



**Gauhati University**  
**Centre for Distance and Online Education**  
[www.gucdoe.in](http://www.gucdoe.in)

**Dr. Debahari Talukdar**  
**Director**

EOI No.: GUCD0E/EOI/2024/01/3543

Date 04/07/2024

## Notice Inviting Expression of Interest (EOI)

Expression of Interest (EOI) is hereby invited from reputed agency/firm for design and development of Gauhati University Centre for Distance and Online Education (GUCDOE) website.

All interested vendors are requested to send their sealed quotation for the above as per detail given in Annexure - I.

  
Director  
GUCDOE

Copy for information and necessary action to:

1. Registrar, G.U.
2. Treasurer, G.U.
3. System Officer, GU & System Analyst, GUCDOE for Uploading to website
4. Office Supervisor (GSM)
5. Notice Board

# Expression of interest (EoI) Website Design and Development

*EOI No.: GUCDOE/EOI/2024/01/3543 dt. 04/07/2024*

**Please send/submit only Annexure-1 (Technical Bid) and Annexure-2 (Financial Bid) in two separate envelops along with relevant documents.**

**1. Name of the Agency:** .....

**2. Address with Contact Person No.:** .....

.....

**Last Date for Receipt of Document: 19<sup>th</sup> July, 2024 (3 pm)**

**Date & Time of Opening: 22<sup>th</sup> July, 2024 (11 AM)**



**GAUHATI UNIVERSITY CENTRE FOR DISTANCE AND ONLINE EDUCATION (GUCDOE)  
Goplaath Bardolol Ifagar, Guwahatt - 781014**

## **Expression of interest (EoI)**

### **Website Design and Development**

Gauhati University Centre for Distance and Online Education (GUCDOE) wishes to invite Expression of Interest (EoI) to develop Trilingual (English/Hindi/Assamese) website. You are requested to submit a proposal for “**Website Design, Hosting & Maintenance Agency**”, as per the brief contained in this document.

**Please send/submit only Annexure-1 (Technical Bid) and Annexure-2 (Financial Bid) in two separate envelopes along with relevant documents.**

Your offer comprising of technical proposal and financial proposal, in **separate sealed Envelopes**, should reach the following address no later than July 19<sup>th</sup>, 2024 (3 PM) at **PA to Director, Gauhati University Centre for Distance and Online Education (GUCDOE), Gauhati University, Gopinath Bordoloi Nagar, Jalukbari Guwahati, 781014, Assam**

#### **1. WEBSITE DEVELOPMENT AND DESIGN:**

The website should be developed using Free and Open Source Software (FOSS) solutions along with the following features:

- Look and feel with aesthetics design, good colour combination, background screens, and structure.
- Trilingual Website (English/Hindi/Assamese)
- Feature to add addendum/amendments to any document through appropriate links enabling the visitors to view main and linked documents in an integrated manner.
- Dynamic and robust website with interactive presentation of content.
- User-friendly with easy to navigate features and functions
- Faster website accessibility - Multiple users' access
- Feedback or post comments feature
- Anti-spamming feature.
- Provide extensive website analytics and statistics covering traffic reports including region/state wise report, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistics and reports as may be required by GUCDOE
- Support to create additional web pages within the main website
- User-friendly SEO & SMO for digital marketing activities.
- Dynamic Photo gallery/video/banner 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. Ability to add/modify/delete banner on home page etc.
- Faculty/Staff/Student information pages.
- Details of various Academic courses UG, PG and Diploma Programmes, etc., to be integrated in the website
- Internal Site Content search engine.

- Mobile app integration and should be optimised for mobile devices **including mobile app**
- Provide admin login access to download and upload documents
- Provide online survey form/testimonials and polling option
- Activate payment gateway within the website to acquire payments & give acknowledgment of payment transition to the user.
- Marquee for announcements.
- Perform periodic upgradation of all software including their dependencies
- Don't use the popup window
- Cross-platform support for all operating systems and their respective web browsers like
- Firefox, Internet Explorer, Google Chrome, Safari, and Opera.
- Responsive or fluid layout of website and be viewed without compromising the design, on variety of devices including computers, laptop, tablets and mobile phones.
- The website should have features like blog.
- Website should enable Event/ Workshop/ Seminar/ Short Training process management. –including the ability to email to registered users.
- The website should have Social Publishing Capability (Facebook, Twitter, LinkedIn)
- The CMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
- The CMS site shall be able to create microsites/web portals within a main site as well.
- Automated templates shall be provided which are customizable.
- 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.
- Dynamic News/Events/Notification Management System: Facility to manage 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
- Database Management – Ability to create new database and user interface to display dynamic content from the database.
- Menu Management – Ability to add, move, delete, modify menus on the site.
- A mobile app (android), where notification and alerts from website can be viewed by learners.

