

RFP FOR DESIGN, DEVELOPMENT, HOSTING AND  
MAINTENANCE OF WEB PORTAL

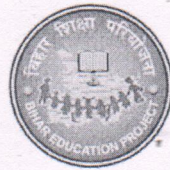
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RFP Reference No: BEPC/ RFP-MIS/94/2018-19/.....<sup>9221</sup>

REQUEST FOR PROPOSAL (RFP)

**For**

**Design, Development, Hosting &  
Maintenance of Unicode Bilingual & Dynamic  
State-of-the-art Web-Portal of Bihar  
Education Project Council, Patna**



**Bihar Education Project Council  
Shiksha Bhawan,  
Bihar Rashtrabhasha Parishad Campus,  
Saidpur – 800 004**

# RFP FOR DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEB PORTAL

## Request For Proposal Document For Proposed web-portal

### 1. Invitation for Proposal

Bihar Education Project Council hereby invites proposals for the Design, Development and Maintenance of a new state-of-the-art dynamic Web Portal. The RFP document is placed at Web Portal: <https://www.bepcssa.in>.

Bidder/ Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Prospective bidders are advised to check the prequalification criteria before submission of bids.

### 1.1 Key Events and Dates

| S. No. | Information  | Details  |
|--------|--|--|
| 1      | Sale of RFP /Bid Document Date   | All working days during office hours starting from 04 <sup>th</sup> November 2019. The same can also be downloaded from the Web Portal ( <a href="http://www.bepcssa.in">www.bepcssa.in</a> ).                 |
| 2      | Date and Time of Pre-Bid Meeting   | 22/11/2019 at 3:30 PM  |
| 3      | Last Date and Time of Sale of Bid Documents  | 03/12/2019 at 11:00 AM   |
| 4      | Last date (deadline) and Time for submission of bids   | 03/12/2019, 3:00 PM  |
| 5      | Date, Time and Place of opening Technical Proposal/Bid   | 03/12/2019, 4:00 PM,<br>Bihar Education Project Council,<br>Shiksha Bhawan, Saidpur, Bihar<br>Rashtrabhasha Parisad Campus,<br>Patna - 800004  |
| 6      | Details of contact person and address at which sealed bids are to be submitted in person or by registered post (Bids by courier or other medium shall be rejected) | Chief Accounts Officer<br>Bihar Education Project Council,<br>Shiksha Bhawan, Rashtrabhasha<br>Parisad Campus, Saidpur, Patna -<br>800004<br>Email: <a href="mailto:ssabihar@gmail.com">ssabihar@gmail.com</a> |

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### 1.2 Other relevant Documents

| Sr. No. | Item   | Description  |
|---------|--|--|
| 1       | Cost of RFP in form of Demand Draft in favor of BEPC-SSA General Head payable at Patna                                       | Rs. 5000.00 (Rs. Five Thousand only)   |
| 2       | Earnest Money Deposit (EMD) / Bid Security in the form of a Demand Draft in favour of BEPC-SSA General Head payable at Patna | Rs. 20000.00 (Rs. Twenty Thousand Only)  |
| 3       | Bid Validity Period  | 90 days from the date of opening of Financial Bid  |
| 4       | Last date for furnishing Performance Security to the Council by successful bidders   | Within Fifteen (15) working days of the date of the work order issued by the council   |
| 5       | Performance Security value (Performance Bank Guarantee)  | Performance Guarantee will be submitted by the successful bidder before award of work. The value of Performance Guarantee will be 5% of the total bid price. |
| 6       | Performance Security Refund  | After completion of entire work period.  |

### 2. Instructions to Bidders

#### 2.1 Introduction of Bihar Education Project Council

Bihar Education Project Council (BEPC) is an autonomous body of Education Department, Govt. of Bihar, has now completed about two and half decade in implementing various education programmes in the state up to elementary level. World Bank assisted five-year District Primary Educational Programme (DPEP) has been successfully concluded in the Financial Year 2005-06 in eleven educational districts i.e. twenty revenue districts of Bihar as State Implementation Society (SIS). The Council has also successfully implemented the Government of India sponsored ten-year Sarva Shiksha Abhiyan (SSA) as State Implementation Society (SIS) in all the 38 districts of Bihar. The Union Budget, 2018-19, has proposed to treat school education holistically without segmentation from pre-nursery to Class 12. **Samagra Shiksha - an overarching programme for the school education sector extending from pre-school to class 12** has been, therefore, prepared with the broader goal of improving school effectiveness measured in terms of equal opportunities for schooling and equitable learning outcomes. It subsumes the three Schemes of Sarva Shiksha Abhiyan (SSA), Rashtriya Madhyamik Shiksha Abhiyan (RMSA) and Teacher Education (TE). As per direction of MHRD the administrative structures at various levels created for SSA and RMSA in the state, State Government of Bihar is pleased to merge SSA and RMSA and now the BEPC being State Implementation Society is the sole implementing agency of Samagra Shiksha Abhiyan – An Integrated Scheme for school education activities in the state. The vision of the Scheme is to ensure inclusive and equitable quality education from pre-school to senior secondary stage in accordance with the Sustainable Development Goal (SDG) for Education.

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**The major objectives of the Scheme** are provision of quality education and enhancing learning outcomes of students; Bridging Social and Gender Gaps in School Education; Ensuring equity and inclusion at all levels of school education; Ensuring minimum standards in schooling provisions; Promoting Vocationalisation of education; Implementation of Right of Children to Free and Compulsory Education (RTE) Act 2009; and Strengthening and up-gradation of SCERT and DIET as a nodal agencies for teacher training.

**The main outcomes of the Scheme** are envisaged as Universal Access, Equity and Quality, Promoting Vocationalisation of Education and strengthening of Teacher Education Institutions (TIEs).

### 2.2 Purpose

Bihar Education Project Council is intending to develop and implement bilingual (English & Hindi) state-of-the-art dynamic Web Portal application and Content Management System that meets the below objectives.

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm/agency, to design, develop, test, implement, operate and maintain the Bihar Education Project Council's Web Portal for at least 3 Year, commencing from the date when the system goes live or when the acceptance is accorded as per the Acceptance Criteria, whichever is later. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in this RFP document.

### 2.3 Cost of RFP

The bid is available for reference purpose on <https://www.bepcssa.in>. However, qualified bidder shall purchase the bid document from Bihar Education Project Council and submit the same. The downloaded bid document from the <https://www.bepcssa.in> will also be accepted.

The RFP Document can be purchased for Rs. 5000/- from Bihar Education Project Council through Demand Draft in favour of "BEPC-SSA General Head". If downloaded from the website, the requisite bank draft shall have to be furnished at the time of submission of bid failing which bids will be rejected.

### 2.4 Bid Price:

- The Bid Price shall be for the full quantity/items as described in document. Corrections, if any, shall be made by crossing out, initialing, dating and re-writing. The quantity/items may either increase or decrease during the agreement period depending upon the requirements of the BEPC.
- All duties, taxes and other levies payable by the contractor under the contract shall be included in the total Bid Price.
- The rate quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- The bid Price should be given in a Prescribed Format namely "Format For Quotation" annexed as **Annexure - I**

### 2.5 Consortium and Joint ventures

Consortium, Joint venture, Subletting, Sub-contracting and Outsourcing shall not be allowed in any form.

### 2.6 Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

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The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

### **2.7 Proposal Preparation Costs**

The bidder shall submit bid at its cost and, Bihar Education Project Council shall not be held responsible for any cost incurred by the bidder. Submission of bid does not entitle the bidder to claim any cost and rights over Bihar Education Project Council and Bihar Education Project Council shall be at liberty to cancel any or all bids without giving any notice.

### **2.8 Bidder Inquiries**

Bidder shall send their written queries as prescribed in to the contact at which the bids are to be submitted. The response to the queries will be published on <https://www.bepcssa.in>. *No telephonic/emails queries will be entertained, this response of Bihar Education Project Council shall become integral part of RFP document.*

### **2.9 Amendment of RFP Document**

All the amendments made in the document would be published at <https://www.bepcssa.in> shall be part of RFP.

The bidders are advised to visit the aforementioned Web Portal on regular basis for checking necessary updates. The Bihar Education Project Council also reserves the rights to amend the dates mentioned in this RFP for bid process.

### **2.10 Supplemental Information to the RFP**

If Bihar Education Project Council deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

### **2.11 Bihar Education Project Council's right to terminate the process**

Bihar Education Project Council may terminate the RFP process at any time and without assigning any reason. Bihar Education Project Council reserves the right to amend/ edit /add delete any clause of this Bid Document. However, this will be informed to all and will become part of Bid/ RFP.

### **2.12 Earnest Money Deposit (EMD)**

2.12.1 Bidders shall submit, along with their Bids, EMD of Rs. 20,000 (Twenty Thousand) in the form of Demand Draft in favour of "BEPC-SSA General Head" payable at Patna. The draft should be drawn from the Nationalized/ Scheduled Bank only.

2.12.2 The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD.

2.12.3 The EMD shall be submitted along with Technical Proposal in sealed envelope A subscribed as "Envelop 'A': Proposal for Technical Bid" mentioned in this section. Bids submitted without adequate EMD will be liable for rejection.

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2.12.4 Unsuccessful bidders' EMD will be returned to the unsuccessful bidder soon after final acceptance of the bids

2.12.5 The EMD may be forfeited:

- In the event of withdrawal of bid once submitted.
- In case of a successful bidder, fails to execute the agreement within period specified.
- During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- The decision of the Bihar Education Project Council regarding forfeiture of the Bid Security shall be final & binding upon bidders.

### 2.13 Submission of Bids

The bids submitted by the Bidder shall comprise of the following two envelopes:

#### A) Technical Bid - Envelope A

The bidder shall submit the Technical Proposal in **Envelope A** and super scribe on the sealed envelope "**Envelope 'A': Technical Proposal for Bid**". The Envelope should contain the following documents:

- i. Proposal Covering letter
- ii. Earnest Money Deposit (EMD)
- iii. RFP Document Cost
- iv. Attested copy of the Memorandum and Articles of Association Byelaws/ Partnership Deed / Registration certificate under Shop & Establishment in case of Proprietorship firm.
- v. Audited Annual Financial Statements and Annual Report and Certified statement from the current Statutory Auditors of the bidder
- vi. Copy of work orders, experience certificates & customer satisfaction certificate.
- vii. Self-Undertaking that the bidder has not been debarred/blacklisted by any Govt. / Semi-Govt. organization for quality of services/ product and there are no legal issues/ order prohibiting/ restraining the bidder to participate in the bid process.
- viii. Signed and stamped copy of RFP document along with its annexures/ corrigendum/ documents, etc.
- ix. All supporting documents which are mentioned in pre-qualification criteria section of RFP.
- x. Any other document to support the Bid.

#### B) Financial Bid – Envelope B

The bidder shall submit the **Financial Proposal (Bid)** in form of prescribed quotation format annexed with RFP in Envelope B and super scribe on the sealed envelope "**Envelope 'B' : Financial Proposal for Bid**"

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The two sealed envelopes (A, B) containing Technical Bid (A) and Financial Bid (B) should be put in another single envelope and seal it. This envelope shall be super-scribed

**“Design, Development, and Maintenance of Bihar Education Project Council’s Web Portal”**. The envelope is also to be super-scribed with “Tender number: and Name of the Bidder: .....

