatically entitle the bidder to be considered for award of contract. The Institute reserves the right to shortlist bidders based on technical evaluation.
- The Institute may seek clarifications, additional documents, or presentations from shortlisted bidders. Failure to provide the same within the stipulated time may result in rejection of the bid.
- Incomplete bids, unsigned documents, or bids received after the prescribed date and time shall be summarily rejected.
- The decision of the Institute in all matters relating to eligibility, evaluation of bids, selection of agency, and award of contract shall be final and binding on all bidders. No correspondence or representations in this regard shall be entertained.

- Any corrigendum, clarification, or update regarding this tender shall be published on the Institute's website (www.iiphs.ac.in) only. Bidders are advised to regularly check the website for updates.
- The financial quotation must clearly indicate all applicable taxes and charges separately. Any hidden costs later identified shall not be entertained.
- The selected agency shall maintain strict confidentiality of all data, information, and materials accessed during the contract period and shall not disclose any information without prior written permission of the Institute.
- The contract shall initially be valid for one year and may be renewed based on satisfactory performance and mutual agreement. The Institute reserves the right to terminate the contract with prior notice in case of unsatisfactory performance.
- Canvassing in any form or attempt to influence the selection process will result in immediate disqualification.
- The selected agency shall comply with all applicable statutory requirements, including GST and other applicable laws.
- Any dispute arising out of this tender or the contract awarded shall be subject to the jurisdiction of courts in Shillong, Meghalaya.
- The Institute reserves the right to negotiate the terms, scope, and financial aspects with the selected bidder before final award of contract.

12. Contact

For queries, contact: Ms. Ibahunlang Abigail Lyngdoh

Admin Assistant

IIPH Shillong

Phone: 9863951034

Email: admin@iiphs.ac.in , ibahunlang.lyngdoh@iiphs.ac.in

13. Annexures – Standard Forms

ANNEXURE 1: TECH-1 (Technical Proposal Submission Form)

(To be submitted on letterhead)

Date: _____

To,
The Director
Indian Institute of Public Health Shillong

Subject: Submission of Proposal for IT Support & Website Services

Dear Sir/Ma'am,

We, the undersigned, submit our Technical and Financial Proposal for the above assignment.

We hereby declare that:

- All information provided is true and correct
- We have no conflict of interest
- We are not blacklisted by any organization
- We agree to abide by all terms and conditions of the RFP

Authorized Signatory

Name:

Designation:

Seal:

ANNEXURE 2: TECH-2 (Company Information & Experience)

A. Company Details:

- Name of Firm:
- Address:
- Year of Establishment:
- Legal Status:

B. Experience (Last 5 Years):

Sl No	Project	Client	Year	Value	Role

ANNEXURE 3: TECH-3 (Approach & Methodology)

Provide:

- Understanding of the assignment
- Technical approach
- Methodology for execution
- Timeline and deliverables

(Max 5 pages)

ANNEXURE 4: TECH-4 (Work Plan)

Sl No	Activity	Timeline	Deliverable

ANNEXURE 5: TECH-5 (Team Composition & CV)

Sl No	Name	Role	Qualification	Experience

Attach CV (Max 2 pages each)

ANNEXURE 6: FIN-1 (Financial Proposal Cover Letter)

(To be submitted in separate sealed envelope)

Date: _____

To,
The Director
Indian Institute of Public Health Shillong

Subject: Financial Proposal Submission

Dear Sir/Ma'am,

We submit our financial proposal for the assignment.

Total Cost (in INR): _____

We agree that this proposal is valid for 120 days.

Authorized Signatory

Name:

Designation:

Seal

ANNEXURE 7: FIN-2 (Summary of Costs)

Sl No	Component	Cost (INR)
	Website Development	
	Maintenance (Monthly)	
	SEO	
	IT Resource	
	Total	

ANNEXURE 8: FIN-3 (Breakdown of Remuneration)

Sl No	Resource	Monthly Cost	Duration	Total

ANNEXURE 9: Declaration of Non-Blacklisting

(To be submitted on letterhead)

We hereby declare that our firm has not been blacklisted by any Government/Institution.

Authorized Signatory

Name:

Designation:

Seal: