



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

Notice Inviting Tender

Sealed quotations are invited from manufacturers, reputed, bonafide and financially sound agencies having capacities to execute the following work.

S. No.	Name of Work	Period of Completion	Concerned Department
1.	Development of e-Journal Website for University Journals	2 MONTHS	Registrar

Tentative Date and Time Schedule:

S. No.	Particulars	Date & Time
1	Date of publishing N.I.T. & other Documents	27/02/2018 from 11 AM
2	Documents download start date (Online)	27/02/2018 from 11 AM
3	Documents download end date (Online)	07/03/2018 till 2 PM
4	Bid submission start date (Offline)	27/02/2018 from 11 AM
5	Bid Submission closing (Offline)	07/03/2018 upto 2 PM
6	Documents submission end date (Offline)	07/03/2018 upto 2 PM
7	Bid opening date	07/03/2018 after 3 PM

Finance Officer



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

I. General Instructions to Bidders:

1. Intending bidder may download the tender document from the university website <http://www.rbu.ac.in> directly. Bids are to be with the desired documents duly **ink signed** to the university. Tender Document may be downloaded from university website & submission of Bid is to follow the stipulated date & Time Schedule mentioned in this NIT. The documents submitted by the Bidders should be properly indexed & notarized with seal. Original certificate / order copies / other document as required shall have to be produced on demand during evaluation.
2. **Location of Project:** Rabindra Bharati University, Kolkata
3. **Time of Completion:** Time of completion of the work is **2 MONTHS**.
4. **Bid preparation and submission costs:** The bidder shall bear all costs associated with the preparation and submission of the bid and Rabindra Bharati University will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
5. **Language of Proposals:** The bids and all correspondence and documents shall be written in English.
6. **Amendment of Bidding Documents:** At any time before the deadline for submission of bids, Rabindra Bharati University, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the bidding document by amendment. All prospective Bidders shall be notified of the amendment through the university website (www.rbu.ac.in) and all such amendments shall be binding on them. If required, in order to allow Bidders reasonable time in which to take the amendment into account in preparing their bids, Rabindra Bharati University reserves the rights to extend the deadline for the submission of bids and the same shall be notified on the university website.
7. **Disqualification:** Rabindra Bharati University reserves the right to reject bids in the following cases:
 - a. The Bids which are received after due date and time.
 - b. Bids not accompanied by all requisite documents.
 - c. If the hard copies of Bids are not signed by the authorized signatory of the bidder on each page and submitted.
 - d. Information submitted in Bid is found to be misrepresented, incorrect or false.
 - e. Bids not substantially responsive and not submitted in accordance with the required formats.
 - f. If the bidder increases the quoted prices during the validity of the bid or its extended period, if any.
 - g. If the bidder submits the bid specifying its own terms and conditions.
 - h. No column/space meant for being filled up shall be left blank by the bidder, in which case the tender will be liable to be rejected.
 - i. Bidder fails to enter into a contract within the stipulated period from the date of notice of award of contract or within such extended period, as may be specified by Rabindra Bharati University.
 - j. Bidders may specifically note that while evaluating the bids, if it comes to Rabindra



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Bharati University's knowledge, expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bids, then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders invited by Rabindra Bharati University.

8. **Eligibility for participating in the Tender:** Permission of participating in the tender will be given only to those fulfilling the following eligibility criteria:

A. Technical Criteria:

- i. Bidder has to comply fully with the Technical Specification as provided in the Tender Document. Conditional bid will be summarily rejected.
- ii. The **organizations which are blacklisted** by any reputed organization, PSU, University or Government organization or any OEM of the products proposed in this tender are strictly forbidden from participating in this tender process. Bids submitted by any such blacklisted organisation, if found at any point of time in this tender process, will be summarily rejected. If any such blacklisted organisation is found after award of purchase order, then the purchase order will be cancelled and the earnest money deposit and/or security deposit and/or the bank guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY. **An ink-signed declaration letter regarding this in the bidder's letter head should be submitted with the technical bid.**
- iii. Should be in business of website or web-based applications design, development and maintenance work in India for last **FIVE YEARS**.
- iv. Bidders should have its development and service support office in Kolkata for at least last **FIVE YEARS**.
- v. The bidder should have at least **FIVE YEARS** experience in website or web-based application design, development and maintenance work in renowned Indian organizations preferably universities and government organizations. Supporting documents in claim of experience be enclosed.
- vi. The bidder should have designed, developed and maintained **at least one bilingual/multilingual website** in last 5 years in an Indian university or government organization or any renowned Indian organization.
- vii. The bidder should have designed and developed WCMS based website with similar complexity for **at least one** Central or State Government Universities or Central Government Institutes (like IIT, IIM, ISI, etc.) or Central / State Government Organizations in India or any renowned Indian organization within the last 5 years. The details of such jobs along with untampered copies of POs must be furnished.
- viii. Bidders should submit the Client List and Letters of Satisfactory Performance from existing and previous clients from Central/State Government Universities, Central Government Institutes (like IIT, IIM, ISI, etc.) or Government Organizations in India or any renowned Indian organization.
- ix. The bidder bidding for only some part (items) of the BOQ will be rejected.
- x. The Data sheets / Cross reference documents and technical documents of proposed software and technology must be submitted.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