The sealed cover thus prepared should also indicate clearly the Name, Address, Telephone number, E-mail ID and Fax number of the bidder to enable the Bid to be returned unopened in case it is declared **"Late"** at discretion of Bihar Education Project Council.

The bid should be a complete document and should be page numbered, indexed and bound as single set. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers.

Bids must be submitted in drop box placed at BEPC Office or by registered post by 03/12/2019 at 3:00 PM. Bids sent by courier or other medium will be rejected.

The RFP purchased by the bidders shall be submitted in original and countersigned by bidder and will be the part of Technical Bid.

### **2.14 Late Bids and Bid Validity Period**

Bid(s) received by Bihar Education Project Council after the deadline for submission of Bids shall be declared late and will be rejected, and returned unopened to the Bidder at the discretion of Bihar Education Project Council. The validity of the bids submitted in time shall be till 90 days from the date of opening of the Financial Bid.

### **2.15 Bid Opening**

- Envelope “A” containing Technical Proposal shall be opened initially in the presence of Bidders/representatives of bidders who choose to attend, at the address, date and time specified in the RFP.
- Envelope “B” containing Financial Proposal will remain unopened and will be held in custody of Bihar Education Project Council until the time of opening of the Financial Proposals.
- At the end of the evaluation of the Technical Proposals, Bihar Education Project Council shall invite bidders whose bids qualified for the opening of the Financial Proposals. The date, time, and location of the opening of Financial Proposals will be informed by Bihar Education Project Council.

### **2.16 Evaluation Process**

#### **2.16.1 Bid Evaluation Committee**

The Bid Evaluation Committee so constituted by the Bihar Education Project Council shall evaluate the technical and financial bids. The Bid Evaluation Committee shall evaluate the Technical and Financial bids and submit its recommendation to Competent Authority whose decision shall be final.

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### 2.16.2 Prequalification Criteria

The bidder shall fulfill all of the following eligibility criteria:

| Sl. | Pre-qualification Criteria  | Supporting Documents to be furnished   |
|-----|---|--|
| 1   | The bidder should be a Company registered in India under the Companies Act 1956 OR a partnership registered under the India Partnership Act 1932 with their registered office in India OR a registered Proprietorship firm AND should be at least 3 year old entity | Bidder should provide self-attested Articles of Association (in case of private and public limited companies), Bye laws and certificates of registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm) OR Registration certificate under Shop & Establishment in case of Proprietorship firm. |
| 2   | The bidder should be operating in the field of design, development, hosting and maintenance of dynamic, multilingual and Unicode compliant web-portal, especially database driven web-sites in last three years   | Proof w.r.t. relevant track record/experience in given area of at least three years.   |
| 3   | The bidder should be registered with the GST and carry a valid PAN & GST Number   | Provide Copy of GST Certificate.   |
| 4   | The bidder shall have minimum average annual turnover of Rs 1 Crore during the last three years (i.e. 2015-16, 2016-17 & 2017-18) in software / Web development.  | Audited Annual Financial Statements and Annual Report and certified statement from the current Statutory Auditors of the bidder  |
| 5   | The bidder must have completed 5 assignments of Web Portals/ portals/application development in a Private / Government environment with a value of at least Rs. 5 Lakhs each, in previous three years.  | Copy of work order, experience certificate & customer satisfaction certificate should be attached  |
| 6   | Bidder should have adequate (at least 15) application development professionals with necessary skillset as per the requirement of Web Portal on bidders own payroll   | Certificate from the current authorized signatory of the company with EPF details  |
| 7   | The bidder should not currently have been blacklisted by any state govt./Central Govt./PSU or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ineffective performance   | Certificate from the current authorized signatory of the company,  |
| 8   | The bidder should be an individual organization. Consortium shall not be allowed.   | Certificate from the current authorized signatory of the company   |
| 9   | The bidder must have obtained GIGW Compliance Certificate from STQC for at least three of its project of Web Based Application / Portal/ Website.   | Copy of STQC Certificates  |
| 10  | The bidder must have experience in hosting its developed Portal / Website / Web Based Application in State Data Centre / Central Data Centre / Meity Empanelled Data Centres.   | Document Proof   |
| 11  | The bidder must have a valid –ISO 9001:2015 or CMMI Level 3 or above certification or ISO 27001:2013 certification as on the date of submission of the bid.   | Copy of the valid certificate from the accrediting agency.   |

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### 2.16.3 Process of Evaluation

- Technical Evaluation will be carried out on the basis of the responsiveness of the bids by Technical Evaluation Committee,
- Bidders who qualify on Technical bid (Envelope A) shall be considered for further financial evaluation.
- Bidder shall be evaluated as per prequalification criteria mentioned at 2.16.2. The bidders who fulfill all the prequalification criteria will qualify and be responsive for further Technical Evaluation.
- The BEPC reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation/evidence from the bidder on the already submitted Technical Proposal at any point of time before opening of the Commercial Proposal. The bidder shall furnish the required information to the BEPC and its appointed representative or the third party agency as the case may be, on the date asked for, at no cost to the BEPC. The BEPC may at its discretion, visit the office / Operational Center of the Bidder for services, any time before the issue of Letter of Award.
- No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected.
- Amongst the bidders who are considered for financial evaluation, the bidder quoting the lowest will be preferably awarded the work at the discretion of Bihar Education Project Council.
- The Purchase Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.

### 2.16.4 Financial Bid Evaluation

After the evaluation of technical proposal is completed, Price/Financial Proposal of only technically responsive bidders shall be opened and considered for evaluation. The proposal of the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price will be designated as L1. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.

### 2.16.5 Award Criteria

- The SPD of the council/purchaser will notify the lowest evaluated responsive bidder (L1) in writing that its proposal has been accepted.
- The Agency will sign the Contract Agreement as per the terms and conditions within 7 days of the notification.
- Negotiations, if any, will be held with L1 only at the office of the BEPC.
- The committee's decision would be final and binding to the bidders.
- Prior to the expiry of the period of bid validity, the BEPC will notify the successful bidder, that the bid has been accepted.
- Notwithstanding the above, the purchaser reserves the right to accept or reject any bids/quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract. The decision of the BEPC shall be final, and no enquiries or application for review shall be entertained.
- The work may be increased or decreased (maximum up to 10% of the total project cost) as per the requirements of the BEPC.

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## 2.17 Performance Security

- 5% as performance security of the total bid value will have to be deposited in form of Bank Guarantee/Demand Draft in favour of "BEPC-SSA General Head", payable at Patna by the approved lowest evaluated responsive bidder within 15 (Fifteen days) working days of the date of issue of Work order. The performance security will be refunded after completion of entire work period.
- The performance bank guarantee shall be valid at least 30 days from the expiration of maintenance contract period.
- The Performance Bank Guarantee may be discharged/ returned by council upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- The Council shall also be entitled to make recoveries from the bidders' bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, unnecessary delay in work or misstatement.

## 2.18 Retention Money

5% of contract price shall be recovered towards retention money. 50% of such retention money shall be retained till completion of works and 50% shall be retained till the end of defects liability or maintenance period.

## 2.19 Liquidated Damages

The approved bidder will implement the work in scheduled time. In case of delays in execution of work and to meet performance requirements would result extra cost, or loss of revenue or loss of other benefits to the BEPC. The party will compensate the extra cost or loss of revenue or loss of other benefit as assessed by the BEPC.

## 2.20 Payment Terms and Schedule

- 80% of the contract value (excluding operation & maintenance cost) to be paid on Go-Live and successful performance of Web Portal as directed by Bihar Education Project Council.
- Remaining 20% of the contract value (excluding operation & maintenance cost) shall be paid at within three months after Go-Live. The EMD would be retained until the end of contract (maintenance period).
- The Operation and Maintenance Cost will be paid on yearly basis after successful maintenance of the portal

Bihar Education Project Council will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order.

## 2.21 Force Majeure

The Bidder shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

## 2.22 Non-Disclosure Agreement (NDA)

Successful bidder will have to enter into the Non-Disclosure Agreement with Bihar Education Project Council for timely execution of the work order.

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## 3. Scope of Work

With the Constitution (Eighty-sixth Amendment) Act, 2002 inserted Article 21-A in the Constitution of India to provide free and compulsory education of all children in the age group of six to fourteen years as a Fundamental Right in such a manner as the State may, by law, determine. The Right of Children to Free and Compulsory Education (RTE) Act, 2009, which represents the consequential legislation envisaged under Article 21A, has become effective on 1st April 2010. Now, In light of approval of Cabinet Committee on Economic Affairs, the Samagra Shiksha - an integrated scheme for school education (ISSE), the merged form of three schemes of Sarva Shiksha Abhiyan (SSA), Rashtriya Madhyamik Shiksha Abhiyan (RMSA) and Teacher Education (TE) has been launched. The integrated scheme on School Education envisages the school as a continuum from pre-school, primary, upper primary, Secondary to Senior Secondary levels. The vision of the scheme is to ensure inclusive and equitable quality education from pre-school to senior secondary stage in accordance with Sustainable Development Goal (SDG) for Education.

In Bihar, Samagra Shiksha covers 38 Districts, 534 Blocks, 8464 Panchayats and approx. 45071 villages targeting about 2.60 Crore children of the said age group in about 1,12,608 habitation in the State.

Bihar Education Project Council desires to have a bilingual Web Portal for maintaining all its requirements online and providing information for all stakeholders engaged in school schools. The site should have latest technology based facilities. The site will be new one. The hosting is to be provided by bidders. The council may request to modify in Web Portal as per requirement.

Bihar Education Project Council reserved the right to amend/ add/ delete/ edit any of the items of the scope of work at the cost of the bidder which shall be binding on the bidder.

Broad scope is to design, develop, implement and maintain Bihar Education Project Council Web Portal and content management application with bilingual support (Hindi & English).

## 3.1 Background

Bihar Education Project Council has its Web Portal namely <http://www:bepcssa.in>. The Council has Unified District Information System for Education (U-DISE), Samagra Shiksha and other MIS systems. Some of features of these systems need to be integrated with the systems.

The objective of the Portal is to ensure the following:

1. Providing easy, anywhere and anytime access to Services being provided by the council
2. Information dissemination as provided under in under RTI
3. Providing the contact detail of the council.
4. Providing the status of various projects undertaken by Bihar Education Project Council.
5. To have a platform of interaction between Bihar Education Project Council and public at large.

## 3.2 Components

The project shall be implemented within a period of maximum 120 days or earlier and it shall be followed by an Operations and Maintenance phase. The details of operation and maintenance are described in operation and Maintenance section of RFP. The broad components of the project are as follows:

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- Design and development of Web Portal- maximum 120 days
- Operation and Maintenance after Web Portal is live
- Training to Departmental User- As per BEPC's requirement

## 3.2.1 Design and Development of Web Portal/ Portal

### 3.2.1.1 Planning

Within one week from work order issued, the selected agency shall submit a detail project plan including the following:

- a) Project Organization and Management Plan
- b) Design and Development plan
- c) Pre-commissioning, Operational and User Acceptance Testing Plan
- d) Delivery and Installation Plan
- e) Training Plan
- f) Risk Management Plan
- g) Operations and management plan
- h) Task, Time, and Resource Schedules
- i) Technical Support Plan

Apart from this the bidder should also keep in mind the points mentioned in deliverables part of the RFP.

### 3.2.1.2 Scope of Content

Bihar Education Project Council Portal will be the primary source of information for the Citizens and other stakeholders. It is thus important that comprehensive, correct and up to date information is made available over the portal. Bihar Education Project Council Portal will have following type of contents.

#### A) Primary Content

Primary content shall be original content that is sought by target audience of the Web Portal which could be citizens, educationist, stakeholders, overseas citizens or other government departments or even government employees.

This will include information about the council, various projects, programs, schemes and interventions of the council, documents, form etc. However information is not limited to these only. The section will tentatively include:

- Home page with Samagra Shiksha Logo, Mission Statement and hyperlinks to all sections of Web Portal
- About Us - All information about the council, useful for the citizen and other stakeholders, will be present in the "About Us" section and mechanism should be in place to keep the information up to date.
- Administrative Setup - this section will have information on the set up of State, District as well as Block level. Web site of states shall have information up to District and Block level.
- Programs & Schemes - The complete title of the Scheme should be reflected, Web Portal should provide a complete description of the scheme along with the procedure for achieving the goal of the scheme.

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- **Data bank** section will act as central data bank on School education. The data, on to this section, may be uploaded, updated, at district, as well as state level with the approval of competent authority, which may access to the relevant portion through a password only. District Web Portal may have hyperlink to the portion of this databank pertaining to their district. This is desirable to ensure consistency and uniformity in disseminating same data/information through various channels. This section would also reflect on fund allocation by the Central and State Government and its flow down to the district and block/cluster level. It will also reflect physical targets approved and achieved year wise, baseline data on School education (UDISE- Data).
- Services
- Application forms
- Act and Rules
- Documents
- Circular/Notifications
- Tenders& Notices, Recruitment
- News and Press Releases
- Contact details
- Photo gallery/ Audio/Video gallery

The information shall be collected by the successful bidder from MIS component of the Bihar Education Project Council within a fortnight of the date of Work order.

### **B) Secondary Content**

Secondary content is generated from the assortment, packaging of primary content to suit the requirement of different audience, events and occasions examples of such content are advertisements/banners/spotlight/media gallery/related sites.

- Special interest group corner
- Events and Announcement
- Discussion forums
- Usage Policy
- Related links
- Spot light

Mechanism should be in place to ensure that all out-dated announcements are removed from the Web Portal or moved to archive.

### **C) Tertiary content**

Information about the primary and secondary content forms a part of the tertiary content. This includes:

- About the site
- Navigation aids sections such as online help, Site map, Search
- Terms and Conditions with respect to usage of content on the site
- FAQ
- User Feedback
- Help

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# RFP FOR DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEB PORTAL

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## 3.2.1.2 General Requirements

**Services:** Bihar Education Project Council envisages providing multiple services to the stakeholders through the portal. These will include:

- **Complaint Management:** Should have options for registering complaints online. Citizen Complaint– it should be Bilingual, Printable with Logo & as a letter head, e-mail facility, Report generated.
- **Search:** Citizen and portal users should be able to search within portal. The portal should provide metadata and full text search based on search functionality. For providing search functionality the Portal should comply within defined processes for defining metadata, managing metadata schema changes and master data changes. Search must allow the archived content to be included (or excluded). Advanced search facility based on multiple filters should be provided. Search option should be bilingual.
- **Content Management System (CMS):** BEPC's Web Portal's user shall able to upload various Content such as Letters, Advertisement, Photo, news, Contact detail etc. on the web portal. CMS must support Unicode format for uploading content(s) in Hindi/English as well as any other language of BEPC's choice and preference. Content Management System should have adequate features or capabilities:
- **Feedback:** Should have options for online filling the feedback form. Necessary fields such as contact detail i.e. Name, address, City, Pin code, State, e-mail, Phone no. & Comment Box should be available. It should be Bilingual, Printable with Logo & as a letter head, e-mail facility, Report generated.

## 3.2.1.3 Technical /Functional Requirements

Technical/Functional points as required for developing the Web Portal:

1. Standardization in all the processes with uniformity in all the forms.
2. The Web Portal should have load capacity to run continuously without downtime as thousands or even lakhs of users can login at same time.
3. E-mail services to all BEPC officials.
4. To deliver consistent, correct and authoritative information and services related to the BEPC to all its stakeholders and general public.
5. Increase engagement through collaboration with other stakeholders and general public.
6. GIGW compliance (includes features like accessibility, browser compliance, govt. identity, content quality etc.)
7. Web Portal should be made friendly to Person(s) with Disabilities (PwD) so that the information provided on the web portal is easily and equally accessible to the person(s) with disability.
8. All the content (content will be provided by the institute) of the Web Portal should be Bilingual in Hindi and English language. Apart from this the CMS must be capable of supporting addition of any new language as desired from BEPC from time to time. Language change option should be available in all pages. Web Portal should be built with Unicode fonts so that no font downloads are required in any condition.
9. Responsive design.
10. Search (including searchable documents) and advanced search facilities should be available.

