

Tender Document for Website Redesign and Development
Ambedkar University Delhi

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Introduction

Existing Web Site of Ambedkar University

The existing website of AUD can be accessed at <http://www.aud.ac.in>. The existing website provides vast amount of information through various sections/ web pages. The site provides information on history and background of the University, and also furnishes up to date account of administrative and academic structure, courses offered, faculty members, admission prospectus, forms, results, jobs, tenders, notices etc. The site provides information related to RTIs and press releases, and also has an intranet section meant for use by students, faculty and staff of the University.

Vision of the Web Portal for Ambedkar University

AUD plans to have a dynamic state-of-the-art web portal which would truly reflect and add to the University's vibrant academic environment and campus life. This entails a working blend of Web 2.0 technologies and eye-catching presentation of information. The website should be elegant and uncluttered in look, and user friendly in its layout and content.

Tender document

Sealed tenders are invited from bonafide firms having experience of designing and developing websites for reputed academic institutions. The tender document containing the terms and conditions can be downloaded from www.aud.ac.in.

Tenderers downloading the tender document from the website are requested to notify Ambedkar University Delhi so that any amendment in the tender document can be informed to all prospective Tenderers.

SCHEDULE FOR SUBMISSION OF TENDERS

The following is the required schedule of events for this project. The schedule may change depending on the results of the responses and a final schedule will be established prior to contracting with the successful Vendor.

Event	Date
Availability of Tender Document at AUD Website and Last Date and time for submission of completed Documents	Upto 4 April 2012; 1500 hrs.
Opening of Technical Bids and Evaluation	9 April 2012 2012; 1500 hrs.
Opening of Financial Bids	13 April 2012 at 1500 Hrs.

The Tender document can be downloaded from the website: <http://www.aud.ac.in>.

The completed application (response document), (printed, signed and bound copy) should be submitted in a sealed cover super scribed with the title "Tender for Website Redesign and Development for AMBEDKAR UNIVERSITY DELHI" at the address given below.

The Financial bid should be in a sealed cover inside the main cover.

Envelope – 1 (super scribing Technical Proposal)

The Technical Proposal should detail the technical specifications of the proposed solution, compliance to the specifications of various modules detailed in the tender, implementation plan, post implementation warranty and support plan along with the Checklist for Technical Bid Supporting documents such as registration certificates (Income tax PAN no, Service Tax, Sales tax certificate etc.), bidders profile. Any other relevant paper which a bidder feels necessary along with the Terms and Conditions duly signed and accepted by the Bidder.

Envelope – 2 (super scribing Financial Bid)

The Financial Proposal should give detailed breakup of price of various modules and associated price of implementation in the Performa in Annexure ó 1 enclosed.

AUD will not be liable for any cost incurred by the respondents in preparing responses to this tender or negotiations associated with award of a contract.

The Registrar
Ambedkar University, Delhi
Integrated Institute of Technology Campus,
Dwarka, Sector – 9,
New Delhi – 110075

Late Applications: Any application received after the last date and time for submission for the same, i.e., **4 April 2012**, shall not be accepted. Applications received after the last date shall be summarily rejected and returned unopened.

Clarification of Tender Document

Prospective Tenderers requiring any clarification on the tender documents may notify AMBEDKAR UNIVERSITY DELHI in writing. AMBEDKAR UNIVERSITY DELHI will respond in writing by fax/e-mail to any request for clarification of the Tender Documents, which it receives not later than 7 days prior to the deadline for the submission of bids prescribed by the AMBEDKAR UNIVERSITY DELHI.

Written copies of the AMBEDKAR UNIVERSITY DELHI's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Tenderers, which have received the Tender Documents.

FUNCTIONAL & TECHNICAL SPECIFICATIONS

Proposal for Interactive & Dynamic Website for Ambedkar University Delhi

Existing Web Site of Ambedkar University Delhi (AUD)

The existing website of AUD can be accessed at <http://www.aud.ac.in>. The existing website provides vast amount of information through various sections/ web pages. The site provides information on history and background of the University, and also furnishes up to date account of administrative and academic structure, courses offered, faculty members, admission prospectus, forms, results, jobs, tenders, notices etc. The site provides information related to RTIs and press releases, and also has an intranet section meant for use by students, faculty and staff of the University.