- xi. The bidder should have credential in the field of **design and development of Web Content Management System based Websites** fulfilling the following criteria.
 - a) Intending bidders should produce credentials of a similar nature of completed work of the minimum value of **Rs.1,00,000/-** in a single P.O. during last **FIVE YEARS** prior to the date of issue of the tender notice; and
 - b) Intending bidders should produce credentials of 1(one) similar nature of completed work in any university / PSU / Central or State Government (India) Organization or any renowned Indian organization, of the minimum value of **Rs.1,00,000/-** during last **5 (five) years** prior to the date of issue of the tender notice;
 - xii. Completion/satisfactory certificate and purchase order from bidder's clients produced as credential should clearly indicate the description of works, value of contract, executed work value, date of award, actual date of completion etc. and name, address, telephone no. of the client.
 - xiii. The bidder must have annual turnover of not less than **Rs. 30 lakh** in each of the past three financial years (i.e., 2014-15, 2015-16, 2016-17). If necessary the bidder may produce separate certificates from a Chartered Accountant clearly mentioning annual turnover for each of past 3 financial years.
 - xiv. No Joint Venture shall be allowed.
 - xv. The bidder should be a registered company / firm.
 - xvi. The Bidder should have a valid Trade License, Professional Tax Challan, PAN Card, GSTIN & TIN documents.
 - xvii. Moreover, the tender inviting authority reserves the right to relax the technical eligibility criteria of the applicant if it is deemed to be necessary for fair & competitive tender without assigning any reason whatsoever.
9. The intending bidder fulfilling the above requirement should bid for the work included in the Bid notice with all related documents. The tender inviting authority reserves the rights to accept or reject their offered bid as deemed necessary to finalize the tenders satisfactorily without assigning any reason whatsoever.
 10. Selection of eligible bidder will be made strictly on the basis of scrutiny and evaluation of the particular as to be furnished at the time of bidding. Decision of the tender inviting authority in this regard shall be final & binding.
 11. Bidders have to comply fully with the material, item, software and service specifications mentioned in the Tender Document and failing to this will lead to the rejection of the technical bid. No deviations in any specifications shall be entertained.
 - 12. It is mandatory to quote for all the items mentioned in the BOQ.**
 13. Quantities mentioned in the BOM/BOQ will be considered for comparison of offers submitted by the bidders, however, the quantities may vary or items may be excluded in the Purchase Order(s).
 14. It is not necessary that the bidder quoting the lowest bid will be awarded the purchase order. The decision of the university will be final in this regard.
 15. Prices should be **quoted in Indian Rupee** inclusive of freight charges, delivery, installation, configuration, etc.
 16. **Corrections in the Bid:**