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11. Based on open source technologies
12. Role based access for content uploading (different creators have access to different sections of the Web Portal)
13. Automatic archival of content (for time sensitive content like tender notices, recruitment notices, announcements, events etc.)
14. Version Control of the Content
15. Dashboard for administrator
16. Visitor's statistics
17. Feedback management
18. Web Portal should be easily accessible across various devices like Desktop, Laptop, Tablet and Mobile Phone(s).
19. Integrate social media by linking Facebook, Twitter, Youtube, Google+ etc. as directed and desired by BEPC.
20. The Web site design/interface should be as per the national standards.
21. The Web Portal should be fully dynamic with Content Management System (CMS) for easily managing overall content of the Web Portal. Web Portal should be built in specific manner so that authorized officials can easily maintain the respective content themselves.
22. Facility to update content by multiple users from anywhere through browser based CMS allowing non-technical users to create and edit content.
23. Separation of Design and Content – content to be stored in the database and designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.
24. The CMS shall have the ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server's settings
25. The CMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality
26. CMS system 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.
27. CMS software 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.
28. Automated templates shall be provided which are customizable.
29. CMS should allow administrator to set up rules for workflow management, guiding content managers through a series of steps required for each of their tasks.
30. 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.
31. The Vendor will provide an operational guarantee on the CMS designed and also provide support for at least 2 years after the launch of our Web Portal so that modification can be made by vendor, if BEPC finds that CMS is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Vendor.

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32. 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.
33. Dynamic News/Events/Notification/circular/orders/tender/e-tender/vacancy Management System: Facility to manage Departmental News/Events/Notification etc 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.
34. 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.
35. User Management – Ability to create users and define permissions for approval within a section.
36. Menu Management – Ability to add, move, delete, modify menus on the site.
37. To integrate easy to use content management system to provide information to stakeholders with minimum number of clicks.
38. To make it easy to use for citizens by providing latest updates, important events on the home page itself and by providing within Site Search feature.
39. Web Portal must be Cross Browser & Cross Platform compatible. Web Portal should open on mobiles (Smart phones). To make site accessible on all platforms like all browsers (internet explorer, Mozilla Firefox, Google chrome and others etc.), disabled specific devices.
40. Web Portal should be optimized for Search Engines
41. Each page of the site should have page updated date.
42. Web Portal should be built with all basic security provisions.
43. The site must be security audited by any Cert-In empanelled certifying agency. BEPC may like to obtain Web Portal Quality Certificate by STQC post launch of the Web Portal. As a pre-requisite the web portal must be compliant to the Guidelines for Indian Government Web Portal (GIGW) developed by National Informatics Centre (NIC), Govt. of India. Vendor must ensure that the web portal developed for BEPC complies and conforms to the GIGW. Vendor may quote the charges for the same (if applicable).
44. To restructure the content of the Web Portal & make it disabled friendly so that the available information is easily accessible to people with disability (The provisions for the same are incorporated in GIGW which has to be followed as per statutory compliance)
45. Complete Technical and Operational Document
46. Hands on training on the CMS
47. Technical aspect Knowledge Transfer to the authorized technical staff of BEPC
48. Operational Aspect to various stake holders like Technical Staff etc. to upload/update content on Web Portal through CMS
49. Any other requirement related with Web Portal during the implementation has to be completed by the bidder.
50. Bidder has to migrate the web portal developed to the web server as desired by BEPC Server.

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51. Requirement Study: The vendor will be expected to do a requirement study for the web portal, which is to be agreed upon by the BEPC. The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful Bidder prior to start of work. In this context, the BEPC will also be open to design & development suggestions from the successful Bidder
52. Compatibility: The site design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for three platforms: Desktop/Tablet or Notebook and Mobile form factors will be required
53. Migration of Content: It is thus important that up to date, complete, and correct information is made available over the Web Portal in an interesting manner so that the users could fetch the information required from the Web Portal easily. The vendor would migrate the content(s) suggested by BEPC from its existing Web Portal.
54. Security: The Web Portal should allow secured socket layer. The Web Portal shall be security audited according to OWASP (Open Web Application Security Project) security verification standard.
55. After successfully passing the audit phase and the acceptance from BEPC, the web portal should be made live and the maintenance activities have to be performed by the agency at least for three years.
56. Web Portal should be able to open in all five ways mentioned below :
  - i. <https://www.bepcss.org>
  - ii. [www.bepcss.org](http://www.bepcss.org)
  - iii. <http://bepcss.org>
  - iv. [bepcss.org](http://bepcss.org)

### 3.2.1.4 Deliverables

1. Project Plan
2. Periodic Status Reports
3. Requirement Specification document
4. Functional Design Document
5. Check list of 'Guidelines for Indian Government Web Portals'
6. Test Plans (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)
7. Web Security Check list
8. Systems Administration Manuals
9. Operation and Maintenance Manual
10. Web Portal Source Code
11. Security Audit Clearance Certificate by Cert-In empanelled agency
12. GIGW Compliance Certificate from STQC

### 3.2.3 Inspection & Testing

The inspection of installation of services shall be carried out to check whether the services are in conformity with the mentioned in the tender. The bidder will test all operations and accomplish all adjustments (tuning) necessary for successful and continuous operation of the systems to the satisfaction of the Bihar Education Project Council.

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The project will be treated as complete only if :-

- User Acceptance Test (UAT) / Functional Acceptance Test (FAT) is completed
- Handover to the council is completed
- Final Source code along with Security Audit Certificate and Website quality certificate

### 3.2.4. Copyright

Any software, hardware, data, awards, certificates, patent, etc. shall be absolute property of Bihar Education Project Council. The Successful bidder will transfer to the Council all Intellectual Property Rights in the Software developed. The bidder shall relinquish to the BEPC the source code of the developed portal within 15 days from the date of acceptance of the system. The source code supplied to the council shall at all times be a complete, accurate, and up-to-date copy corresponding exactly to the current production release of the Web Portal.

### 3.2.5 Operational Acceptance

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/sub systems:

- 1) Bidder must host the services from its' own testing server.
- 2) The integration should be completed before the official launch of the application.
- 3) In the go-live phase, Bidder will have to manage and roll out a beta stage where the system will be made available and restricted only to the users in the department through an appropriate mechanism on the web, and conduct user acceptance testing of the System based on test cases developed by the Bidder in consultation with Bihar Education Project Council and validated by Bihar Education Project Council. Based on the test results, required changes will be carried out and tested. Post this, Bihar Education Project Council portal will be officially launched and operational acceptance will be complete.

The Successful bidder must agree to above criteria for complete system acceptance and further agrees that:

- It will provide without additional charge to Bihar Education Project Council and in a timely manner, all additional services and products not identified and accounted within the proposal as may be necessary to correct all problems which are preventing acceptance.
- In order to accept the system, Bihar Education Project Council must be satisfied that all of the work has been completed and delivered to Bihar Education Project Council with complete satisfaction and that all aspects of the system perform acceptably. The functional/logical acceptance of the system will only be certified when the proposed system is installed and configured according to the design and that all the detailed procedures of operating them have been carried out by the Bidder in the presence of Bihar Education Project Council Officers/staff.

### 3.2.6 Operations and Maintenance

The successful bidder shall maintain and support the Web Portal for at least for 3 years after successful operational acceptance i.e. Post Go-live. The operation and maintenance may extended further upto to 2 year. The details are as follows:

- At least 3 years maintenance for the portal.

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- After successful maintenance by the selected agency and satisfaction of BEPC, the maintenance will be extended upto 2 years (First for 1 year and again for 1 year after successful maintenance as decided by BEPC)
- Resolution of errors/bugs (if any), software updates, changes in the software that may be necessary due to legal/statutory changes etc.
- Providing all software updates and patches, resolution of any issues/problems with the hardware etc.

### 3.3 Service Levels Installation and Deployment

| Sl.No. | Milestone  | Timelines<br>T = Date of work order |
|--------|--|-------------------------------------|
| 1      | Preparation of Software Requirement Specification (SRS) – study report | T+30 days                           |
| 2      | Portal Design and Development  | T+ 60 days                          |
| 3      | Testing of Portal  | T+ 90 days                          |
| 4      | User Acceptance Testing (UAT) and Go Live of portal                    | T+ 120 days                         |

### 4. GENERAL TERMS AND CONDITIONS:

#### A. ACKNOWLEDGMENT COPY

Signing and returning the acknowledgment copy of a contract issued by or beginning work under that contract shall constitute acceptance of a binding agreement between BEPC and the Successful bidder.

#### B. LEGAL STATUS

The Successful bidder shall be considered as having the legal status of an independent successful bidder vis-a-vis the State Project Office. The Successful bidder's personnel shall not be considered in any respect as being the employees or agents of the State Project Office/District Project Offices.

#### C. SUCCESSFUL BIDDER'S RESPONSIBILITY FOR EMPLOYEES

The Successful bidder shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local customs and conform to a high standard of moral and ethical conduct.

#### D. SOURCE OF INSTRUCTIONS

The Successful bidder shall neither seek nor accept instructions from any authority external to The Bihar Education Project Council in connection with the performance of its services under this Contract. The Successful bidder shall refrain from any action which may adversely affect the Bihar Education Project Council and shall fulfill its commitments with the fullest regard to the interests of the State/District Project Office.

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## RFP FOR DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEB PORTAL

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### **E. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS**

The Bihar Education Project Council shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract. At the Bihar Education Project Council's request, the successful bidder shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to The Bihar Education Project Council in compliance with the requirements of the applicable law.

### **F. TERMINATION**

If the Successful bidder fails to deliver any or all of the deliverables within the time period(s) specified in the contract, or fails to perform any of the terms, conditions, or obligations of the contract, or should the Successful bidder be adjudged bankrupt, or be liquidated or become insolvent, or should the successful bidder make an assignment for the benefit of its creditors, or should a receiver be appointed on account of the insolvency of the Successful bidder, The Bihar Education Project Council may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate the Contract, forthwith, in whole or in part, upon fifteen (15) days notice to the Successful bidder.

The Bihar Education Project Council reserves the right to terminate without cause this Contract at any time upon fifteen (15) days prior written notice to the Successful bidder. In the event of any termination no payment shall be due from the Bihar Education Project Council to the Successful bidder except for work and services satisfactorily performed in conformity with the terms of the contract.

Upon the giving of such notice, the Successful bidder shall have no claim for any further payment, but shall remain liable to The Bihar Education Project Council for reasonable loss or damage which may be suffered by The Bihar Education Project Council for reason of the default. The Successful bidder shall not be liable for any loss or damage if the failure to perform the contract arises out of force majeure.

Upon termination of the contract, The Bihar Education Project Council may require the Successful bidder to deliver any finished work which has not been delivered and accepted, prior to such termination and any materials or work-in-process related specifically to this contract. Subject to the deduction of any claim The Bihar Education Project Council may have arising out of this contract or termination, The Bihar Education Project Council will pay the value of all such finished work delivered and accepted by The Project Directorate.

### **G. ASSIGNMENT AND INSOLVENCY**

1. The Successful bidder shall not assign, transfer, pledge or make other dispositions of the Contract, or any part thereof, of the Successful bidder's rights or obligations under the Contract.
2. Should the Successful bidder become insolvent or should control of the Successful bidder change by virtue of insolvency, The Bihar Education Project Council may,

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## RFP FOR DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEB PORTAL

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without prejudice to any other rights or remedies, terminate the Contract by giving the Successful bidder written notice of termination.

### **H. OFFICIALS NOT TO BENEFIT**

The Successful bidder warrants that no official of the Bihar Education Project Council has received or will be offered by the Successful bidder any direct or indirect benefit arising from this Contract or the award thereof. The Successful bidder agrees that breach of this provision is a breach of an essential term of the Contract.

### **I. PROHIBITION ON ADVERTISING**

The Successful bidder shall not advertise or otherwise make public that the Vendor is furnishing goods or services to The Bihar Education Project Council without specific permission of the State Project Directorate.

### **J. AUTHORITY TO MODIFY**

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Successful bidder shall be valid and enforceable against The Bihar Education Project Council unless provided by an amendment to this Contract signed by the authorized official of The Project Directorate.

### **K. ARBITRATION**

The successful bidder and Bihar Education Project Council shall use all reasonable endeavors to resolve or settle the disputes through mutual negotiation and discussions. Any and all disputes, controversies and conflicts ("Disputes") arising out of after Agreement between the parties or arising out of or relating to in connection with the Agreement or the performance or non-performance of the rights and obligations set forth herein or the breach, termination, invalidity or interpretation thereof which cannot be settled or resolve amicably shall be referred for arbitration to the Development Commissioner, Government of Bihar. The place of arbitration shall be Patna. The arbitral award shall be in writing and shall be final and binding on each party and shall be enforceable in any courts of competent jurisdiction. None of the parties shall be entitled to commence or maintain any action in a court of law upon any Dispute arising out of or relating to or in connection with this Agreement.

## **5. SPECIFIC TERMS AND CONDITIONS**

### **A. UNETHICAL BEHAVIOUR**

1.1 The Department & State Project Directorate strictly enforces a policy of zero tolerance concerning unethical, unprofessional or fraudulent acts of the Department & Project Directorate bidders. Accordingly, any registered bidder that is found to have undertaken unethical, unprofessional or fraudulent activities will be suspended or forbidden from continuing business relations with the Department and Directorate.

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## RFP FOR DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEB PORTAL

### B. CORRUPT AND FRAUDULENT PRACTICES

The Bihar Education Project Council requires that all bidders associated with this Invitation to Bid/Request for Proposal observe the highest standard of ethics during procurement and execution of the work.

Corrupt practice means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in the execution of a contract, and

Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the disadvantage of the client, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the client of the benefits of free and open competition;

BEPC will reject a proposal for award if it determines that the selected supplier / Bidder have engaged in any corrupt or fraudulent practices in competing for the contract in question;

BEPC will declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded & finance the contract if at any time it determines that it has engaged in any corrupt or fraudulent practices in competing for, or in executing the financed contract.

### C. GUIDELINES ON GIFTS AND HOSPITALITY

Bidders shall not offer gifts or hospitality to the staff members of The Bihar Education Project Council & such other members. Recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners are also prohibited.

We look forward to receive your quotations and thank you for your interest in this Project.

*Rama*  
28.10.19

[Chief Accounts Officer]  
Bihar Education Project Council,  
Shiksha Bhawan, 2<sup>nd</sup> Floor,  
Saidpur, Patna – 800 004.  
(Purchaser)

Memo No.: MIS/94/2018-19/.....*9221*.....

Dated: *30*/10/2019.

Copy to: Following with the request to place it on their Notice Board for information and wider circulation

1. Technical Director-cum-SIO, NIC, Patna.
2. Managing Director, BSEDC, Beltron Bhawan, Patna.
3. Bihar Chamber of Commerce, North Gandhi Maidan, Patna.
4. Web-site of the BEPC <http://becssa.in>.

*Rama*  
28.10.19

[Chief Accounts Officer]  
Bihar Education Project Council,

## RFP FOR DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEB PORTAL

Annexure-I

### FORMAT FOR QUOTATION

| Sr.<br>No.   | Particulars  | Amount in Rs.<br>(Inclusive of all taxes)* |
|--|--|--|
| <b>Part – A</b>  |  |  |
| 1  | Design, Development, Testing and Implementation Cost of Web Portal using a robust Open source based Content Management System  |  |
| 2  | Hosting of Web Portal on Cloud Services from Ministry of Electronics and Information Technology, Government of India (MeitY) empanelled Cloud Service Providers        |  |
| <b>Sub Total – A (1+2)</b>   |  |  |
| <b>Part – B</b>  |  |  |
| 3  | Security audit of Web Portal by CERT-In (MeitY) empanelled Information Security Auditing Organisations   |  |
| 4  | <b>Website Quality Certification</b> of the Web Portal by Standardisation Testing and Quality Certification (STQC) Directorate, MeitY, Government of India post launch |  |
| <b>Sub Total – B (3+4)</b>   |  |  |
| <b>Part – C</b>  |  |  |
| 5  | Operation and Maintenance Cost for first 3 year after Go-live  |  |
| 6  | Operation and Maintenance Cost for 4 <sup>th</sup> year.   |  |
| 7  | Operation and Maintenance Cost for 5 <sup>th</sup> year.   |  |
| 8  | Cost towards Security Certificate – Cert-In for 5 years  |  |
| <b>Sub Total – C (5+6+7+8)</b>   |  |  |
| <b>Grand Total for Hosting, Design, development, testing, implementation, operation and maintenance Cost inclusive all taxes (A+B+C)</b> |  |  |

\* The bidder should quote considering all aspects mentioned in technical requirement in the bid-document with reference to Hosting, Development tools, Database/ Databank issues, multilingual aspects, maintenance cost etc.

- We agree to provide services for the above mentioned items in accordance with the technical specification for a total contract price of Rs. ..../- (In words Rs. ....) within the period specified in the invitation for quotations.
- We also agree and abide with the terms and conditions stipulated in the bid-document.

(Signature of Bidder)