## 2. WEBSITE ADMINISTRATION:

Admin should be able to:

- Create users, group, admin, department, and define permission to update content on the website.
- Manage overall content of the main website and also should have the option to edit/ delete content updated by any user.
- Update database to modify website content with permission of version control.
- Create microsites/web portals within the main website.
- Integrate the revised content of a page and have the option to preview changes before making it live.

### **3. SECURITY:**

The vendor will provide the following security features:

- Enable Security tools or plug-ins for controlling and monitoring website security
- Protection against defacement, hacking, additional script, and ad block
- Design should incorporate security features to protect the site from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.
- SSL Implemented

### **4. SECURE HOSTING:**

The vendor shall provide suitable cloud systems to ensure complete security and performance of the website. The proposal should include details as under:

- Systems required
- Software required including control and monitoring tools
- Security of systems, databases, software, and access controls
- Installation of antivirus, anti-malware, or similar software to protect server and website
- Enable mail server
- Display capability and experience with hosting of similar websites.

### **5. TRAINING:**

Vendor will provide training in the use/maintenance of the website

- All technical aspects of website maintenance including requirements for hosting, registrations, submission to search engines, and other link sites
- Complete website source code and other technical documents associated with the website development, administration and use
- Vendor will provide necessary technical details including requirement of software, software tools, and systems required for the proper upkeep and maintenance of the website
- Vendor will provide technical support to GUCDOE team to get trained in the organization and administration of the website
- Vendor will share a working manual of the website (online and offline)

### **6. WEBSITE MAINTENANCE: -**

Two-year maintenance of Website post Go-Live Date (which may be further extended on mutual agreement) will cover regular updating contents in the modules/ sub-modules, software & security feature up-gradation, etc.

### **7. COPYRIGHT / LICENSE VIOLATIONS & PROVISION OF LEGAL COPIES:**

GUCDOE will not be responsible against any liability for the use of software with regard to copyright/license, if any, hence, vendor to be solely responsible for relevant commits.

## **8. CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT:**

The vendor undertakes to comply with all the confidentiality and non-disclosure conditions that will be spelled out in the contract agreement. Moreover, the vendor confirms that this will be binding upon the company and all its employees, and associate partners, if any, who are or may be involved in the project at any stage.

## **9. ELIGIBILITY CRITERIA:**

Bidder should qualify the following eligibility conditions:

- The firm must be registered with Govt. of India/ State
- The firm must be located in Guwahati. Proof of registered office in Guwahati must be attached.
- The firm should have a minimum of five years of experience from the last date of submission of bid in design, development & providing maintenance and management services of websites/portals/web applications.
- The firm should have designed, developed and maintained at least 02 (TWO) websites in any Central and State Universities and/or Central PSUs/State/Central Govt. departments, within past 03 (three) years from the last date of submission of bid.
  - Copy of work order, completion certificate and performance certificate are essentially required to prove the eligibility. The past 03 years will be reckoned from the date of publication of this tender.
- The firm should have annual turnover of at least Rs. 1 crore per annum during last three financial years ending on 31<sup>st</sup> March 2023. Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.
- The firm must have well-qualified and experienced design and service team to execute the project.
- Firm should have GST Registration certificate and PAN.
- Firm shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity.
- The tender is not transferable.

## **10. TENDER PROCESSING FEE AND EARNEST MONEY DEPOSIT (EMD)**

- An EMD of Rs.20,000/- and Tender Processing Fee of Rs.2000/- (Non-refundable) should be submitted along with the technical bid document. This payment has to be made through SBI COLLECT and payment receipt to be submitted along with the bid.
- If the successful bidder fails to act on the offer made by the Institute and/or the bidders withdraw/ amend their bids after opening of tender which is not agreeable to the institute, the EMD of such bidder/s shall be forfeited without any notice to the bidder/s and no claim on this account shall be entertained.
- Any bid without EMD and/ or Tender processing fee will be straightway rejected. The EMD of unsuccessful bidders shall be returned/ refunded after finalization of the contract without any interest.

## 11. PERFORMANCE SECURITY DEPOSIT (SD)

- An amount @ 10% of total contract value in shape of Demand Draft as Performance Security Deposit (SD) is to be deposited by the successful bidder, within 14 (fourteen) days from the date of issue of Letter of Award (LoA) by the Institute. In the event of non-submission of the Performance Security Deposit (SD), the EMD of successful bidder shall be forfeited.
- Performance Security shall remain valid for a period of 90 (Ninety) days beyond the date of completion of the contract including website maintenance period. No interest will be payable on SD.
- In case of breach of contract by the service provider, the SD shall be forfeited by the institute and the firm shall be blacklisted in addition to the termination of the contract.