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

- a. Corrections, if any, in the bid documents submitted by the bidder should be attested properly by the authorized signatory failing which the bid is liable to be rejected.
 - b. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted rate will be entertained after the bids are opened. All corrections, if any, should be initialed by the authorized signatory before submission, failing which the financial bids may not be considered.
17. **Installation & Commissioning:** Installation and commissioning of the entire project is to be executed by the bidder within the stipulated time, as mentioned in the Terms and Conditions under direct supervision of Rabindra Bharati University representative.
18. **Guarantee/Warranty:** Period of validity of performance guarantee.
The bidder shall warrant that all software and services etc. supplied/rendered by the bidder shall conform to the University's requirements and specifications. Bidder will give Guarantee/Warranty of minimum **1 YEAR** from the date of completion and handover of the website. Bidder will provide free support, fix bugs and do all the necessary additions / modifications required by the university during the Guarantee/Warranty period without any extra cost to the university.
19. **End-of-Life:** The software and technologies proposed by the bidder should not have End-of-Life within next five years from the date of completion of the website.
20. **Security Deposit:** 10% of the Purchase Order value after adjustment of EMD shall be kept as Security Deposit and shall be released on submission of bills in triplicate after the end of Guarantee/Warranty period, subject to satisfactory performance during the Guarantee/Warranty period.
21. **Liquidated Damage (L.D.):** "Liquidated Damage" means losses or damages sustained by the University for default on the part of the bidder either because of delayed supply or execution of works/services within the stipulated date or otherwise. L.D. at the rate of 0.5% of the P.O. value for each week of delay and part thereof subject to maximum of 5% of the total value of the purchase order shall be deducted from the bidder's payments due on the university. At any point of time, if L.D. exceeds 5% of the total value of the purchase order, the purchase order shall be cancelled and accordingly dealt with legally including blacklisting of the bidder. In such cases, the Earnest Money Deposit and/or Security Deposit and/or the Bank Guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY. L.D. once deducted, will not be refunded to the bidder again.
22. **Payment:**
- a. No advance payments shall be made.
 - b. **Design & Development of Website:** Payment shall be made on submission of four copies of bills along with completion certificate from respective departments, after delivery, successful installation and testing of the entire project deliverables. Payment shall be made after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.
 - c. **Annual Maintenance Contract of Website:** Payment shall be made on **Quarterly** basis on submission of bills in triplicate along with Satisfactory Service Reports from respective departments, after completion of each quarter. Payment shall be made after deduction of any penalty, L.D., taxes and any other deductible amounts as per prevailing government and/or university rules.
23. **Delivery & Installation:** Delivery, installation and testing should be completed within **2**



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

MONTHS failing which L.D. clause will be imposed and a delay of more than 10 weeks will automatically imply cancellation of the purchase order awarded to the successful bidder. Delivery and installation should be done in consultation with the **Registrar, Rabindra Bharati University**.

24. **Suspension:** The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks) provided that such notice of suspension:
 - a. Shall specify the nature of the failure and
 - b. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder
25. **Interpretations:** Whenever any issue relating to the interpretation of the tender document or of the bids submitted arises, the decision of competent authority of the university shall be final and binding.
26. **Assignment & Subcontracting:**
 - a. This TENDER is non-transferable. Assignment and subletting is not permitted. Information regarding associates and principals is to be disclosed in the tender technical bid itself.
 - b. The bidder 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 or person without written consent of the Competent Authority of the university.
 - c. For the purpose of the liabilities under this tender, the Bidder will be considered as a solely liable to all the components of the tender and scope of the work.
27. **Validity of Bid:** The bids shall remain valid for **180 days** after the date of bid opening prescribed by Rabindra Bharati University. The bids of the **successful bidder** shall remain valid for **3 Years** from the date of Purchase Order awarded to the successful bidder. On completion of the validity period, unless the bidder withdraws its proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws its proposal. Rabindra Bharati University holds the rights to reject a bid valid for a period shorter than those mentioned above as nonresponsive.
28. The University Authority reserves right to ask for clarifications and the decision of the University Authority shall be final and binding.
29. The University reserves all rights to reject any or all offer without assigning any reason whatsoever.
30. The University reserves all rights to cancel this tender at any point of time without assigning any reason whatsoever.
31. All communications should be addressed to **The Finance Officer, Rabindra Bharati University** and should be submitted at the office of Information Scientist. All bids must be submitted at the office of Information Scientist within the stipulated date and time. No bid shall be accepted through telegraphic / fax / email or any other means.
32. **Signing of Tender:** Individual signing the tender or other documents connected with contract must specify whether he/she signs as:-
 - a. A "sole proprietor" of the concern or constituted attorney of such sole proprietor.
 - b. A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

partnership agreement or by a power of attorney duly executed by the partners of the firm.

- c. Director or principal officer duly authorized by the Board or Directors of the Company, if it is a Company.

N.B.

- i. In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn of affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
 - ii. In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any parties the tender and all other related documents must be signed by all partners of the firm.
 - iii. A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bid such other person and if, on enquiry it appears that the persons so signing had no authority to do so, Rabindra Bharati University, Kolkata may, without prejudice cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
 - iv. The bidder should sign and affix his/his firm's stamp on each page of the tender and all its Annexures as the token of having read and understood the documents. The successful bidder, having been communicated about acceptance of his offer and award of the tender, shall have to enter into an agreement with Rabindra Bharati University, Kolkata in **non-judicial Stamp Paper of Rs.100/-**.
33. **Acknowledgement of Understanding of Terms:** Bidders are advised to study the tender notice and its Annexures carefully. By submitting a bid, each bidder shall be deemed to have acknowledged that it has carefully read all sections of this Tender Notice, including all forms and has fully informed itself as to all existing conditions and limitations. Bidders are also advised to visit the existing university website (www.rbu.ac.in) and see Section VII and Section VIII of this tender document and understand the volume and nature of work before submitting the bid.
34. **Negotiations and Contract Finalization:** Rabindra Bharati University reserves the right to negotiate with the bidder whose proposal has been ranked first on the basis of Joint Evaluation of Technical and Commercial Bids. Rabindra Bharati University reserves the right to award the contract to the bidder selected for negotiations.
35. **Award of Contract:** The successful Bidder will be awarded the purchase order. Within **3 days** from the date of the purchase order the bidder will have to submit an **unconditional acceptance letter** and complete the job within the stipulated time.
36. **Termination for Insolvency:** Rabindra Bharati University may at any time terminate the contract by giving written notice of four weeks to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to Rabindra Bharati University.
37. **Termination for default:** Default is said to have occurred:
- a. If the bidder fails to complete the assigned job in accordance with the Tender Notice