Vision of the Web Portal for AUD

AUD plans to have a dynamic state-of-the-art web portal which would truly reflect and add to the University's vibrant academic environment and campus life. This entails a working blend of Web 2.0 technologies and eye-catching presentation of information. The website should be elegant and uncluttered in look, and user friendly in its layout and content.

Users

For all University related information needs, the envisaged portal will be used by the University's students, faculty members and administrative staff for their day-to-day activities. It will also be used by prospective students and employees, university visitors, partner institutes and businesses, other government departments and agencies, and the general public in India and abroad.

Scope of Work

The scope of work includes planning, requirement-gathering, design, development and testing, delivering and migrating existing site to the new portal. It also includes regular maintenance and updating of the website. The University expects that the portal will be delivered on ~~turn-key-basis~~.

Details of various elements of the scope of work are as follows:

1. Information Content

- The portal will be superset of the existing website <http://www.aud.ac.in>.
- In addition, the portal should provide appropriate plug-ins to passively/actively integrate the portal with the University ERP.

2. Other Required Features

- The portal should accompany a comprehensive **content management system** to support a variety of users ranging from Administrators to Guests. It should allow the administrator to create user roles and allow the setting up of access rights ranging from entire site to a specific page.
- It should provide for flexibility to modify the design when a major event has to be published.
- Design should be flexible to accommodate new pages.
- 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.
- It should be compatible to various browsers including IE, Mozilla Firefox, Chrome, Opera etc.
- It should provide secure integration with payment gateway for online payment transactions involved in processes such as admission form, job application, student fees, conference registration etc.
- It should provide online tracking facility for job applicants, students seeking admissions, RTI applicants etc.
- The portal should allow the user to syndicate, aggregate and set up the notification of data

using RSS feeds.

- The portal should allow users to share their views, feedback, solutions and suggestions online through the webmaster, and also allow podcasts, webcasts and other wikis and forums.
- It should provide a search module for efficient information retrieval.
- The portal should have a direct mailing facility where mails could be sent to different contact persons.
- The portal should allow for creation of/linking to new websites for different Schools, Centres etc.
- The portal should support Web 2.0 based tools such as RSS feeds, Blogs, Chats, Podcasts etc.
- The website should have a Moodle feature integrated within it for allowing student-teacher interface for individual courses
- The website should incorporate necessary security features against hacking and defacement. All logins and payments transaction must operate on secure protocols. It should provide support for website security audit.
- The portal should comply fully with the guidelines issued from time to time by the Government of India and the Government of NCT of Delhi for development of websites.
- The portal should be disabled-friendly, and should allow for features such as voice enabling and enhancement of font size.

3. Technology

The entire portal should be based on Web 2.0 based CMS like Drupal, Joomla etc. and preferably use Open Source Tools like LAMP, Moodle, OpenLDAP etc.

4. Development Methodology

The development methodology should follow an iterative-prototype approach especially during early design phase.

5. Hosting

The vendor may either host at its premises or can suggest a third party to provide hosting services. However, it should be ensured that the party is competent enough to safeguard university's Web portal and provide robust security to maintain the site integrity and confidentiality. The other features which university would prefer to have in the host ISP are:

- Be highly reliable with at least 99.5% service up time.
- Have been providing their services for at least five years.
- Have adequate Disaster Recovery facilities
- Ensure that security patches are regularly installed in their software and provide proactive defense against malware and other cyber attacks
- Provides Secure Sockets Layer (SSL) encryption during payment transaction and user login.
- Pro-actively monitor and maintain services to maximum server performance and up time.
- Only allow legal files.
- Provide clear and proper billing.
- Safeguard privacy by not sharing, renting or selling its information.
- Promptly inform university about any changes to the T&C and/or their plan.

AUD reserves the right to host the Portal or any other server. In such a case, the vendor will be required to provide all other services as mentioned in this document on the server as chosen by AUD.

6. Website features

This website will enable **external users** to obtain information on

- The University
- Academic information (Schools, study programs and Centres of the University)
- Admissions
- Faculty
- Research and publications (ongoing and proposed)
- Services (facilities, student services, academic services and administration)
- Business opportunities

- Job opportunities
- News and events
- Extracurricular activities
- Alumni
- Any other information deemed necessary from time to time

It will allow **internal users** (faculty, students and staff) to view all of the above, and also view and access:

- Exam Results
- Remote access to the AUD library
- Calendar of events
- Moodle
- Research
- Publications
- Faculty homepage
- University circulars, notifications and guidelines
- Extracurricular activities
- Any other information deemed necessary from time to time

7. Design and Layout

The website should have an elegant design with white/pastel background, light colours, a neat, uncluttered look and a user-friendly, easy-to-navigate layout. Some of the chosen websites which are similar to the ~~feel~~required by the University are listed below, to indicate the kind of look that AUD seeks for its own website:

<http://www.uea.ac.uk/>

<http://www.wits.ac.za/>

<http://www.harvard.edu/>

<http://www.tiss.edu/>

<http://www.vt.edu/>

<http://www.keele.ac.uk/>

<http://www.soas.ac.uk/>

http://www.adriindia.org/dashboard.php?section_id=2

8. Tentative Sitemap

- **Information About**
 - Admissions
 - Academic Programs
 - Faculty
 - Research and Collaboration
 - Jobs@AUD
 - Library
- **Information For**
 - Prospective Students
 - Ten Reasons to Choose AUD
 - About the University: An Overview
 - CM& Message
 - Academic (Link to Academics page)
 - Current Students Login (links to Intranet)
 - Faculty Login (links to Intranet)
 - Alumni and Friends
 - Jobs @ AUD
 - Business/Media/Community
 - Tenders

- Media pack

- **About Us**
 - Ten Reasons to Choose AUD
 - Preface/ VC's message
 - Chancellor's Message
 - CM's Message
 - About the University: An Overview
 - Vision and Mission
 - Ambedkar on Education
 - Logo
 - Structure of the University: Small write up on AUD's Unitary structure
 - Campuses (hyperlink to Contact Us)
 - Future plans and initiatives

- **Admissions**
 - Undergraduate Studies
 - Programs
 - Admissions criteria
 - Medium of instruction
 - Admissions calendar
 - Fees and scholarships
 - Admission form
 - Hostel

 - Postgraduate Studies
 - Programs
 - Admissions criteria
 - Medium of instruction
 - Admissions calendar
 - Fees and scholarships
 - Admission form
 - Hostel

 - Research
 - Programs
 - Admissions criteria
 - Medium of instruction
 - Admissions calendar
 - Fees and scholarships
 - Admission form
 - Hostel

- **Academic**
 - Programs
 - Undergraduate Programs
 - BA Honours in ***
 - Bulletin of Information
 - Admissions (link to Admissions page)
 - BA Honours in ***

- Bulletin of Information
 - Admissions (link to Admissions page)
 - BA Honours in ***
 - Bulletin of Information
 - Admissions (link to Admissions page)
 - Postgraduate Programs
 - MA in ***
 - Bulletin of Information
 - Admissions (link to Admissions page) Bulletin of Information
 - MA in ***
 - Bulletin of Information
 - Admissions (link to Admissions page) Bulletin of Information
 - MA in ***
 - Bulletin of Information
 - Admissions (link to Admissions page) Bulletin of Information
 - MA in ***
 - Bulletin of Information
 - Admissions (link to Admissions page) Bulletin of Information
 - Research Programs
 - Bulletin of Information
 - Admissions (link to Admissions page)
 - Schools
 - SDS
 - SES
 - SHE
 - SHS
 - Centres
 - CCK
 - CECED
 - CSSRMF
- **Faculty**
 - Permanent Faculty
 - Departments
 - ã .
 - Visiting Faculty
 - Departments
 - ã .
 - Adjunct Faculty
 - Faculty listing A-Z
 - Current Faculty Openings (link to Jobs@AUD)
 - Online Applications Page
 - Track your Application
- **Research and Collaborations**
 - Conferences and Seminars
 - Upcoming events

- Past events
 - Academic Research Programmes (Phd and MPhil stuff)
 - Research in the Schools of Study (This would link to the Schools and/or thematic)
 - Collaborations:
 - Current collaborations
 - Potential collaborations
 - International Academic Affairs Task Group: link to the webpage of the group, which shall have contact info and details on their work

- **Publications**
 - Recent Publications
 - Forthcoming Publications
 - Publications Archive

- **News and Events**
 - This Month @ AUD (link to Calendar)
 - AUD News
 - Ambedkar Memorial Lecture Series
 - Conversations
 - News and Events Archives

- **Services**
 - Administration
 - Admissions Office
 - Functions
 - Team
 - Recruitment office
 - Functions
 - Team
 - Planning Unit
 - Functions
 - Team
 - Finance Division
 - Functions
 - Team
 - IT Division
 - Functions
 - Team
 - Registrar Office
 - Functions
 - Team
 - Right to Information
 - How to File an RTI
 - Information Officer
 - Governance
 - Organizational Chart
 - Vice Chancellor's Office

- Board of Management
 - Facilities
 - Campuses
 - KG Campus
 - Dwarka Campus
 - Library
 - Library Remote Access
 - IT and Computing
 - Hostel
 - Catering Facilities
 - KG Campus
 - Dwarka Campus
 - Medical Centre
 - Guest House
 - Creche
 - Student Services
 - Student Services Office
 - Fee waivers and Scholarships
 - Language Cell
 - Mentorship
 - Counseling
 - Career Centre
 - Staff Services
 - Academic Services Office
 - Research Grants
 - Medical Reimbursement
- **Visitors**
 - Media
 - Business partners
 - Parents and community
 - Alumni
 - Friends of AUD
- **Intranet**
 - Student Intranet
 - Moodle
 - Circulars and Notifications
 - Extracurricular Activities
 - Seminars and Events
 - Faculty Intranet
 - Moodle
 - Circulars and Notifications
 - Extracurricular Activities
 - Seminars and Events
- **Terms of Use and Disclaimer**
- **Webmaster**
- **External Links**

- AUD on Facebook
 - AUD on Picassa/Flickr
 - AUD on Twitter
 - AUD on YouTube
- **A-Z Index**
 - Faculty Index
 - Staff Index
- **Search**
- **Gmail login**
- **Moodle login**

GENERAL SPECIFICATIONS

PRE-QUALIFICATION CRITERIA

Eligibility Criteria

Bidder should qualify the following eligibility criteria:

- a. The tenderer should have an office in Delhi NCR.
- b. The tenderer should have a minimum of five years of experience in developing & maintenance services of websites/portals/web applications.
- c. The tenderer should have executed two similar projects.
- d. The tenderer should have executed atleast two of the State/Central Government Universities/ Institutes.
- e. The tenderer must have service tax registration and should be income tax assessee.

Relevant documents supporting eligibility criteria are to be submitted alongwith the technical bid.

Amendment of Tender Document

At any time prior to the deadline for submission of bids, the AMBEDKAR UNIVERSITY DELHI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer, modify the Tender Document by amendment. The amendment will be notified in the website and in writing by fax or email to all prospective Tenderers who notified AMBEDKAR UNIVERSITY DELHI and will be binding on them. The deadline for submission of bids may also be extended at the discretion of Ambekdar University Delhi.

5: Tendering Process

Sealed bid superscribed "Tender for Website Redesign and Development for AMBEDKAR UNIVERSITY DELHI" along with Earnest Money Deposit (EMD) as specified at clause 6 is to be submitted in the office of the Registrar, AMBEDKAR UNIVERSITY DELHI, before 3.00 P.M. on Upto 4 April 2012; 1500 hrs

The bid will be opened on 9 April 2012 2012; 1500 hrs.. The University will not be responsible for any delay in receipt of bid or missing of bid while in transit/post. All bids should be in English language only.

Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid. The aforesaid sealed bid will contain two separate sealed envelopes, clearly marked "Technical Bid" and "Financial Bid" alongwith the tender number and last date of submission respectively. The tenders not superscribed as above will be summarily rejected.

5.1 Technical Bid

The technical bid must contain the following:

- f. Business profile clearly indicating name of the proprietor/firm/company, address, contact persons with mobile numbers and notable credentials, if any
- g. EMD of Rs. 10,000/- as specified in clause 6
- h. Signed Tender document as acceptance of the terms and conditions
- i. All the documents in support to the eligibility criteria mentioned in section 5.

j. References of **at least 3** organizations for whom the tenderer has executed such projects (name with contact numbers and address, if required, so that AMBEDKAR UNIVERSITY DELHI can contact them for verification)

k. Note explaining the scope of work as understood by the agency and which shall be executed by them

If the required documents as prescribed above are not submitted, then the offer will be summarily rejected. Ambedkar University Delhi retains the right to ask for any further information/clarification during the tendering process. Based on the above evaluation, the financial bid of only those Tenderers who qualify in the Technical bid will be opened. The valid technical bids will be scrutinized to shortlist eligible agencies. Shortlisted eligible agencies shall be asked to make a presentation to the committee of their proposed project plan, wherein they have to present **at least 2** proposed layouts and designs for the website.

5.2 Financial Bid

- a. The financial bid shall be submitted in the format provided at **Annexure I**. Additional pertinent breakups, if any, are to be clearly mentioned
- b. Price quoted shall remain firm till the completion of work and acceptance by the University
- c. The payment and delivery terms may be seen at Clause 9

5.3 Evaluation Criteria

A. Evaluation of Financial Bids

- The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below:
 - The bidder with lowest financial bid (L1) will be awarded 100% score.
 - Financial Scores for other than L1 Bidders will be evaluated using the following formula:
 - Financial Score of a Bidder={ (Financial Bid of L1 /Financial Bid of the Bidder) X 100}% (adjusted to 2 decimals)
- **Errors & Rectification:** Arithmetical errors will be rectified on the following basis:-
 - If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - If there is a discrepancy between words and figures, the amount in words will prevail.

B. Evaluation of Technical Bid and Proof of Concept (POC)

The applicants will be asked to **present 2 or 3 design templates** for the AUD portal based on their understanding of the Request for Proposal (RFP) document. The presentation will be followed by a 10-15 minute discussion.

The technical bid will be evaluated out of 100 points on the basis of 3 criteria:

Understanding and Compliance with requirements and scalability (maximum 20 points)

The proposal should address each work area in sufficient detail to demonstrate a clear understanding of the statement of work, including operations and maintenance. The bidder should provide evidence of sufficient planning to show that work will be accomplished as required and on schedule, utilizing all available resources. Specifically, the proposal from the bidder will be evaluated on whether it addresses each requirement and goal set forth in the scope of work in the RFP document.

Design templates and Proof of concept (POC) (maximum 50 points)

The design templates presented by the bidder POC should demonstrate compliance with all the mandatory requirements mentioned in the RFP and also demonstrate extra capabilities. During the POC presentation,

one technical person from the vendor organization should be present to answer queries and to demonstrate various capabilities.

Experience and Ease of Management (maximum 30 points)

The applicant will be expected to provide details their past experience in specific contracts of this type. They will also be asked to provide information on performance in these contracts, and present testimonials from previous or existing clients. They will be asked to furnish details of key personnel, both supervisory and technical. Resumes of personnel must include education, experience, background, accomplishments, and other pertinent information.

C. Joint Evaluation of Technical & Financial Bids

The following is the procedure for evaluation as applicable to technically qualified bids:

The technical and financial scores secured by each bidder will be added with weight of 70:30 respectively and a Composite Bid Score arrived at, using the formula: $S = S(T) * 0.7 + S(F) * 0.3$

Where T = score on technical bid; and F = score on financial bid

6. Earnest Money Deposit (EMD)

EMD of Rs. 10,000/- should be given by way of demand draft / pay order/ bankers cheque of a Nationalized Bank or Scheduled Bank drawn in favour of the AMBEDKAR UNIVERSITY DELHI. Tenders submitted without EMD will not be considered.

The EMD of unsuccessful tenderers will be released after the award of the tender. The EMD of successful Tenderers will be released one year after successful implementation of the website redesign and development project. The EMD will be forfeited to the University Accounts if the Tenderer withdraws the tender or fails to execute the work undertaken.

7. Indicative Scope of Work

The indicative scope of work is laid out in detail in the enclosed **Request for Proposal (RFP) document at Annexure 2**, which can also be downloaded from the University website.

8. Copyrights and Trade Marks

The source code, text, design, trademarks, photos and graphics in editable mode, or other artwork furnished in designing of the new website shall be owned by AMBEDKAR UNIVERSITY DELHI upon completion of the successful implementation of website by bidder.

9. Payment and Delivery Terms

- a. The work shall be completed in eight weeks from the date of issue of work order.
- b. The successful tenderer shall make a presentation after first two weeks from issue of work order and thereafter a weekly presentation of completed pages shall be made. The tenderer shall obtain approval of each page by the duly constituted committee during the designing work in progress.
- c. 50% payment shall be made against completion of Design Phase including database design, design for home page and other landing pages and content management system (CMS).

- d. Rest 50% payment shall be made against successful development and implementation of the website and acceptance by the University.
- e. TDS shall be recovered as per the rules in force.
- f. The University shall reserve the right to recover any dues payable to the University from the EMD or any other dues payable to the successful tenderer.
- g. Subsequent support of 1 year after implementation and acceptance shall be rendered as per charges mentioned in the financial bid.

10. Force Majeure

Notwithstanding the provisions of this contract, the Contractor shall not be liable for forfeiture of its EMD 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. If a force Majeure situation arises, the Contractor shall promptly notify the University in writing of such conditions and the cause thereof.

Unless otherwise directed by AMBEDKAR UNIVERSITY DELHI in writing, the Contractor shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

12. Saving Clause

In respect of any matter for which no provisions has been made in this contract the provisions contained in the general instructions of the Government on the subject shall apply.

13. Other terms and Conditions

- a. The tenderer should have office in Delhi NCR.
- b. The tenderer should allocate single point of contact who can provide support during the development and implementation stage
- c. The tenderer shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of AMBEDKAR UNIVERSITY DELHI.
- d. The tenderer's rate should remain valid for a period of 6 months from the date of opening of tenders
- e. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.
- f. The tenderer/Contractor shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. The University shall not be liable for any financial burden/liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules.
- g. The Registrar, AMBEDKAR UNIVERSITY DELHI reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

- h. All disputes relating to this tender shall be referred to sole arbitrator to be appointed by the Registrar, whose decision will be binding on both the parties.
- i. All disputes arising out of this tender shall be subject to jurisdiction of Courts at Delhi.

Registrar

SIGN AND SEAL:

The Tenderer must sign and affix his seal on every page of the Tender Document and the complete Signed Tender Document must be submitted along with the technical bid.

I/We accept the above terms and conditions of tender.

Tenderer's Name: Signature:

Seal of the Tenderer: Date:

Annexure I: FINANCIAL BID

Tenderers shall submit their financial bid in the following format:

COST A: Design Development and Testing of Website and Additional Applications

SN	Description of Work	Estimated Number	Rate per unit
1.	Design and Development of Website	1	
3.	Any other expenses, taxes if any etc.		
	Total Amount		

COST B: Maintenance Cost including hosting, updating, design and development of new pages

SN	Description of Work	Unit	Rate per unit
1.	Technical Maintenance of Website	Per year	
2.	Maintenance for uploading content/ graphics	Per year	
3.	Charges for Hosting the website	Per year	
4.	Taxes (if any)		
5.	Total Amount		