## 12. EVALUATION OF TECHNICAL BIDS

The bids shall be evaluated in three stages.

- **Stage-1: Pre-Qualification Criteria:** Evaluated as per the eligibility criteria specified in the previous clause (Point No 9). The lowest 3 successful Financial bidders shall qualify for stage-2 of bidding,
- **Stage-2:** The successful bidders from stage 1 are required to give a detailed presentation (Proof of Concept) on proposed Web Portal and its implementation before a Committee that shall be nominated by the department, **on a date and time which shall be notified separately**. The successful bidder shall also share its team profile before the Committee.

## 13. POST-BID ACTIVITIES:

- After selection of the successful bidder, a 'Letter of Award' (LOA) shall be issued in duplicate by the Institute to the successful bidder. The successful bidder will be required to furnish the required performance security deposit and execute an agreement on a Non-Judicial Stamp Paper worth Rs.100/- (Rupees One Hundred Only) within a period of 14 (Fourteen) days from the date of issue of LoA.
- The contract will be signed only after furnishing the Performance Security Deposit.
- Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD in full.
- Costs associated with the preparation of contract documents shall be borne by the service provider.

## 14. AWARD CRITERIA, AWARD OF CONTRACT

The procuring entity (GUCDOE) reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Organization or any obligation to inform the affected Organization or organizations of the grounds for the organization's action. The award of the contract to the qualified Organization whose proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

## 15. Post Awarding:

- Minimum of three periodical meetings are expected during the development of the website. Telephonic/Skype conversations to be conducted as may be defined in statement of work (SOW).
- GUCDOE & partner will identify SPOC for association.
- Complete website source code and other technical documents associated with the website development, administration and use will be provided to GUCDOE post completion and hosting
- Project IP should be in hand of GUCDOE

## 16. DELIVERY TERMS

The work shall be completed in **SIXTY DAYS** as per below schedule from the date of signing of contract.

Sl. No.	Activities	Time Frame (from the date of award of contract)
1	Basic Templates Design and Approval	15 Days
2	Final Website Design and Approval	15 Days
3	User Acceptance Testing (UAT) of the system	10 Days
4	Go-LIVE of the Website	20 Days
5	Website Maintenance for 2 (Two) year after successful implementation and acceptance of the work	will be ongoing activity as per the requirements, terms and conditions of the contract agreement valid for a period of 02 year.

## 17. Payment Terms:

**Website Testing at B-Version:** 20% of contract value for website design, development and testing (excluding the maintenance cost)

**Launch of Website after successful completion of work:** Balance 80% of contract value for website design, development and testing (excluding the maintenance cost).

**During the maintenance period of 02 year:** payment will be released on successful completion and certification by the concerned official once in every 1 yearly period (twice during the maintenance period of 02 year).

Note:

Above payment shall be released to the service provider on submission of undisputed invoice and certification from the concerned official of GUCDOE

GUCDOE shall reserve the right to recover any dues payable to the institute from the SD of the service provider.

## 18. OTHER TERMS AND CONDITIONS

- The service provider should allocate a single point of contact (POC) who can provide support during the development and implementation stage. For an identified number of months/ years, the service provider shall depute a dedicated resource within GUCDOE for up-gradation, maintenance and development of the website.

- The service provider 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 GUCDOE.
- 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.
- Lowest rate may or may not be the selection criteria for award of the contract. However, the negotiations, if necessary, to be made by Gauhati University with the L1 bidder (s) may be held.
- All other terms and conditions will be as per the Gauhati University rules and regulations.
- GUCDOE reserves the right of modifications, cancellations and decisions in regard to the entire process.

Sd/-  
Director  
GUCDOE

**BID FORWARDING LETTER**

(on the Letterhead of the Bidder)

Date: \_\_\_\_\_

To  
The Director,  
GUCDOE, Gauhati University  
Gopinath Bordoloi Nagar, Jaalukbari,  
Guwahati-14

**Subject: EOI for ‘Design, Development and Maintenance of GUCDOE Website**

**EOI No. GUCDOE/ ..... dt. ....**

Sir,

I/ We hereby confirm and declare that I/We have carefully studied the tender documents therein and undertake myself/ ourselves to abide by the terms and conditions laid down in the tender document. The Tender Processing Fee payment receipt of Rs.2000/- (Rupees Two Thousand Only) and EMD of Rs.20,000/(Rupees Twenty Thousand Only) are enclosed herewith.

I/ We also keep the offer open for six months from the last date of submission of bids.