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

within the time period(s) specified in the contract or any extension thereof granted by Rabindra Bharati University.

- b. If the bidder fails to perform any other obligation(s) under the contract / work order / purchase order.
 - c. If the bidder fails to comply with instructions of Rabindra Bharati University with respect to improving the quality of assigned job.
38. **Jurisdiction:** The court at Kolkata only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of this contract.

II. Scope of Work:

A. Pre Bid Activities:

The prospective bidders are advised to go through the existing RBU website, the Proposed Sitemap document provided in Section VII and the Scope of Work under AMC provided in Section VIII of this tender in order to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website. The existing content and feature of the RBU website will be migrated to the new redesigned website that will be hosted on a server provided by the University (on-premise or cloud) on an appropriate Linux platform. The bidders need to suggest hardware/software requirements on the server for the project. Server configuration and software installation will be within the scope of work of this project. The vendor is also advised to propose the functionalities that he would be able to provide in the website, apart from those which are specifically mentioned in this tender.

B. Requirement Study:

The bidder will be expected to do a requirement study for the website, which when agreed upon by the University, will form part of the Agreement to be signed with RBU. 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 University will also be open on the design & development suggestions from the successful Bidder

C. Information Collection:

The bidder will have to depute persons for collection of information and pictures from the different departments and sections of the University initially, apart from those that are available on the existing website. The information and pictures provided by the university shall be as hardcopy or softcopy, as per the availability with the departments or sections. The bidder should not demand or provide any clause/condition asking for information and pictures to be provided in softcopy only. Once the website is commissioned, update of the information will be the responsibility of the bidder as and when directed by the appropriate authority of the university. However, the departments/sections of the university will also have the authorization to update the pages of the respective departments/sections. The bidder will be supposed to inform the University about the updates that are required to be made during the maintenance period.

D. Image Enhancement Activities:



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

Several images including those of documents will be required to be scanned and placed on the website. Bidder should ensure that quality of scanned images is enhanced upto the optimum level and required image enhancement activities have been done on the scanned documents. In case the documents are not legible it will be the bidder's responsibility to scan the scanned documents on high resolution i.e. 600 dpi or higher. In case if scanned documents are not legible then document scanning shall be done in Gray Scale. No extra payment shall be made for the same.

E. Compatibility:

The site design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for at least three platforms: Desktop/Tablet or Notebook and Mobile form factors will be required. The website must be designed on responsive website technology.

F. Functionalities Required:

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

1. **Separation of Design and Content** – The content will 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, Mobile Browsers and Printers.
2. The WCMS shall have the ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server's settings.
3. The WCMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
4. **Licensing and Upgrades:** All software must be installed with full perpetual license and should not require any license renewal after its acquisition and installation. The cost of the software should not be based on the number of users utilizing the application (per seat licensing model). The Software should be enterprise level software allowing any number of users to use it without extra costs. Any update if need be must be done using the Internet and must be free of charge. The software should prove to have a full software development life cycle and have regular upgrades and a strong technical support.
5. The WCMS software should provide a complete **set of API** with **comprehensive documentation** to incorporate data exchange with **third-party applications** and to extend the site's functionality.
6. WCMS 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.
7. **Audit Trail (Log):** There should be detailed records of the sequence of activities (audit trail) undertaken by the users of the WCMS at every point of time. The audit trail (log) should record the sequence of activities along with username, timestamp, user's IP and the affected page. There should be an interface for the Administrator to have different



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

- search options to generate reports from the Audit Trail.
8. The WCMS site shall be able to create microsites/web portals within a main site as well.
 9. WCMS 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.
 10. Automated templates should be provided in the WCMS which will be customizable.
 11. WCMS should allow administrator to set up rules for **Workflow Management**, guiding content managers through a series of steps required for each of their tasks.
 12. 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 a few number of consecutive wrong attempts the password should be sent to administrator through email.
 13. The Website shall facilitate online payments/payment gateways (through Direct Debit or Debit and Credit Cards of multiple Banks) through the Portal. Provide interface and access to the external payment gateway for enabling the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through RBU. In case of unsuccessful transactions the Payment gateway should be able to refund the amount to the calling account.
 14. The Bidder will provide an operational guarantee on the WCMS designed and also provide **support for at least 6 years** (1 year support and 5 years AMC) after the launch of our website so that modification can be made by bidder, if University finds that WCMS is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder and within the scope of work. No extra payment shall be made by the university for such jobs.
 15. 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.
 16. **Dynamic News/Events/Notification Management System:** Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator of respective department/section can upload pictures to their events section. Also can add Caption to the pictures, facility to search news via a strong search engine. Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWYG editor.
 17. **MS Office Compatibility:** The WYSIWYG editor should be completely compatible with MS Office contents. The user should be able to copy the content composed on MS Word or other MS Office product and paste it into the WYSIWYG editor without breaking any format.
 18. **Approval process** – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.
 19. **User Management** – Ability to create users, centres, students, Faculty/Department and define permissions for approval within a section.
 20. **Database Management** – Ability to create new database and user interface to display dynamic content from the database.
 21. **Menu Management** – Ability to add, move, delete, modify menus on the site.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

22. **Multi-lingual content** – Ability to create and display content in multiple languages. It is expected that the basic site will be in English and Bengali. If content is not translated, the link should show English content by default. Ability to add more languages in future.
23. Following reports shall be made available to RBU about its site:
 - 23.1. Popular pages of site
 - 23.2. Hit rate and source domains
 - 23.3. Average time spent on site
 - 23.4. List of referrers
 - 23.5. Visits from search engines
 - 23.6. Page-wise hit rate
 - 23.7. Fortnightly reports related content updating
24. Programming & Database Features:
 - 24.1. Unlimited MySQL Database with phpMyAdmin Access
 - 24.2. Programming Language CGI, Fast CGI, PHP , Ruby on Rails, Perl, Python SSI
 - 24.3. Programming Modules: Curl, CPAN, G D Library ImageMagick
 - 24.4. System Management: SSH Access and Cron job Scheduling
25. Control Panel Features
 - 25.1. Latest cPanel Control Panel
 - 25.2. Website statistics AWStats, Webalizer Raw Log Manager Referrer and Error Logs
 - 25.3. Portals, Forums, Counters, FormMail
 - 25.4. Password Protected Directories and Custom Error Pages
 - 25.5. Web Based File Manager Hotlink Protection,
 - 25.6. IP Deny Manager, Redirect URL
26. **Maintenance of the Website and Debugging:** Bidder has to maintain the Website, at no extra cost, for a period of one year from the date of Commissioning of the website. The scope of work during this one year Maintenance period shall be same as mentioned in Section VIII “Scope of Work under Annual Maintenance Contract for Website”. This maintenance will be considered part of the implementation process. On successful completion of the one year period, the bidder may be awarded the Annual Maintenance Contract for the website on payment basis, for which, the bidder must quote the rates separately in the Financial Bid.
27. **Annual Maintenance Contract (AMC) for Website:** Annual Maintenance Contract for the website on payment basis may be awarded to the bidder on successful completion of the one year period from the date of Commissioning of the website. The Agreement for Annual Maintenance will be made for **Five years**. The contract will be awarded initially for a period of one year. However, the same shall be extended on a year-to-year basis for the maximum additional period of four years at the same price, terms and conditions, provided the university finds the services of the bidder satisfactory. Please refer to Section VIII “Scope of Work under Annual Maintenance Contract for Website” for details.
28. **Scalability:** The website should be capable of incorporating the UMS (University Management System shortly to be implemented in RBU) generated data from the UMS server through scaling / expansion.
29. **Mandatory Design and Content Guidelines:**
 - 29.1. Website should conform to the essential pre-requisites of UUU trilogy i.e. Usable, User-Centric and Universally Accessible



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

- 29.2. Website must have the University Logo on the Homepage
- 29.3. The Homepage and all important pages of the website must display the Ownership information, either in the header or footer.
- 29.4. The following line must be mentioned at the bottom of the Homepage and all the important entry pages: 'This is the official website of Rabindra Bharati University, Kolkata, West Bengal, India'
- 29.5. The Title of the Homepage must be 'Rabindra Bharati University, Kolkata, India'
- 29.6. All the important pages of the website should have the footer: '©2016 All Rights Reserved Rabindra Bharati University, [RBU], Kolkata-700050, W.B., India.'
- 29.7. For all external links (not under the domain rbu.ac.in), a pop-up alert should be displayed as 'This link shall take you to a page outside the University website (rbu.ac.in). For any query regarding the content of the linked page, please contact the webmaster of the concerned website.' External links should be displayed in a different colour.
- 29.8. The WCMS should store and display all **dates and times in IST** on website, applications and log maintenance. Similarly, all dates should be in **dd/mm/yyyy format**.
- 29.9. The website must have a comprehensive sitemap.
30. **Training:** Extensive and multiple trainings should be undertaken for users at RBU to handle web content related to their Faculty/Department/Section, etc. Additionally a separate training should be done for web administrators.
31. **Vendor Independent:** The complete system must be designed and implemented such that there will be no vendor dependency for maintenance, extension or enhancement of the site in future.
32. **Ownership and Source Codes:** Complete source codes with comprehensive documentation - User Manual and Technical Manual has to be provided by the bidder to RBU on completion of the project. The entire website along with all the programs and contents developed to achieve the desired functionality mentioned in the scope of work or any subsequent communication in this regard will be the sole property of RBU and RBU will have the Intellectual Property right of the same and no content of the same will be produced or used by the bidder for purposes other than RBU's website without the prior permission of RBU.
33. **Confidentiality:** The bidder will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the university. The bidder will be required to take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.
34. **Documentation:** Complete documentation on the WCMS website - User Manual and Technical Manual has to be provided.
35. **Copyright:** The bidder must not propose any design which has an existing copyright not owned by RBU. The designs and contents of the website commissioned for the university will be the property of RBU and the university will own the copyright for the same. The bidder will not reuse the designs and contents of the website designed and developed for RBU.
36. At the time of installation and commissioning of any items/software/services, etc. mentioned in the NIT if it is found that some additional items/software/services, etc. are



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

required to complete the configuration/installation to meet the operational requirement of the project which were not included– as per the technical specification then bidder will be required to supply/render such items/software/services, etc. to ensure the completeness of the project at no extra cost to Rabindra Bharati University.

37. Apart from above, any item, software or services required for the completion of the project as per the requirement of the university shall be within the scope of work of this tender.

III. Procedure for Submission of Proposals

1. Eligible bidders are required to download the Tender Documents from the university website www.rbu.ac.in.
2. The bid shall contain Technical information of the proposal and all documents along with the price part of the bid. **All the bid papers must be ink-signed and submitted.** The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained.
3. Bidders are required to submit the complete proposal along with annexures, etc. The proposal has to be signed in original by the Bidder. The proposal shall be exactly according to the formats given in the TENDER documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be submitted separately. Modifications / reordering of formats shall not be acceptable. Each page of proposal document is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
4. The Bidder is expected to read and examine carefully all instructions, forms, annexures, terms and specifications in the Tender Notice. The bid should be precise, complete and in the prescribed format as per the requirements detailed in this Tender Notice. All the pages comprising the technical bid shall be serially numbered. Failure to furnish all information required in the Tender Notice or submission of a bid not substantially responsive to the Tender Notice in every respect will be at the Bidders risk and shall result in rejection of the bid.

IV. Bid Documents

Bid Proposal shall consist of the following:

1. Company's registered address, address in Kolkata, functional contact email address, phone number(s) and Fax number(s), etc.
2. Supporting documents that the organization is in business of website or web-based application design, development and maintenance work in India for last FIVE YEARS.
3. Supporting documents that the bidder has its development and service support office in Kolkata for at least last FIVE YEARS.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

4. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has at least FIVE YEARS experience in website or web-based application design, development and maintenance work in renowned Indian organizations preferably universities and government organizations.
5. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has designed, developed and maintained at least one bilingual/multilingual website in last 5 years in an Indian university or government organization or any renowned Indian organization.
6. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has designed, developed and maintained at least one website for Persons with Disabilities (PWD) in last 5 years in an Indian university or government organization or any renowned Indian organization.
7. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has designed and developed WCMS based website with similar complexity for at least one Central or State Government Universities or Central Government Institutes (like IIT, IIM, ISI, etc.) or Central / State Government Organizations in India or any renowned Indian organization within the last 5 years.
8. Client List and Letters of Satisfactory Performance from existing and previous clients from Central/State Government Universities, Central Government Institutes (like IIT, IIM, ISI, etc.) or Government Organizations in India or any renowned Indian organization.
9. The Data sheets / Cross reference documents and technical documents of proposed software and technology must be submitted.
10. Supporting documents (untampered copies of purchase orders and completion certificates) that the bidder has credential in the field of design and development of Web Content Management System based Websites and Websites for Persons with Disabilities (PWD) fulfilling the following criteria.
 - a) Untampered copies of purchase orders and completion certificates of a similar nature of completed work having the minimum value of Rs.1,00,000/- in a single P.O. during last FIVE YEARS prior to the date of issue of the tender notice; and
 - b) Untampered copies of purchase orders and completion certificates of 1 (one) similar nature of completed work in any university, PSU, Central or State Government (India) Organization or any renowned Indian organization, of the minimum value of Rs.1,00,000/- during last 5 (five) years prior to the date of issue of the tender notice;
11. Completion/satisfactory certificate and purchase order from bidder's clients produced as credential should clearly indicate the description of works, value of contract, executed work value, date of award, actual date of completion etc. and name, address, telephone no. of the client.
12. Balance sheets and P/L Accounts (highlight the relevant portions with a highlighter pen) of the relevant periods certified by a Chartered Accountant mentioning the following:
 - a) The bidder has Annual Turnover of not less than **Rs. 30 lakh** in each of the past three financial years (i.e., 2014-15, 2015-16, 2016-17).
 - b) If necessary the bidder may produce separate certificates from a Chartered Accountant clearly mentioning annual turnover for each of past 3 financial years.
13. Evidence of payment of tax for the last three years as and when due.
14. Attested copies of IT and ST clearance certificates.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

15. Attested copies of PAN card and VAT registration certificates.
16. Attested copies of valid Trade License, Professional Tax Challan, W.B. VAT Registration Certificate, Service Tax & TIN documents.
17. Comprehensive company profile with Proposed Management Team and Organizational Chart.
18. CVs' of key personnel and Engineers to be deployed on the Project.
19. **Original tender** as published online, duly filled, signed and stamped, is to be submitted, along with technical bid documents.
20. **Technical Proposal:** A brief technical write-up with proposed architecture, software platform, programming language, APIs, scalability features, data exchange with third-party applications and databases.
21. **Datasheets & Reference Documents** of proposed products must be submitted along with the technical bid.
22. **Proposed Execution Plan and Project Time-line** must be submitted along with the technical bid.
23. Company's method for providing support service during the maintenance contract period.
24. Escalation matrix for support service.
25. **Annexure-I:** Bidder's Information, duly filled, signed and stamped, is to be submitted in technical bid.
26. **Annexure-II:** Application for tender.
27. **Annexure-III:** Letter of authorization in respect of the person authorized to interact with the university.
28. **Annexure IV:** An ink-signed declaration letter that the organization is not blacklisted by any reputed organization, PSU, University or Government organization or any OEM of the products proposed.
29. **Annexure V:** An ink-signed declaration letter for Confidentiality and Data Security.
30. Tax Break-up of BOM (Format as per Section VI of this document)
31. Rates to be quoted as per the BOQ format. Rates be quoted in terms of unit, in words and figures both, in respect of proposed quantity.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

V. Format for Tax Break-up of BOM

S. No.	Description	Tax (in %)
1. Design, Development and Commissioning of WCMS Website		
1.1	Creation of WCMS based e-Journal website of RBU as detailed in the tender, along with content collection, maintenance of one year and required training and documentation.	
2. Annual Maintenance of Website		
2.1	Annual Maintenance work of the website	
3. Annual Hosting Charges for Web Server		
3.1	Annual hosting charges on webserver: 10GB webspace, Linux Server with latest cPanel Control Panel Unlimited Bandwidth per month, unlimited Emails, unlimited MySQL Database, unlimited Cron jobs, etc. Other applications, scripting and programming languages required to fulfill the requirements of the project Note: Domain will be provided by the University	
4. Virtual Private Server		
4.1	Annual Hire Charges for Virtual Private Server with following configuration: 16GB RAM, 240GB HDD (Disk space), Unlimited Bandwidth per month, unlimited Emails, unlimited MySQL Database, unlimited Cron jobs, etc. Other applications, scripting and programming languages required to fulfill the requirements of the project Windows Server with Control Panel	
4.2	Annual Hire Charges for Virtual Private Server with following configuration: 16GB RAM, 240GB HDD (Disk space), Unlimited Bandwidth per month, unlimited Emails, unlimited MySQL Database, unlimited Cron jobs, etc. Other applications, scripting and programming languages required to fulfill the requirements of the project Linux Server with Control Panel	
5. Other Charges		
5.1	Other charges / Taxes (if any)	

* Mention the Tax (in %) as per prevailing norms that shall be charged on the quoted prices.

