OFFICE OF THE REGISTRAR :: DIBRUGARH UNIVERSITY
DIBRUGARH :: ASSAM
PIN: 786 004

REQUEST FOR PROPOSAL (RFP)

for

DEVELOPMENT, IMPLEMENTATION, HOSTING AND MAINTENANCE OF CLOUD BASED WEB CONTENT MANAGEMENT SYSTEM FOR DIBRUGARH UNIVERSITY

RFP No: DU/NIT-2024/File-VI/220   **Dated 09/03/2024**

CUT-OUT SLIP

Submission of Bid

for

DEVELOPMENT, IMPLEMENTATION, HOSTING AND MAINTENANCE OF CLOUD BASED WEB CONTENT MANAGEMENT SYSTEM FOR DIBRUGARH UNIVERSITY

RFP No: DU/NIT-2024/File-VI/220   **Dated 09/03/2024**

SUBMISSION DUE DATE & TIME   :10/04/2024 up-to 11.30 A.M.

FROM: **TO:**

NAME& ADDRESS: THE REGISTRAR
                                                      DIBRUGARH UNIVERSIITY
                                                      DIBRUGARH, ASSAM
                                                      PIN-786004

(To be pasted on the outer envelope containing the "Technical" and 'Financial' bids)

OFFICE OF THE REGISTRAR :: DIBRUGARH UNIVERSITY :: DIBRUGARH

No. DU/NIT-2024/File-VI/220   Date: 09/03/2024

RFP Notice

Proposals are invited from reputed and experienced companies/firms having proven expertise in System Study, Design, Development, Implementation, Hosting and Maintenance of cloud based Content Management System/Web Portals / Web Applications using latest technologies for **Development, Implementation, Hosting and Maintenance of Cloud Based Web Content Management System For Dibrugarh University.**

The scope of work, eligibility criteria, evaluation criteria, terms & conditions *etc.* are given in the RFP document which is available to download from the website **https://dibru.ac.in**. Last date of submission of Proposal with all relevant documents is **10*/04/2024 up-to 11:30 AM.*** The proposals are to be submitted in sealed envelopes at the office of the Registrar, Dibrugarh University, Dibrugarh, Assam.

Availability of Bid papers	From 09/03/2024
Last date for receipt of Proposal	10/04/2024 upto 11.30 A.M.
Time & Date of opening of Technical Proposal	10/04/2024 at 02:30 P.M.
Place of opening	Office of the Registrar, DU
Time and date of Presentation/ Technical Demonstration	To be informed through email to the bidders who fulfill the minimum eligibility criteria
Cost of Tender Document	Rs. 1000/-(Non-refundable) + 18% GST
EMD	Rs. 37,500/-

The proposal should be submitted in two separate sealed envelopes i.e. **Part - I TECHNICAL BID** and **Part – II FINANCIAL BID**. The technical bid shall be opened on above mentioned date and time and the financial bid of only those bidders who obtain qualifying score in technical evaluation shall be opened at a later date which shall be intimated to the bidders through email.

Dibrugarh University reserves all the rights to reject any or all the proposals without assigning any reason thereof.

Sd/-
Registrar
Dibrugarh University

Copy to:
1. The Chairperson, Tender Opening Committee, D.U., for information.
2. The Deputy Registrar (F&A) i/c, D.U. for information.
3. The Programmer, D.U., with a request to upload Notice and RFP documents at D.U. website.
4. Office File

Sd/-
Registrar
Dibrugarh University

RFP DOCUMENTS

FOR

DEVELOPMENT, IMPLEMENTATION, HOSTING AND MAINTENANCE OF CLOUD BASED WEB CONTENT MANAGEMENT SYSTEM FOR DIBRUGARH UNIVERSITY

1. BACKGROUND:

1.1 Dibrugarh University hereinafter known as DU is one of the public state Universities in Assam seeking to amalgamate multi-disciplinary fields with numerous perspectives, the realm of cultural diversity with the praxis of knowledge, and region-specific issues with a global horizon.

1.2 DU has achieved a significant milestone by being chosen as one of the pioneering Multidisciplinary Education and Research Universities (MERUs) under the ambit of the National Education Policy (NEP) 2020. This selection, made possible through the Pradhan mantri Uchchatar Siksha Abhiyan (PM-USHA) scheme, marks a pivotal moment in the university's journey towards academic excellence and innovation.

1.3 **OVERVIEW:** The existing website of DU can be accessed/viewed at https://.dibru.ac.in. Currently, the website relies primarily on the Wordpress CMS, supplemented by static HTML pages for associated portal such as the library portal. The website serves as a vital platform for disseminating information about the university, including administrative and academic structures, offered courses, faculty profiles, forms, results, research endeavors, career opportunities, tenders, notifications, as well as news and events. On a daily basis, the website is visited by thousands of visitors, generating millions of page requests. However, during peak periods, such as the declaration of results for affiliated colleges, the site experiences a surge in traffic, with over one lakh concurrent visitors accessing it and millions of page requests being made simultaneously. The current CMS configuration and VPS hosting infrastructure faces significant challenges in handling the increased load effectively leading to performance issues. In response to this challenges, DU plans to have a new Web Content Management System(WCMS) hosted on cloud that not only helps in efficient content management and publishing but also incorporates robust features for load balancing and elasticity.

1.4 **OBJECTIVE:** Keeping in view of technological enhancements in web technology , DU plans to have a dynamic state-of-the-art **Web Content Management System(WCMS)** developed/customized according to the specific need of the university to efficiently and effectively manage and present various information through its website which reflects its vibrant academic environment and campus life. The proposed system should have an eye-catching presentation of information in terms of homepage and other pages along with user friendly way to create and publish contents by authorized users. In addition to an improved look & feel with the latest design features & elements, the purpose is also to have a robust ,secure and load balanced web based system with minimum load time and zero downtime.

To meet this objective, DU invites competent, reputed, experienced and financially sound companies/firms having proven expertise in System Study, Design, Development, Implementation, Hosting and Maintenance of cloud based CMS/Web Portals / Web enabled applications using latest available technologies like PHP, Node JS, React, etc.

1.5 Interested and eligible companies/firms can send their proposals in details supported by documentary evidence for consideration by the University. Based on the details submitted and evaluation carried out by the University, shortlisted companies/firms will be required to make presentation as per the schedule to be communicated for further consideration.

1.6 The bidder will be required to deliver the presentation before a committee to demonstrate their proficiency in frontend design and technical expertise. They are expected to showcase a demo homepage design for DU and provide detailed explanations of technical strategies for managing high volume web traffic. Additionally, presenting a demo WCMS will be an added advantage. The committee will evaluate the presentation based on the bidder's distinctive design capabilities and technical demonstrations, determining marks accordingly.