Yours faithfully,

(Name & signature with stamp of the bidder)

**SELF-DECLARATION ABOUT NON-BLACK-LISTING**

(on the Letterhead of the Bidder)

Date: \_\_\_\_\_

To  
The Director,  
GUCDOE, Gauhati University  
Gopinath Bordoloi Nagar, Jaalukbari,  
Guwahati-14

**Subject: EOI for ‘Design, Development and Maintenance of GUCDOE Website**

**EOI No. *GUCDOE/EOI/2024/01/3543 dt. 04/07/2024***

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

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

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

Yours faithfully,

(Name & signature with stamp of the bidder)

**TECHNICAL BID****DOCUMENTS FOR TECHNICAL EVALUATION**

Date: \_\_\_\_\_

To  
 The Director,  
 GUCDOE, Gauhati University  
 Gopinath Bordoloi Nagar, Jaalukbari,  
 Guwahati-14

**Subject: EOI for ‘Design, Development and Maintenance of GUCDOE Website**

**EOI No. GUCDOE/EOI/2024/01/3543 dt. 04/07/2024**

(Self-attested photocopies of all supporting documents in support of below particulars must be attached with the bid)

SL No.	Particulars	Compliance (Yes/No)
1	Name of the Firm with Complete Address, Tel/ Mob No. and Email Address	
2	Name of the Authorized Representative and Designation along with Mobile No. and Email ID	
3	Status of the Firm (Proprietary/ Partnership/ Pvt. Ltd.)	
4	Payment of Tender processing of fee Rs.2000/- and EMD fee Rs.20,000/- through the SBI Collect	
5	<p>The firm should have designed, developed and maintained at least 02 (TWO) websites in any Central and State Universities and/or Central PSUs/State/Central Govt. departments, within past 03 (three) years from the last date of submission of bid.</p> <p>Copy of work order, completion certificate and performance certificate are essentially required to prove the eligibility. The past 03 years will be reckoned from the date of publication of this tender.</p>	

6	The firm should have annual turnover of at least Rs. 1 crore per annum during last three financial years ending on 31 <sup>st</sup> March 2023. Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.	
7	Copy of Permanent Account Number (PAN)	
8	Copy GST Registration of Firm	
9	Bid Forwarding Letter as per Annexure - I	
10	Self-declaration about Not Blacklisting as per Annexure - II	
11	Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the firm	
12	Duly signed and stamped of the entire bid document	

#### Declaration

I/We.....  
(Name of Proprietor/Partners) of.....  
..... (Name of the firm) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in tender document.

Place:

Signature with stamp of the bidder:

Date:

Name, Address of the bidder:

Tel/ Mob No.:

**FINANCIAL BID**

Date: \_\_\_\_\_

To  
 The Director,  
 GUCDOE, Gauhati University  
 Gopinath Bordoloi Nagar, Jaalukbari,  
 Guwahati-14

**Subject: EOI for ‘Design, Development and Maintenance of GUCDOE Website**

**EOI No. GUCDOE/EOI/2024/01/3543 dt. 04/07/2024**

Sir,  
 I/We quote the under mentioned rates for subjected tender.

**Part 1: Design, Development & Testing of GUCDOE website:**

SL. No.	Description of Work	Amount in INR
1	Design, Development & Testing of GUCDOE Website	
2.	GST as per GOI norms	
<b>TOTAL AMOUNT (to be quoted in Indian Rupees)</b>		

**Total Amount in Words.....**

**Part 2: Maintenance of GUCDOE Website for and its hosting for a period of 02 (Two) year as below breakup:**

Sl No.	Description of Work	Amount in INR
1	Technical maintenance and of GUCDOE upgradation of Website	
2.	GST as per GOI norms	
<b>TOTAL AMOUNT (to be quoted in Indian Rupees)</b>		

**Total Amount in Words.....**

**Part 3: Cloud Hosting Charges for 01 (ONE) Year as below breakup:**

Sl No.	Description of Work	Amount in INR
1	Hosting charges	
2.	GST as per GOI norms	
<b>TOTAL AMOUNT (to be quoted in Indian Rupees)</b>		

**Total Amount in Words.....**

Note:

1. Bidders should quote rates for providing services in all three parts as mentioned above, failing which their bid will not be considered for acceptance.
2. The financial bid should be expressed both in words and figures. If any discrepancy is found between figure and words in the financial bid, the value in words shall prevail.
3. GUCDOE reserves the right to accept the bid Item Wise (Part 1 or 2 or 3) (OR) to accept all the items in whole (OR) to accept one or two part, rejecting a single or two parts (OR) to summarily reject all the bids, as the case may be.

Signature with stamp of the bidder:

Name, Address of the bidder:

Tel/ Mob No.

Place:

Date: