'Telegraphic Address'
'RECOL'

Director office: (0343)2546397
Dy. Registrar admin: (0343)2546406
Web. www.nitdgp.ac.in

राष्ट्रीय प्रौद्योगिकी संस्थान दुर्गापुर
NATIONAL INSTITUTE OF TECHNOLOGY DURGAPUR
COMPUETR SCIENCE AND ENGINEERING DEPARTMENT
MAHATMA GANDHI AVENUE, DURGAPUR – 713209, BURDWAN (WEST BENGAL)

Tender Ref no- NITD/ITIS/WSC/2018/01   **Date: 25/07/2018**

To:

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Bonafide, resourceful, licensed and experienced agencies / decorators are requested to quote item wise / quantity wise / unit wise for the jobs mentioned below as per the terms and conditions of NIT, Durgapur. The quotations should be addressed to "**Chairman, Website Sub-committee, National Institute of Technology, Mahatma Gandhi Avenue, Durgapur 713 209"** and super scribed with **"Website design and Content Management".** Rates / documents are to be quoted and submitted in sealed envelope within stipulated date and time in the tender box at **Estate Section, NIT Durgapur** marked as "*Tender Box for Website Design and Content Management*"**.**

SCHEDULE

Name of Organization	**National Institute of Technology**
Tender Type (Open/Limited/EOI/Auction/Single)	Limited
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/ Auction/Service/Buy/Empanelment/ Sell)	Service
Items	Website design and Content Management (Quoted amount of the Bidders should be inclusive of all taxes)
Earnest Money Deposit to be submitted	INR 10,000/=.
Maintenance Periods (If any)	ONE YEAR after website go live [may be extended for THREE YEARs based on satisfactory performance]
Performance security	The successful bidder must submit a valid bank guarantee payable to "NIT Durgapur" drawn on any nationalized bank amounting 5% of the order value towards Performance Security during the warranty period.
Calendar Completion/Delivery Period in Days	Within FIVE (05) Months from the date of Purchase Order/Work Order/Award of Contract.
Training Clause (if any)	As specified in the "Technical Specification" Section
Testing/Installation Clause	As specified in the "Technical Specification" Section
Source of Fund (Institute/Project)	Institute
Is Multi Currency Allowed	NO
Date of Issue/Publishing	25/07/2018 (10.30 am)
Last Date and Time for Submission of Bids	17/08/2018 (12.30 Hrs.)
Date and Time of Opening of Technical Bids	17/08/2018 (3.30 Hrs.)
Venue of Opening of Technical Bids	Department of CSE, CSE Building
Tender Fee	Rs. NIL /- (For Tender Fee)
No. of Covers (1/2/3/4)	02 ((Technical Bid, Commercial Bid)
Bid Validity days (180/120/90/60/30)	90 days (From last date of opening of tender)
Address for Communication	Chairman, Website Sub-committee, National Institute of Technology, Durgapur M. G. Avenue. Durgapur -713209, West Bengal. INDIA

TERMS & CONDITIONS: SUBMISSION OF BIDS, EVALUATION, AWARD OF CONTRACT AND PAYMENTS

1. Each bidder shall submit only one quotation. Sealed quotation for <u>Technical Bid and Price Bid (Separately)</u> to be submitted/ delivered at the address as stated above.
2. <u>In Price Quotation,</u>
   (a) All duties and other levies payable by the supplier under the contract shall be included in the price.
   (b) Applicable taxes shall be quoted separately for all items.
   (c) The prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
   (d) The Prices should be quoted in Indian Rupees only for items II and III of "Technical Specification" section.
3. <u>Evaluation of Quotations:</u> The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e. which (i) are properly signed and (ii) conform to the terms and conditions, and Technical Specifications.
4. The Quotations will be evaluated for all items together.
5. <u>Award of contract:</u>
   (a) The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.
   (b) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
   (c) The contract shall be for the full quantity of all items as mentioned.
6. The bidder whose bid is accepted, will be notified regarding the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.
7. <u>Payment shall be made in Indian Rupees as per following schedule:</u>
   (a) Installation and Commissioning of Item II of "Technical Specification" section and after Website go live – The cost for the Item II.
   (b) For item III: At the end of each quarter on satisfactory performance report after commencement of maintenance.
8. Detailed specifications of the items are listed in "Technical Specification" section.
9. Whenever, EMD / Tender fees are sought, bidders need to pay the tender fee and EMD separately on-line through RTGS. Account details are given below.
   Name of Account holder of Institute: NIT Society Durgapur
   Bank Name : State Bank of India
   Branch name with complete address: R. E. College Branch (N. I. T. Durgapur), Durgapur-713209, Dist- Paschim Bardhaman, West Bengal, Pin- 713209
   IFSC Code: **SBIN0002108**
   Bank Account Number: **11520034072**
   MICR Code: **713002204**
   (Scanned copy of the RTGS challan should be submitted with Technical Bid Document)
10. Any other terms & condition as imposed in "Outsourcing of Non-consulting Services" vide chapter 6, section B of GFR 2017.

DOCUMENTS TO BE SUBMITTED ALONG WITH THE TECHNICAL BID DOCUMENT

1. Signed copy of the filled in Notice Inviting Tender (NIT).
2. Scanned copy of the RTGS challan for EMD deposit
3. List of Other Important Documents

Sl. No.	Category	Sub Category	Sub Category Description
1	Certificate Details	Affidavit regarding No Near Relative working in department	Affidavit regarding No Near Relative working in department
		GST Registration Certificate	GST Registration Certificate
		Partnership Deed (If applicable)	Partnership Deed
		Permanent Account Number	Permanent Account Number Details
		Power of Attorney (If applicable)	Power of Attorney
		Registration Certificate	Registration Certificate Details
2	Financial Details	Annual Turn Over Details	Annual Turn Over Details
		Audited Profit and Loss Account and Balance Sheet Details for last 3 Years	Audited Profit and Loss Account and Balance Sheet Details for last 3 Years
3	Work Details	Existing Commitments	Existing Commitments Details
		Works Completed	Works Completed Details
		Design of Works	Information brochures/ catalogue / Design Templates, if any, must be accompanied with the quotation

<u>**TECHNICAL SPECIFICATION**</u>

The website of NIT Durgapur shall serve as a powerful portal for reaching to all potential stakeholders. The Institute has plan to develop a dynamic state-of-the-art web portal which would reflect various functions, activities, profiles, the Institute's vibrant academic environment and campus life. The proposed website shall have a working blend of Web 2.0 technologies and eye-catching presentation of information and further it will be mobile friendly. The proposed site should have an improved look & feel but lightweight for faster access with latest design features to meet the standard of international Institutions. The website should be elegant and uncluttered in look, and user friendly in its layout design and content.

The website should comply with the comprehensive content management system to support a variety of users ranging from Administrators to Guests. It should allow the administrator to creates user roles and allow the setting up of access rights ranging from entire site to a specific page. The website should be based on Web 2.0 based CMS and preferably use Open Source Tools.

The site design must be cross-browser, cross-OS and multilingual (English and Hindi) compatible up to the most recent browser / OS versions. Support for major platforms, like, Desktop/Tablet or Notebook and Mobile form factors will be required.

I. Users of the website
For all the Institute related information, the envisaged portal will be used by the students, faculty members and administrative staff for their day-to-day activities. It will also be used by prospective students, employees, visitors, partner institutes and businesses, other government departments and agencies in India and abroad.

II. Functional Requirements
The website will be based on a Web Content Management System. Facility to update content by multiple users from anywhere through browser based administrative module using suitable WYSIWYG editing tools allowing non-technical users to create and edit content.

(A) Web Content Management System (WCMS)
- The WCMS shall have the ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server's settings.
- Template based. ***Final decision will be taken by NIT Durgapur on the template to be implemented.***
- Shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
- Should support user Groups, allowing the administrator to control how registered users interact with the site. A page on the site can be restricted to one or more groups.
- Shall be able to create microsites/web portals within a main site as well.
- Shall act as a Collaboration platform allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or ignored reverting to old versions. It shall allow multiple users to modify (or comment) a page at the same time in a collaboration session.
- ***Migration of all information from the existing web site to the new website should be performed.***

(B) Basic features
- Admin section must be protected by username and password and using salted MD5 encryption. At database level password should be stored in encrypted format. After consecutive wrong attempts the password should be sent to administrator through email.
- Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.
- User Management – Ability to create users, centres, students, Faculty/Department and define permissions for approval within a section.
- Approval process – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.
- Dynamic Photo gallery/Video Management System: Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.
- Dynamic News/Events/Notification Management System: Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWIG editor

(C) Navigation
- Design should be flexible to accommodate new pages.
- Menu Management – Ability to add, move, delete, modify menus on the site.
- It should provide for flexibility to modify the design when a major event has to be published.
- Design should allow changing the interface templates for fresh new look as and when required.
- The portal should be based on International standards like W3C standard for HTML, WAI etc.

(D) Linkages
- The website should allow for creation of/linking to new websites for Events, Conferences and different Centres within the Campus etc.
- The website should allow the user to syndicate, aggregate and set up the notification of data using RSS feeds.
- The website should allow linking podcasts, webcasts and other wikis and forums.

(E) User friendliness and Installation

The website shall have features that are disabled-friendly, and should allow for features such as voice enabling and enhancement of font size. The web site must be designed with a balance of text and graphics such that each page loads in **8 seconds or less** on the average computer (using a 56K modem).

- *Multi-lingual (English and Hindi) content* – Ability to create content in multiple languages. It is expected that the basic site will be in English and Hindi. If content is not translated, the link should show English content by default. Ability to add more languages in future.
- Site must be compatible with Internet Explorer, Chrome & other well-known web browsers. The technologies to be used for its development and maintenance should be easily available and cost effective. Website must be built in accordance with the Web Content Accessibility Guidelines provided by the W3C.
- Provide search capabilities using key words or phrasing that will identify content from within the site. The website would also have a search engine with index based search options.
- Website should go live immediately after suitable Testing both from the party-end and purchaser-end.
- Infrastructural facilities for hosting web site will be provided by the purchaser.

(F) Tentative (Minimal) Site Map

This website will enable external users to obtain information on the following key features:
- The NIT Durgapur
- Academic Information – Study programme, research focus, related activities
- Seeking Admission to the Institute
- Faculty
- Research
- Services – facilities, student services, academic services, administration
- Linkages – Industries, Global linkages, industry associations/ bodies.
- Job opportunities – research career, teaching careers etc.
- News & Events
- Extracurricular activities
- Alumni
- Other Statutory information

The internal users include – faculty, staff and students, who can have access to:
- Calendar of events
- Exam Results
- Research & collaboration
- Faculty Home page
- Circulars, Notification
- Any other statutory information for disclosure

(G) Control Panel Features
- Website statistics, Log Manager, Referrer and Error Logs
- Password Protected Directories and Custom Error Pages
- Web Based File Manager Hotlink Protection
- IP Deny Manager, Redirect URL

(H) Security Features
- Provides Secure Sockets Layer (SSL) encryption during site activities, payment transaction and user login.
- The website should incorporate necessary security features against unauthorized access, hacking and defacement.
- The website shall be security audited according to Open Web application Security Project application security verification standard.
- Provide provision for secure integration with payment gateway for online payment transactions involved in processes such as admission form, job application, student fees, conference registration etc.
- The website should be compliance as the **"Guidelines for Indian Government Website", January 2009, GOI.**(Annexure – A)

(I) Training & Documentation

Extensive training should be provided to technical personnel of NIT Durgapur to handle web content related to their Department/Faculty etc. Additionally, a separate training should be done for web administrators.

Documentation: Complete documentation on the web site- User Manual and Technical Manual has to be provided.

III. Initial Maintenance and Content management.

Once the newly developed website will go live Annual Maintenance of the website and content management should be provided by the party initially for ONE YEAR and may be extended for THREE YEARs at per with the initial ONE YEAR cost, based on the performance. One Support Engineer to be stationed at NIT Durgapur for such maintenance.

Annexure-A: Compliance Matrix for Indian Government Website

S.No.	GUIDELINE
1. Government of India Identifiers	
1	Association to Government is demonstrated by the use of Emblem/ Logo, prominently displayed on the homepage of the website
2	Ownership information is displayed on the homepage and on all important entry pages of the website.
3	Complete and self explanatory title of the homepage (appearing on the top bar of the browser) is provided.
4	Website is registered under 'gov.in' or 'nic.in' domain.
5	Website provides a prominent link to the 'National Portal' from the Home Page and Pages belonging to National Portal load in new browser window.
2. Building Confidence	
6	Website has a Copyright Policy, prominently displayed on the homepage.
7	Due permissions have been obtained for publishing any content protected by copyright.
8	Source of all documents, whether reproduced in part or full, is mentioned.
9	Website has a comprehensive Hyper Linking Policy.
10	Clear indications are given when a link leads out to a non government website.
11	The mechanism is in place to check the accuracy of Hyperlinked Content
12	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.
13	Website has a comprehensive Terms & Conditions statement, linked from all important pages.
14	Terms & Conditions statement disclaims responsibility of the content sourced/ linked from a non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.
15	Website has a Privacy Policy linked from all the relevant pages.
16	All electronic commerce transactions are handled through secure means.
3. Scope of Content : Primary Content	
About us	
17	All information about the department, useful for the citizen and other stakeholders, is present in the 'About Us' section and mechanism is in place to keep the information up to date.
Schemes	
18	The complete title of the Scheme is reflected.
19	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.
20	The validity of the scheme has been mentioned.
Services	
21	Self explanatory title of the service is published.
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.
Forms	
23	The website provides the complete title of the form along with the purpose it is used for.
24	Language of the Form (other than English) is mentioned clearly.
Acts	
25	The complete title of the Act (as written in the official notification) is mentioned.
Documents	
26	The complete title of the Document is mentioned on the website.

S.No.	GUIDELINE
27	The language of the Document (other than English) is mentioned clearly.
28	Validity of the Document has been mentioned.
Circulars and Notifications	
29	The official title of the Circular/ Notifications is mentioned.
30	Validity of the Circular/ Notification is mentioned.
Tenders and Recruitment	
31	Mechanism is in place to ensure that all Tender/ Recruitment Notices issued by the Department are published on the website.
32	Website provides a complete description of the Tender/ Recruitment notice along with the procedure to apply for the same.
33	Mechanism is in place to ensure that information on old/irrelevant Tender/ Recruitment notices is removed or moved into the archive section.
News and Press Releases	
34	News / Press releases are displayed along with the date and these are organized as per the archival policy of the website.
Contact Us	
35	Website has a 'Contact Us' page, linked from the Home Page and all relevant places in the website.
36	The complete contact details of important functionaries in the Department are given in the 'Contact Us' section.
Presence on the National Portal	
37	Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.
Scope of Content : Secondary Content	
38	Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive.
39	All Discussion Forums on the website are moderated.
40	For every related link, the complete URL of the Home Page/concerned webpage is provided.
Scope of Content : Tertiary Content	
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.
42	The website has a readily available Help section.
43	Complete information including title, size (playing time for audio/ video), format, usage instructions and plugin to view the file is provided for downloadable material including documents.
44	Mechanism is in place to ensure that all downloadable material is free from virus.
45	Minimum content as prescribed in the guidelines is present on the homepage.
46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.
47	Website is free from offensive/discriminatory language
4. Quality of Content	
48	Content is compiled and packaged with citizen orientation.
49	The Department has a Content Contribution, Moderation and Approval Policy (CMAP) for the website.
50	Home page and every important entry page of website displays the last updated /reviewed date.
51	Department has a Content Review Policy (CRP) for the website.
52	All Documents/Reports have a time stamp at least on the main page.
53	The Departments have a clearly laid out Content Archival Policy (CAP) for the website.