2. SCOPE OF WORK:

2.1 **BROAD SCOPE OF WORK:** The selected Company/Firm will work in consultation with a Project Evaluation Committee to be constituted. The collaboration will involve the following activities with mutually identified milestones at the start of the engagement:

2.1.1 A project plan for the entire scope of work with inputs from DU (architecture and structure of the WCMS and web portals and schedule for implementation, deployment and testing). Study, Requirement understanding and Analysis with respect to developing new integrated common WCMS for DU after undertaking the study of the existing system:

2.1.1.1 Preliminary study of existing systems and website of DU.

2.1.1.2 Requirement gathering through consultation with DU.

2.1.1.3 Finalization of WCMS and Frontend design.

2.1.2 The Frontend design templates must be done by the Company/Firm in consultation with DU. The design templates must include at a minimum:

2.1.2.1 A consistent look and feel that will work with mobile and tablet browsers using Responsive Web Design and conform to W3C standards.

2.1.2.2 A navigation layout for the entire system that will be approved by DU before proceeding with the system development.

2.1.3 A comprehensive "full function" WCMS that includes, but is not limited to, template creation, security and approval levels, WYSIWYG content editor, content scheduling, content privacy etc.

2.1.4 A system tested across all major browsers – Chrome, Microsoft Edge, Internet Explorer, Firefox, Safari, and UC Browser.

2.1.5 Migration of all content and documents from the existing Wordpress CMS into the proposed WCMS.

2.1.6 Conversion of documents to content to be done in discussion with DU.

2.1.7 WCMS configuration must include the appropriate WCMS security features in conjunction with the available Web Application Security tools like Cloudflare.

2.1.8 WCMS configuration must include appropriate multilingual features to enable creation and rendering of multilingual content. Website should initially be Bilingual having separated resource files for English and Assamese and shall have provision for easily supporting other Indian Languages in future. It shall ensure that the content is universally accessible by using Unicode compliant font.

2.1.9 Preparation of handover documentation including but not limited to system installation and configuration, system specification, functional specifications, operating manuals.

2.1.10 Transfer of WCMS along with the installation and configuration to the DU in-charge of the website.

2.1.11 Any other additional details required to provide a new fully operational WCMS.

2.1.12 A Technical Support plan that covers routine and event-based support for a period of three years after handover.

2.1.13 Hosting – the WCMS must be hosted on a cloud platform like AWS/Azure etc. In

addition to hosting the system, a minimum of 500GB additional storage space to be provided on cloud to store the uploaded files(pdf/doc), images and videos. The scope of the work also includes the maintenance of the DNS, implementing Content Delivery Network(CDN), buying and configuring SSL certificate and all kinds of hosting related administration and daily backup. The cloud hosting facility should support auto scaling feature for peak loads. The proposed cloud service provider/data centre must be Tier III or above for better availability of cloud services. The cloud Company/Firm should be empanelled with MeitY, Govt. Of India. The cloud infrastructure provided to DU should be dedicated only to DU and shall not be shared with any other client at any cost.

2.1.14   The scope of work is a full and complete redesign from discovery to launch, followed by ongoing support and services.

2.1.15   The selected Company/Firm must work in consultation with the identified DU team to understand requirements and obtain ongoing guidance as required.

2.1.16   The WCMS shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to add/modify/remove content through pertaining to their respective Department/Centre/Branch/Domain as per their assigned rights.

2.1.17   The WCMS shall have provisions of Content Contributor/Creator, Editor and Approver System wherein only authorized individual from different DU departments at different locations can publish content on the website pertaining to their department/respective domain which the Admin/Webmaster can approve and publish. The Admin/Webmaster will also be able to create, edit, publish and remove content directly.

2.1.18   Company/Firm shall carry out the Data migration /Porting of existing data into the new system.

2.1.19   The WCMS to be developed shall meet the requirements of DU and shall comply with the 'Guidelines for Indian Government Websites (GIGW) [click the URL https://guidelines.india.gov.in/ for reference].

2.1.20   Company/Firm shall get the WCMS security audited by professional experts preferably by CERT-In Empanelled Security Auditors and submit the certificate/declaration regarding the same within three months from go-live.

2.1.21   The Company/Firm would be required to provide Technical Support and Maintenance from the date of Go-live throughout the contract period.

2.1.22   Identify the training requirements and train the concerned DU staff / users on content creation, moderation and publishing.

2.1.23   Preparation of User, Design & Technical manuals and other documents for the developed WCMS and web portals in an easy to understandable and User friendly language with proper Diagrams, Screen-shots and charts wherever required.

2.1.24   The company/firm is required to ensure continuous system availability, exerting diligent efforts to keep it operational at all times. This entails the diligent exploration and implementation of effective load balancing and scaling techniques, leveraging the elasticity feature inherent in Cloud Hosting to maintain system accessibility, even in instances of heavy traffic influx.

2.1.25   The company/firm must provide a proper system for automatic regular backup of the entire website/databases/all modules/any other and a disaster recovery management system.

2.2   **INDICATIVE SCOPE OF WORK:** The indicative scope of work regarding Development,

Implementation, Hosting and Maintenance of Cloud-based Web Content Management System by integrating information & activities of all the DU departments/centres/branches/programs specified as under:

2.2.1 Phase 1: Analysis

2.2.1.1 Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan.

2.2.1.2 Study of the existing websites and web portals of DU which includes database, features and content.

2.2.1.3 Detailed discussions with concerned stakeholders to understand the overall objectives of the assignment.

2.2.1.4 Finalization of Project Objectives/Requirements.

2.2.1.5 Submission of detailed Project Proposal /Plan.

2.2.1.6 Sign off on detailed project plan, activities, timelines etc from DU.

2.2.2 Phase 2: Design

2.2.2.1 Detailed Requirement gathering and analysis

2.2.2.2 Study and analysis of existing /similar system/website and include best practices in draft design.

2.2.2.3 Carry out a System Study including SOPs, guidelines, programmes eligibility, existing systems to be replaced and with which to interact, etc. to prepare the Software Requirements Specification (SRS) and Functional Requirement Specification (FRS) document

2.2.2.4 Identification of technologies/platforms for hosting on cloud.

2.2.2.5 Detailed High level and Low level application designs

2.2.2.6 Information Integration and Consolidation

2.2.2.7 Preparation of Content Structure/Information Architecture for the website

2.2.2.8 Company/Firm shall develop appropriate screen layouts and templates

2.2.2.9 Approval of prototype (design interface) developed by Company/Firm

2.2.2.10 Coordination and collection of required content from DU

2.2.2.11 Proper backup policy and Disaster Recovery Management

2.2.2.12 Data Migration Strategy

2.2.2.13 Design should comply on all parameters with guidelines issued by Government of India for websites from time to time

2.2.2.14 Comply with s t a n d a r d website security/web application guidelines.

2.2.3 Phase 3: Development and Testing

2.2.3.1 Coding on Temporary Demo server

2.2.3.2   Importing of data for testing

2.2.3.3   Development of the Web Content Management System and Data Population from existing DU website.

2.2.3.4   Design and Development of the Hompage template and other page templates

2.2.3.5   Provide front-end user interface that allows a user, even with limited expertise, to add and edit content from the Website

2.2.3.6   Website and associated Portal Development

2.2.3.7   Adherence to Web Application Audit/ Compliance and Approval / Security Features

2.2.3.8   Developed System should have a Profile Management System for the Faculty Members / Officers of the DU.Developed System should be integrated to ERP system of DU so that some data can be fetched from ERP to the WCMS system.

2.2.3.9   Rigorous testing of Developed System including Unit Testing, Integration Testing, System Testing, Functional Testing, Peak Load Testing etc.

2.2.3.10   Testing of developed WCMS based upon Compliance to applicable guidelines, Assess the user objective achievement etc.

2.2.3.11   Ensure that the website is GIGW Compliant

2.2.3.12   Completed components for UAT

2.2.3.13   UAT (User Acceptance Testing) Sign-off by DU

2.2.3.14   Modification based upon user feedback

2.2.3.15   Migration of data to production environment

2.2.3.16   Sign off on developed system and web portals by DU

2.2.4   **Phase 4: Operation and Maintenance support**

2.2.4.1   Identify and execute training requirements for successful execution of new website and web portals

2.2.4.2   Creations of necessary documents and User Manual for training

2.2.4.3   Support in handover of system to DU

2.2.4.4   Support on Training / Demo as and when required

2.2.4.5   Hosting and Maintenance

2.2.4.6   Designing interface/ mechanism for Mobile based application

2.3   **INDICATIVE LIST OF REQUIRED FEATURES TO BE INCLUDED IN THE NEW WCMS:**
The following is an indicative outline of required features. Detailed requirements will be finalized by the Company/Firm in consultation with DU. The WCMS should have, but not limited to, the following features-

2.3.1   Dynamic Page and Post/Item creation.

2.3.1.1   **Interaction with the team at DU:** New website design should be approved on the development version and should involve multiple iterations with the IT team/ Committee.

2.3.1.2   Web Content Management System: We would like to have an easy-to-use web content management system (WCMS) which can be maintained effortlessly and can be learnt easily by users. All the pages including home page must be editable by the authorized users. The web content management system should provide an easy User Interface functionality to create event photo gallery, video gallery and it should have Menu Management
i.e. Ability to add, move, delete, modify menus on the site.

2.3.1.3   Bilingual language support: It should provide bilingual language support- English and Assamese. Content of the Pages will be provided by DU. Bilingual pages should have separate pages for the two languages. Users will choose English/Assamese and the page will load accordingly It should have have provision for easily supporting other Indian Languages (multilingual) in future.

2.3.1.4   Navigation: The navigation system for the website should be intuitive such that people can easily find the required information from the website. Website should be easy to navigate for prospective stakeholders & visitors of DU. There shall be provision for viewing/searching/filtering contents/information regarding the Academic Programmes/FDP/MDP/Doctoral Programs/etc.

2.3.1.5   Clean and focused design: The frontend part which is visible to public must be visually appealing, polished and professional. There should be good use of color. It should have easily readable text, meaningful graphics, quality photography and simplicity in design. It should also contain various accessibility options suitable for differently-abled persons.

2.3.1.6   Functionality: Each component of the system should work quickly and correctly. It should be kept simple and well organized. It should have fast-loading pages, minimal scroll, consistent layout, prominent and logical navigation and descriptive link text.

2.3.1.7   Cross-platform/browser compatibility: The system should work for all the different kind of browsers and their different versions. It should not break or look different across the different platforms. Website should be responsive and should work perfectly and seamlessly on all devices of different screen sizes. Website should be accessible on all platforms and all major popular browsers (e.g. Microsoft Edge, Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, Netscape etc). Compatiblity across to all the browser must be provided.

2.3.1.8   Screen Resolution: The screen resolution of the website should be high enough so that the content looks attractive and easily readable.

2.3.1.9   Search Engine Optimized (SEO): The website should have search engine optimization(SEO)facility. Pages must be optimized so that it enables the average response time, and increase google ranking.

2.3.1.10   Mobile website: The website should be working well when opened from the mobile devices with different screen sizes and should look attractive in mobile too. Portability to any of the Mobile Platforms and screen size should be provided.

2.3.1.11   Microsites: The WCMS should provide options for creating microsites

for different departments/centres/branches/events.

2.3.1.12   User Profiles: The users, particularly the faculty members, will have a profile in the system. The profile will contain various sections like Academic Qualifications, Experience, Research Publications, Books, Projects, List of Research Scholars, Invited talks, Academic Visits etc. The members should be able to update these sections by themselves in the system by filling up the relevant forms. The exact information to be contained in the forms will be discussed during the analysis phase. Some of these sections will be public and visible though the front end and some will be private based upon the configuration chosen by the Administrator.

2.3.1.13   Good search feature: The website should have good search feature. All the content should be easily searchable from the website itself. The Search feature should enable the global search and directory search based on their roles and name.

2.3.1.14   Good Error Handling: It should be able to handle failure scenarios well like content not found, link redirection etc.

2.3.1.15   Import of content: All applicable content should be imported from current website and new content should be incorporated as discussed with the concerned team.

2.3.1.16   Web Content Accessibility: Website should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW), refer http://guidelines.gov.in/ and be social media enabled.

2.3.1.17   Performance Optimization: Back end performance optimization like DB structure, query optimization to be done to enhance user experience in terms of fast load times and good mobile experience.

2.3.1.18   Deployment and Hosting: Company/Firm will deploy the website on cloud platform and existing on premises-servers of DU(if necessary) and will ensure Go-Live readiness in all aspects. The cost of cloud deployment and charges shall be borne by the Service Provide till the AMC expiration including the warranty period i.e one year from the date of the sign off.

2.3.1.19   Testing: All types of post-development testing to be performed by the Company/Firm(like Beta testing, Load testing, User Acceptance Testing, etc)

2.3.1.20   Social media integration: The website should have good social media integration (share buttons, follow buttons, etc.)

2.3.1.21   Banner Management: System should have the features to add and manage banner in the banner container with size as per the requirement. Banner may be a short clip-video or images.

2.3.1.22   Notifications. Tenders,News & Events etc.: System should have the option to add Notifications. Tenders,News & Events etc.. An archive section of the old Notifications. Tenders,News & Events should be there in the website.

2.3.1.23   Administrative control for all the modules who will add/modify/remove content, headings, sub headings, images, documents, menu, navigation links, URLs, etc for their respective domain as per their assigned rights

through Web Content Management System (CMS) in a standardized template. Administrative control to be given to DU IT Department for deactivating /adding/removing the new/existing modules along with their content like headings, sub headings, images, documents, menu, navigation links, URLs and other relevant information.

2.3.1.24   User administration and management services should be an integral part of the WCMS.

2.3.1.25   Secure login-in for each user along with audit/log trail.

2.3.1.26   One login for Super Administrator of DU and one login for Administrator of each department.

2.3.1.27   Super Administrator can create/edit/assign/delete roles, users along with audit/log trail.

2.3.1.28   Department Administrator can create pages/content within the microsite or tha pages authorized by the Super Administrator..

2.3.1.29   WCMS should have feature of Content Contributor/Creator, Moderator and Approver System. The Content Management should be able to create and upload the pages on frequent basis with appropriate flow required for authenticate content on site. The website shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to add/modify/remove content through Content Management System (CMS) pertaining to their respective domain as per their assigned rights.

2.3.1.30   Feature of auto periodic backup of webpage's and database consolidated full back up and incremental back.

2.3.1.31   The design should support the Dynamic Generation of Links on the page and associate them with images wherever required.

2.3.1.32   The design should support the Dynamic Menu and Sub Menu which can be easily administrated through Admin.

2.3.1.33   The design should support incorporation of links with images uploaded in the banners.

2.3.1.34   Design and Content Management should support Extensive Website Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistical reports should be provided as per requirement of DU.

2.3.1.35   Website Design should provide up to date Site Map that is linked to home page as well as to all important entry pages of the Website.

2.3.1.36   The Content Management Infrastructure should give the flexibility to modify the design when major event has to be publicized.

2.3.2   The opening page (home page) should be impactful and aesthetic and should convey a positive academic image of the Institute, news/events , indicating research achievements, current academic programmes, ongoing activities and compact descriptive links to various details available in other pages (including the history of the Institute). Interactive multimedia-oriented home page and web page design should be provided.

2.3.3   Restructuring of the existing Site-map: Web pages should have well organised hierarchical structure of low overall depth, reflecting the logical organisation of the functioning of the Institute. During the design, the existing institute website sitemap may be revised for the betterment.

2.3.4   Design of departments pages, faculty listing, faculty listing tabular, micro site for each faculty and staff member, faculty profiles, research areas, announcements, subcategories, event calendar, news template, director's desk, curriculum template, jobs, typical inside page templates for communication directory, staff templates, students page, static page template with left/right panel should be provided.

2.3.5   The web pages should be dynamically generated periodically programmatically from available data of the institute. The programs for generating the web pages are also deliverables for the said purpose.

2.3.6   Primarily the content on the existing website shall be migrated to the new WCMS and new approved content to be displayed in website as provided by the University.

2.3.7   System should be free from any known vulnerabilities.

2.3.8   System should be robust, responsive and support thousands of concurrent users per instance and scalable in case of high load.

2.3.9   The successful implementation of the system means:

    2.3.9.1   Sign off of UAT

    2.3.9.2   Security Audit Certificate/Declaration

    2.3.9.3   Successful Implementation on Production Server on Cloud

    2.3.9.4   Handover of actual running software source code complete in all respects other supporting libraries.

2.3.10   Audit Trail should be maintained throughout the system and database.

    2.3.10.1   Login attempts with time, IP Address, etc.

    2.3.10.2   Any change in content/page of the website with timestamp, IP Address etc.

2.3.11   WCMS should have features of publishing FAQs, results, advertisements, recruitments, notices, tenders, office orders, office memorandums, manuals, etc under the proper head. Dynamical content should be published using Database integration. All types of content should be delivered through the Website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia files, audio/ video files etc.

2.3.12   The WCMS should have Auto Archival feature which will transfer the expired content in the Archive section as per the approved archival policy. Archival Section will be available can be retrieved using search option with appropriate filters.

2.3.13   WCMS must have security features as follows:

    2.3.13.1   Security audited by Professional agency/CERT-IN empanelled auditors.

    2.3.13.2   Free from OWASP Vulnerabilities (Open Web Application Security Project).

    2.3.13.3   Captcha Code on all forms, wherever required.

2.3.13.4   Strong Password Policy.

2.3.13.5   Storing of any kind of sensitive information like password in the encrypted form in the database.

2.3.13.6   Proper Session Management.

2.3.13.7   Audit/Log Trail.

2.3.14   WCMS should have feature to send the Email/SMS notifications to stakeholders in the following cases:

2.3.14.1   After publishing of approved content on the website for acknowledgement.

2.3.14.2   After each step of Content Contributor, Moderation and Approval.

2.3.14.3   When the content is near to its expiry date.

2.3.15   There should be a provision of having Intranet pages within the local community with a login facility.

2.3.16   The system should comply with Web 3.0 technologies and W3 validated HTML and CSS.

2.3.17   As complete specifications cannot be provided, the organization of the content and aesthetic aspects should be implemented with feedback in several rounds to the satisfaction of the Institute during the design and development phase.

2.3.18   The new WCMS should support the following goals of visitors:

2.3.18.1   Reflect a vibrant and world-class academic institution.

2.3.18.2   Engage all categories of visitors with relevant information to their queries

2.3.18.3   Be 'Mobile First' and 'Responsive' – a mobile experience that adapts to laptops

2.3.18.4   Follow Universal Design principles to maximise accessibility

2.3.18.5   Provide an informative search of the website content to find experts, facilities, research groups, laboratories, and industrial consultancy.

2.3.18.6   Promote user engagement and social sharing.

2.3.19   The new WCMS should support the following goals of website administrators

2.3.19.1   Provide for the quantitative tracking of visitor in interests determine directions for future innovation and to build stronger and more lasting relationships with visitors.

2.3.19.2   The website and the content must be secure against intrusion

2.3.19.3   Adhere to best practices in the industry regarding design and development

2.3.20   The minimum viable product should include the following features:

2.3.20.1   A Web Content Management System based on Open Source Technologies.

      2.3.20.2   All current content on the website should be migrated to the new website.

2.3.21   The selected Company/Firm must work in collaboration with the DU team to migrate assets and content including but not limited to text, graphics, audio and video. Further, in collaboration with DU team the documents on the current website should be converted to CMS content.

2.3.22   For User Experience:

      2.3.22.1   Implement an information architecture and content classification that distinguishes accesses to the portal from audience internal to DU and external to DU.

      2.3.22.2   Provide contact forms to get in touch with different stakeholders of the institute.

2.3.23   For Web Administrators

      2.3.23.1   Make system configuration and user permission settings.

      2.3.23.2   Track the accesses to individual pages and integrate site/traffic analytics

      2.3.23.3   Prospective Service Providers are encouraged to review the existing website to see what other functionality or features are needed or may be useful for website visitors. Plans for any other proposed web features must be noted as separate line items in technical submission.

2.3.24   Backup policy and Disaster Recovery Management.

2.3.25   **Note:** Features requirements indicated above are bare minimum. It does not limit Company/Firm to provide a better system.

2.4   **SOURCE CODE, PROPRIETORSHIP AND PATENT, CONTENT AND DATA OWNERSHIP:** Company/Firm will be responsible to provide the latest and complete source code which can be compiled and deployed for DU along with all the requisite software (Source Code, Libraries, etc.). DU will be the sole proprietor of the website developed, source code, databases and any patents arising out the work shall be of DU. DU will be the sole owner of all Data, Content, and Applications developed, WCMS, Web Portals or any portion of the Website Content, together with all modifications, enhancements, of the Website.

2.4.1   The Company/Firm has to share the source code with the DU as and when asked.

2.4.2   The Company/Firm should handover a working and properly running system to DU along with all the materials, information, backups and documents as and when asked or before termination of the contract.

2.4.3   All materials/products and related information on the website should be the property of DU and the Company/Firm would have no claim over the same in the future.

2.4.4   All content should be stored and kept securely. The service providers should not replicate the same design of the website/front end to anybody else.

2.5   **HOSTING, SUPPORT AND MAINTENANCE:**

2.5.1   The scope of Hosting, Maintenance and Support will be provided by the Agency for minimum 3 years from the date of Go-live. Bills for Hosting, Maintenance and Support will be released annually only after successful completion of the period.

2.5.2   The scope of Maintenance will cover maintenance of the hosting service,

CDN,DNS,load balancing and scaling,SSL renewal, security scanning, monitoring of vulnerabilities, preventing possible cyber attacks, regular backup, updating of contents /structure/template which cannot be done by DU team.

2.5.3   Acting urgently on emergency events (within 1 hour based on the urgency of the event).

2.5.4   The firm will depute at least one qualified technical person who needs to be available on a call/email basis (24x7) to maintain/manage/troubleshoot the system as per requirement.

2.6 **SECURITY:**

2.6.1   Security of WCMS: The system shall be security audited by the company/firm according to OWASP (Open Web application Security Project) security verification standard.

2.6.2   The company/firm shall ensure that the site and database is secure and free from unauthorized access & hackers.

2.6.3   The agency should take all the possible measures to protect the system from any cyber attack including DDOS.

2.6.4   The portal should comply fully with the guidelines issued from time to time by the Government of India for the development of the new website.

2.6.5   It is to be noted that the following is to be carried out by the firm

2.6.5.1   The selected Company/Firm has to engage a professional expert or firm, preferably Cert-in Empanelled firm as per the Notification by the Government of India Guidelines for Indian Government Website to make security audit of the system and Certificate/Declaration within three months.

2.6.5.2   The Selected bidder has to resolve all the security vulnerabilities found during security audit or pointed out by any ethical hacker, cyber security expert or DU.

2.7 **SOFTWARE ENHANCEMENT SERVICES:** Looking into the length of the project implementation period it is very usual to find changes in requirement beyond the scope mentioned in this document. In such scenarios, there may be a need of major enhancement and modification of the WCMS/Website and associated web portasl and creation of new modules as per requirement beyond SRS/Scope document. In such case, DU may direct the Company/Firm to take up such assignments. The Company/Firm is supposed to prepare the detail effort estimation for development and implementation of such assignments and submit the required man hours to DU for approval. What constitutes a major enhancement shall be jointly decided by client and vendor on a case by case basis as per the requirements in future. On approval of DU, Company/Firm shall deliver the services and raise the claim as per actual. The rate fixed as such shall be applicable till the expiration of the Contract.

3.   TERMS AND CONDITIONS OF CONTRACT:

3.1 **Period of Contract:** The contract will be initially for a period of 3 years starting from Go-Live date and may further be extended on yearly basis on same rate, terms and conditions, as per requirement of DU.

3.2 The rate for Hosting, Maintenance and Support shall remain same throughout the initially contract period of 3 years. No increment in rates would be permitted in any circumstances. However, the revision of rates are subject to the completion of three years of contract period

and once in three years on mutual agreement and on approval of competent authority of DU.

3.3 **Sub-Contracting:** The company/firm shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the University. However, the job shall be sublet only to the party approved by the University.

3.4 **Exit Clause:** The contract can be terminated by giving one-month notice period by the University and three-months notice by the Compnay/Firm. However, in any instant contract will be terminated if service of the Compnay/Firm is not found satisfactory.

3.5 **TIMELINES FOR PROJECT IMPLEMENTATION WITH THE MILESTONES AND DELIVERABLES:** T0 stands for the date of giving LoI / Work order**.**

S.No.	Deliverables	Time-Line [Days]
Website and Associated Web Portal Development		
T1	Prototype presentation including Homepage design(3 templates in number to select one for deployment)	T0+10
T2	Development of the Complete System including migration of the old website content to the new one.	T1+30
T3	UAT, Cyber Security Audit, Training and Go-live	T2+10

3.6 **PERFORMANCE REQUIREMENTS (SLAS):** The purpose of the Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by Company/Firm for the duration of the project. SLA defines the terms of the Service Provider's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by DU in the Service Level Agreement with the Service Provider. The Company/Firm has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

S.No.	Major Area	Parameter	Requirements	Penalty
1	Application System Development and Implementation	Major milestone during development and implementation as per project plan document	7 Weeks	Delay up to 2 weeks after scheduled date @0.5% and beyond 2 weeks penalty will be 1% of the development cost per week. Week means full week (7 days) or part thereof. If delay is more than 4 weeks from the scheduled date, authority reserves the right to cancel the Work Order.

2	Availability of application	Application covering all the features	98% availability round the clock and Computation will be done on monthly basis. Note : Fault at application level only.	Up to 90 - 97.99% - 1% of application development cost. Less than 90%- 2% of application development cost.
3	Resolution Time (Only for Bug fixing)	Time taken by the Bidder to fix the problem	Within 12 hours of reporting	12 hrs to 24 hrs @ 0.25% of application development cost. Beyond 24 hrs 0.5% of application development cost per 24 hours.

3.7 The Company/Firm shall guarantee 99.9% Uptime of data center including all services.

3.8 DU reserves the right to cancel the contract at any time without assigning any reasons whatsoever.

3.9 The DU authority shall have the right to impose additional terms and conditions, if situation demands.

3.10 In case of any legal, quasi-legal challenge, the Company/Firm will provide all information required by the legal authorities promptly and in the manner the data is sought.

3.11 **PAYMENTS TERMS AND MILE STONE:** Desirable Timelines for Project Implementation with the milestones deliverables

S.No.	Milestones	Payment %
Development and Implementation Cost		
1	After Go- live	40% of the cost
2	60% to be paid after successfully running the system for a period of three months from date of go live of the project	60% of the cost
Annual Hosting, Maintenance and Support Cost		
3	Annual Hosting, Maintenance and Support cost will be paid yearly basis after completion of each year from the date of Go-live.	100% of Hosting, Maintenance and Support cost after completion of each year
Software Enhancement Service		
4	Software Enhancement cost will be paid on the man month rate as per actual.	100% after completion of respective activity

3.11.1 The payment under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the DU.

3.11.2   Bill to be made in the name of Registrar, Dibrugarh University. GST No, PAN and account details should be clearly mentioned on the bill.

3.11.3   No advance payment will be made under any circumstances.

3.11.4   TDS/ Income Tax etc. are to be deducted at source from the bills of Vendors as per rule.

3.12   The decision of DU in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

3.13   With mutual consent between the DU and the Vendor, any other point can be included in the agreement at the time of its execution.

3.14   In case of any disputes on execution of the work during the period of contract, the decision of the Hon'ble Vice-Chancellor, DU shall be binding and final, agreeable in full by both the parties.

4.   ELIGIBILITY CRITERIA:

4.1   The Bidder must be a company registered under Indian Companies Act 1956 or a Partnership firm (The copy of Registration Certificate issued by Registrar of Firms/ Certificate of Incorporation issued by Registrar of companies must be attached.)

4.2   The Bidder must have at least one permanent office in Assam. (Documentary proof of the office address with registration certificate and GST certificate must be provided)

4.3   The Bidder must have PAN Number and GST Registration.

4.4   Bidder must be CMMI(minimum Level 3), ISO 9001:2015, and ISO 27001:2013 certified.(valid copies of the same should be attached).

4.5   The Bidder must be having minimum Average Annual Turnover of Rs. 30 Lakh during the last 3 Financial Years i.e. from 2020-2021 to 2022-2023. The agency should also attach a proof certified by a Chartered Accountant.

4.6   The bidder must submit Income Tax Returns of past 3 years of the bidder from 2020-21, 2021-22, 2022-23.

4.7   The Bidder must be having a **minimum Five years of experience** as on 31st March, 2024 in designing, developing web based applications/CMS for academic institutions in Govt./State Govt./Govt. Autonomous Institute/Universities/IITs/NITs/ Reputed Private Organizations.
              (Proof to be submitted:- Self attested copies of Agreements/ Work Orders along with Satisfactory Performance Report issued by such Central or State Govt organization / Institutions/ universities).

4.8   The bidder must have developed **at least five dynamic websites** along with Content Management System(CMS) for reputed academic institutions such as Central Govt./State Govt./ Autonomous Institutions/Universities and HEIs/IITs/NITs. **At least three websites out of these five** must be active for the **past three years** from the last date of submission of bids. Documentary evidence along with live URL must be submitted as proof.

4.9   The Bidder should have not been debarred / black listed / terminated / ceased without completing the entire duration of contract period by any Central/State Govt. Department. Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of Proposals.

5.   INSTRUCTIONS FOR BID SUBMISSION

5.1   **PREPARATION OF BIDS:**

The offer/bid should be prepared and submitted in two-envelop systems (i.e.) **Technical bid** and **Financial bid**. The technical bid should consist of all the technical details. Financial bid should indicate charges in rupees. Financial Bids to be submitted in the format given in Annexure VI.

5.1.1 **TECHNICAL BID/PROPOSAL:**

5.1.1.1 Prepare a detailed technical proposal addressing all requirements specified in the tender.

5.1.1.2 Clearly outline your understanding of the project, proposed methodologies, and technical approach, technologies to be used, technical architecture along with diagrams, illustrations, screenshots etc.

5.1.1.3 Include a brief profile of your company/firm along with relevant experience, qualifications, and credentials of your team members.

5.1.1.4 Bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET **(As per Annexure-I)** indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid.

5.1.1.5 **The Technical Bid should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure, without which the tender will be considered incomplete and hence, summarily rejected.**

5.1.1.6 **Bidder should prepare the Tender Fee and EMD as per the instructions specified in the tender document. In case of any exemption sought, appropriate certificate along with Govt. Notification regarding such exemption should be submitted.**

5.1.1.7 The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.

5.1.1.8 The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

5.1.1.9 The bid should be clear and without any condition. Conditional bids shall be summarily rejected.

5.1.1.10 Any change/corrigendum/extension of dates in respect of this tender shall be issued through DU website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit DU website for updates.

5.1.2 **FINANCIAL BID/PROPOSAL :**

5.1.2.1 A format has been provided with the tender document in Annexure VI to be filled by all the bidders. Bidder to note that they should necessarily prepare their financial bids in the prescribed format/structure.

5.1.2.2 Prepare a separate financial proposal envelope containing your bid price.

5.1.2.3 All duties, taxes and other levies payable by the vendor, if any shall be included in the total price. However, only GST will be paid extra as per applicable rate.

5.1.2.4 The bidders are required to quote their rates in Indian Rupees (INR) only.

5.2 **SUBMISSION OF BIDS:**

5.2.1 Place the technical bid and financial bid in two separate envelopes and properly seal each envelope...

5.2.2 Clearly label each envelope as "Technical Bid" and "Financial Bid" respectively.

5.2.3 Write the tender reference number, company name, and contact details on each envelope.

5.2.4 Put both the envelopes in a single sealed outer envelope addressed to the Registrar, Dibrugarh University, Dibrugarh-786004. Write the tender reference number, company name, and contact details on the outer envelope also.