54	Clear and simple language has been used throughout the website.
55	The language is free from spelling and grammatical errors
56	Whenever there is a change in the language of a web page it has been clearly indicated.
57	Consistency in nomenclature is maintained across the website.
58	All information, which is of direct importance to the citizen, is accessible from the Homepage.
59	Information structure and relationship is preserved in all presentation styles.
60	The meaningful reading sequence is preserved in all presentation styles.
61	Documents / pages in multiple languages are updated simultaneously.

5. Design

62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.
63	A consistent page layout has been maintained throughout the website.
64	National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.
65	Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).
66	Web pages allow resizing of text without the use of assistive technology.
67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.
68	There is adequate contrast between text and background colour.
69	All information conveyed with color is also available without color.
70	Alternate text is provided for non text elements (e.g. images).
71	Websites provide textual description of audio/video clips & multimedia presentation.
72	Caption have been provided for all important audio content.
73	Web pages do not contain any content that flashes for more than three times in a second.
74	There is a mechanism to control scrolling, blinking content.
75	There is a mechanism to control (stop, pause...) audio that starts automatcially.
76	All pages on the website have a link to the home page.
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.
78	There are no links to 'under construction' pages.
79	Each page is a standalone entity in terms of ownership, navigation and context of content.
80	Web pages allow the user to bypass repeated blocks of content
81	Website has either a "search" box or a link to a "search" page from every page of the website.
82	Website has an up to date Site Map that is linked to the Home page as well as to all important entry pages of the website.
83	If the site uses frames, each frame is properly titled.

6. Development

84	Website uses Cascading Style Sheets to control layouts/styles.
85	Website is readable even when style sheets are switched off or not loaded.
86	Web pages are usable even when scripts, applets etc are turned off.
87	Documents are provided either in html or other accessible formats. Instructions / Download details for viewing these formats are provided
88	In content implemented using markup languages the elements have been use according to specification.

89	Lables have been provided when content requires input from the users.
90	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).
91	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.
92	All input errors are flashed in text.
93	Functionalty of content is operable through keyboard.
94	Focus is not trapped in any component while navigating through keyboard only.
95	Purpose of each link is clear to the user.
96	When any component recieves focus it does not initiate change in context.
97	Changing the setting of a component does not change the context unless the user has been informed of the same.
98	Metadata for page like title, keywords, description and language is appropriately included.
99	Data tables have been provided with nesscessary tags/markup.
100	All components recieve focus in an order that preserves the meaning/ operation.
101	Role of all interface components can be programatically determined.
102	The website has been tested on multiple browsers.
103	Website has cleared Security Audit by certified agency and has a Security Policy.

7. Website Hosting

104	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.
105	The Hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.
106	The Hosting Service Provider has redundant server infrastructure for high availability.
107	The Hosting Service Provider performs regular backup of the website.
108	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and a well crafted DR plan for the website.
109	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.
110	All possible security measures have been taken to prevent defacement/ hacking of the website and the department has contingency plan in place for situations like these.

8. Website Promotion

111	Website ranks in the first five results on major search engines when searched with relevant keywords.
112	It has been ensured that all stationery of the department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the web site.

9. Website Management

113	Department has nominated a Web Information Manager as defined in the guidelines.
114	The website has a website monitoring policy
115	All policies and plans are approved by Head of Department