5.2.5 Ensure that the submission is made within the specified deadline and only to the designated authority.

5.2.6 The bids received after the due date and time will not be considered.

6. BIDS OPENING & EVALUATION:

6.1 The bids will be opened by a Committee duly constituted for this purpose. The proposals (complete in all respect) received will be opened as mentioned at "RFP Schedule" in presence of Bidder's representative if available..

6.2 The Bidder may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process.

6.3 **The Technical Proposal** will be opened first and evaluated. **The Financial Proposal** of only those Bidders who are found to be technically qualified by the Committee will be opened. The Financial Proposals of non-qualified Bidders will not be opened.

6.4 **Presentation:** A Separate meeting for presentation will be conducted to assess the technical competence of the bidders. The bidders can use this presentation as an opportunity to present their proposal. This presentation will be the part of evaluation of technical bids. Maximum of two representatives per bidder will be permitted to attend the meeting for

presentation, subject to the submission of valid authorization letter.

6.5 **SELECTION OF SUCCESSFUL BIDDER:** DU will evaluate the bids as per Quality and Cost Based Selection (QCBS) system. The technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

TECHNICAL EVALUATION CRITERIA:

S.No.	Parameter	Scoring Protocol
	QUALITY	TOTAL: 100 MARKS (Min. 40 Marks required for Qualification)
1	**Tenure in the Relevant Field** Experience of Application/Software Development (in years)	Max Marks: 5 - 10 or more years of Experience – 5 Marks - 8 or more but less than 10 years of Experience – 4 Marks - 5 or more but less than 8 years of Experience – 2 Marks
2	**Engagements in HEI** Experience with Govt Higher Education Institute, Public University, IITs/IIMs etc. or Reputed Private University	Max Marks: 20 - 20 or more Institutes – 20 Marks - 10 or more but less than 20 Institutes – 10 Marks - 5 or more but less than 10 Institutes – 5 Marks
3	**Large-Scale System Development and Deployment Expertise** Experience in the development and deployment of Cloud based Content Management Systems (CMS) or Enterprise Resource Planning/Management Information Systems (ERP/MIS) for a large organization having large number of employees/students as users with separate user accounts.	Max Marks: 15 - 5000 or More Employees/Students – 15 Marks - 3000 or more but less than 5000 Employees/Students – 10 Marks - 1000 or more but less than 3000 Employees/Students - 5 Marks - Less than 1000 Employees/Students -2 Marks
3	**Financial Performance** Average Annual Turnover during the last 3 Financial Years i.e. from 2020-21 to 2022-23	Max Marks: 5 - 50 Lakh & Above – 5 Marks - 40 Lakh & Above but less than 50 Lakh – 4 Marks - 30 Lakh & Above but less than 40 Lakh – 3 Marks

4	**Requirement Understanding and Proposal Response Quality** Detailed document regarding the Understanding, Execution Plan, Development and Implementation of the proposed WCMS system(with screenshots, if any) together with features/technical architecture/specifications, technologies to be used, security measures as per the requirement of DU (will be evaluated by a Committee)	**Max Marks: 25** - Very Good – 25 Marks - Good – 15 Marks - Satisfactory – 10 Marks - Fair – 5 marks - Unsatisfactory/Poor – 0 Marks
5	**Demonstration of Design and Technical Competence** Presentation/Demo	**Max Marks: 30** (The bidder will be required to deliver a presentation before a committee to demonstrate their proficiency in frontend design and technical expertise. They are expected to showcase a demo homepage design for DU and provide detailed explanations of technical strategies for managing high volume web traffic. Additionally, presenting a demo WCMS will be an added advantage. The committee will evaluate the presentation based on the bidder's distinctive design capabilities and technical demonstrations, determining marks accordingly)

6.5.1 A bidder has to score an overall minimum score of 40 in the technical evaluation in order to be technically qualified.

6.5.2 The financial evaluation will be for 30 marks and will be only for the technically qualified bidders. The lowest priced qualified bidder will get the maximum financial score (30) while the others will have a pro-rated score lower than 30. More specifically, the financial score of a technically qualified bidder is calculated as Financial score = 30 * (lowest price bid)/ (price bid of the bidder).

6.5.3 The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of tie, the bidder having higher financial score will be declared successful.

6.5.4 The following formula will be used to evaluate the overall ranking of the qualified bidders.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid x 70}}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest Financial Bid x 30}}{\text{Price of Financial Bid}}$$

6.5.5 Selection of bidder will be based on overall score calculated from the formula. An Example of the same is presented below:

Bidder	Score of Technical Bid	Price of Financial Bid	Overall Score	Overall Rank
Company A	90	280	97.85	First
Company B	80	270	91.10	Third
Company C	80	260	92.22	Second

6.6   Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Proposal shall not be considered.

6.7   DU reserves the right to negotiate the quoted price with the successful Bidder to arrive at the fair and reasonable price.

6.8   DU reserves the right to seek clarifications or additional information/ documents from any Bidder regarding its technical Proposal. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the Bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

6.9   In case the day of opening of proposals is declared as a Public Holiday or there is non-functioning of the University , the next working day will be treated as a day for the purpose. However, if the opening process is to be postponed for a long period due to some unavoidable reasons, the date of opening will be intimated to the bidders.

6.10   DU reserves the right to cancel the tender without assigning any reason.

6.11   DU reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof.

7.   AWARD OF CONTRACT:

7.1   The Successful Bidder should accept the offer within 10 days from the date of receipt of "Work Order/Letter of Offer, failing which the offer will be cancelled.

7.2   The successful bidder should sign an Agreement with DU within 30 days after receiving the Work Order/Letter of Offer.

7.3   In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), DU will have right to forfeit the EMD.

7.4   If Successful Bidder fails to provide acceptance within stipulated time, DU will be free to award the contract to 2nd Highest Scorer Vendor provided 2nd Highest Scorer matches 1st Highest Scorer's price, If the price quoted by 2nd Highest Scorer are more than the price quoted by 1st Highest Scorer and if 2nd Highest Scorer does not agree, it will be awarded to 3rd Highest Scorer subject to 3rd Highest Scorer matching 1st Highest Scorer's price, and so on in that order.

7.5   It is to be clearly understood by the parties that no financial liability of any type is created by issuance of work order. The University does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and the performance of the Bidder.

7.6   An **amount equal to 10% of the order value** shall be retained by DU as Security Deposit for a period of 3 Years from the date of go-live. Any penalty imposed on the vendor shall be deducted from the Security Deposit.

INDEX/ COMPLIANCE SHEET

(To be submitted on the letterhead of the Company/ Firm)

RFP No: DU/NIT-2024/File-VI/220 Dated 09/03/2024

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Technical Bid As per **Annexure – II**				
2.	Proof of Tender Fee and EMD. (or Relevant Certificates if exempted)				
3.	Acceptance of Terms & Conditions of RFP as per **Annexure-III.**				
4.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
5.	Copy of GST Registration Certificate.				
6.	Certificate of Incorporation/Registration with valid proof of Office Address in Assam				
7.	Valid CMMI Certificate				
8.	Valid ISO 9001:2015 and ISO 27001:2013 Certificates				
9.	Detail of Experience as per **Annexure-IV,** along with the copy of work order and completion / performance certificates in the same sequence. The Feedback from client may be submitted along with the proof of experience under technical bid.				
10	URLS of the Live websites along with documentary evidence of running for the last three years.				
11.	Proof of Income / Turnover to claim the eligibility related to Turn Over.				
12.	ITR for FY 2020-21, 2021-22 and 2022-23.				
13.	Self-Declaration about Non Black Listing **as per Annexure-V.**				
14.	Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any				
15.	All other documents, as required in terms of the tender, to claim eligibility.				

Place:

Date: (Signature with stamp of the Company/Firm)

RFP No: DU/NIT-2024/File-VI/220 Dated 09/03/2024

TECHNICAL BID

(To be submitted on the letterhead of the Company/ Firm)
Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist

1.	Name of the Company / Firm (In Block Letters)	::	
2.	Registered Office Address (With telephone no. & email address)	::	
3.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
4.	Year of incorporation /constitution of agency	::	
5.	PAN No.	::	
6.	GST No.	::	
7.	Authorized Signatory Details	::	Name:_____ Designation:_____ Mobile No:_____ Email:_____
8.	Details of Contact Person Other than Authorized Signatory:	::	Name:_____ Designation:_____ Mobile No:_____ Email:_____
9.	Total No. of Year of Similar Experience Details of work experience (as per **Annexure-IV)** in support of Experience related eligibility criteria.	::	
10.	Annual Business turnover for last two financial years, duly certified by the Chartered Accountant	::	FY 2022-23: Rs_____(in Lakhs) FY 2021-22: Rs_____(in Lakhs) FY 2020-21: Rs_____(in Lakhs) Avg Turnover of Last Three Years: Rs._____(in Lakhs)

11.	Total number of employees	::	
12.	Details of Tender Processing Fee (Application Fee) and EMD:	::	**Details of Tender Processing Fee:** Amount: DD No/ Txn No: Date: Bank & Branch: **Details of EMD:** Amount: DD No/Txn No: Date: Bank & Branch:
13.	Whether the Company/Firm faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	::	
14.	Detailed Technical Proposal (Attach separate sheets)	::	

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by DU, if it deems fit.

Signature of authorized signatory

Name:

Seal:

Note: 1) Please enclose all supporting documents.

2) If documents are not included in the application, the bid will be automatically rejected.

ACCEPTANCE OF TERMS & CONDITIONS OF RFP

(On the letter head of the Company/ Firm)

To   Date:

Registrar,
Dibrugarh University
Dibrugarh
Assam-786004

Sub: Acceptance of Terms & Conditions of RFP for 'DEVELOPMENT, IMPLEMENTATION, HOSTING AND MAINTENANCE OF CLOUD BASED WEB CONTENT MANAGEMENT SYSTEM FOR DIBRUGARH UNIVERSITY' vide RFP No: DU/NIT-2024/File-VI/220 Dated 09/03/2024

Dear Sir,

I/We have downloaded / obtained the RFP document(s) for the above mentioned Project from https://dibru.ac.in and

1. I/We hereby certify that I / we have read the entire terms and conditions of the RFP documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.

2. The corrigendum(s) issued from time to time by your organization with this RFP has also been taken into consideration, while submitting this acceptance letter.

3. I/We hereby unconditionally accept the terms and conditions of above mentioned RFP document(s) / corrigendum(s) in its totality / entirely.

4. I / We do hereby declare that our Company/Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

5. No employee or direct relation of any employee of DU is in way connected as Partner/Director/Advisor/Consultant/Employee etc. with our Agency / Firm / Company.

6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.

7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our Proposal or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Company/Firm, with Official Seal)

DETAILS OF SIMILAR EXPERIENCE

(To be submitted on the letterhead of the Company/ Firm)

Sr. No	Name of the Institute / University for which the System was developed (with Name of Contact Person, Contact No. & email id.)	Duration of contract		Value of Contract	Nature of Work (Ex: Designing / Development of Website/Webportal/ Web Applications/ ERP etc.) Please mention:	Whether it is Govt. Institute/ Govt. academic institute/ Pvt Institute/ Pvt Academic Institute (Please Mention)
		From (DD/ MM/ YYYY)	To (DD/ MM/ YYY Y)			
1.						
2.						
3.						
4.						
5.						

Note:

- The companies/firms are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Agencies may add row / rows in the above format, if Number of organizations / Institutions are more additional sheets may be added.

- The firm should provide the contact information (i.e., names of two contact persons, phone number, email address, URL of the company) of clients that DU may contact in order to obtain the required information.

(Signature of the Company/Firm, with Official Seal)

SELF-DECLARATION ABOUT NON BLACK-LISTING

(To be submitted on the letterhead of the Company/ Firm)

To   Date:

Registrar,
Dibrugarh University
Dibrugarh
Assam-786004

Subject: Self Declaration About Non Black-Listing

Sir,

      In response to RFP under RFP No: DU/NIT-2024/File-VI/220 Dated 09/03/2024, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

      We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of Proposal.

      If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the proposal if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the Agency)

FINANCIAL BID
(To be submitted only inside the Sealed Packet for Financial Bid)
RFP No: DU/NIT-2024/File-VI/220 Dated 09/03/2024

Name and Address of the Bidder:

Sl. No	Particulars	Rate (Rs.) (Excluding GST)
01	**Development and Implementation Charge** (As per Scope of Work. Terms and conditions)- One time only	
02	**Annual Hosting, Maintenance and Support Charge (per annum)- From The date of Go-live**	

Date: Authorized Signatory

Place:

(Signature and seal of the authorized signatory)

Note:

1. GST will be paid extra, at the applicable rate.

2. No additional payment shall be entertained later, other than the quoted and approved rate.