Note: The above Tax Break-up should be signed and submitted in bidder's letterhead along with the Technical Bid.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

VII. Scope of Work for e-Journal Website

The objective of this portal is to seamlessly manage all e-Journal publication through a secured admin panel and seamless view of those in a section in the RBU website with proper categorization.

1. Journals publish by RBU.
2. Journals publish by different department.

The portal should be based on responsive technology. The portal should support all standard browsers and devices (mobile, tablet, laptop, desktop etc.). The Browse Section and viewing of papers in the RBU site will be fully dynamic. Any viewers of the site can Browse Journals year wise and department wise. Searching on title, author or key phrases will be available.

Admin Roles in the system:

1. The Super Admin of RBU site can create dedicated user for publishing journals for RBU and publishing journals for specific departments.
2. The Ideal structure for each journal publishing will be as under
 - a. Journal Code – Auto Assigned
 - b. Publication Date
 - c. Title
 - d. Author
 - e. Co-Author(s) – optional
 - f. Department (a Drop Down List)
 - g. Thumbnail Image
 - h. Index Page
 - i. Abstract
 - j. Key Phrases
 - k. Full Paper Upload (PDF)
3. Audit Trail of user activities and reports
4. Admin Reports



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

VIII. Scope of Work under Annual Maintenance Contract for Website

Maintenance and updating with Web Content Management System (WCMS) of the website module for uploading and editing web content. Maintenance of the all associated activities linked with the work related to the website. The following shall be covered under the scope of this work:

- The bidder shall maintain the website and upgrade it, which includes design, development and content updating as and when required (available both in English and Bengali) based on latest technology as per the specific requirement of RBU. The updating would include regular up gradation of news, data, reports, announcements, seminars & workshops notices and other relevant information etc., on daily, weekly, fortnightly or monthly basis as may be required. Regular web promotion shall be a part of this activity and shall include activities such as search engine registration and linking to related web sites, home page improvements, etc. This shall also include the work of refurbishment of site at appropriate interval not less than once per quarter during the maintenance period.
- The website Maintenance would include all the software, applications, WCMS, APIs, interfaces, pages, databases, etc. designed and developed under this project, during the support period of one year after commissioning of the website and during the AMC period.
- The website Maintenance would include updating of content of all existing pages and designing new pages as per the requirement of RBU. It would also include the upload of notices, images, etc. and all type of work as instructed by RBU from time to time.
- The language of the content to be updated or created on any existing or new webpage will be in English or Bengali or any other language.
- Fine tune the web pages to be responsive and independent of device, form factor, OS, etc.

Maintenance of the website shall include one or more of the following that are the result of recurring changing needs:

- Responsible for overall supervision to ensure that authentic and updated information and services are available all the time at the website
 - Database Administration
 - Regular content collection, updating of news, photo, data, reports, announcements, seminars & workshops notices and other relevant information on daily, weekly, fortnightly or monthly basis as may be required.
- Regular web promotion
- Refurbishment of website at appropriate interval
- Homepage improvement, as may be necessary from time to time.
- Making portal more accessible through popular search engines.
- Provision of Powerful Search Engine based on simple text search and digital search index.
- Providing link to related web sites.
- Fine tuning of the website performance.
- Keeping pace with the changing platforms.
- Converting electronic documents in PDF & Power Point and/or word/excel format.
- Creating and arranging the archives of documents by suitably indexing and numbering.
- Putting all the documents in a uniform format with respect to colour, size, font, etc.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

- Services covered under the AMC will include Graphic Design Support, Catalog Management, Flash Notices & Presentation Updates, Content Management, Graphic updates or New Designs, Altering the usability of website, Search Engine Optimization, SMS integration & E-mail alerts with the applications, Audit trail of WCMS Admin, user etc., Incorporation of audio & video gallery in the website and conversion and uploading of videos in suitable format Maintaining of web-based applications relating to various online services, including past database.
- Provide site traffic and other reports, as and when required by the university.
- Publishing of the advertisement (Banner, Links, etc.) on the website as per instruction of RBU.
- Putting a web traffic counter to know the user number and number of hits.
- Download option for a specific document on request.
- Selection facility for 'text only' mode.
- Suitable combination of text and picture mode in buttons of the website.
- Creating 'Links' to various national and international organizations.
- Add more feature in the Web Content Management System (WCMS) of the website (as and when required).
- Making changes in the source code of the website (as and when required).
- The website Maintenance would include static information updating (As and when instructed by different departments of RBU through writing or email).
- Developing of payment gateway for online payment transactions (as and when required).
- Find all the error regarding the website and their removal.
- Find all non-operative functions of website and make them operative.
- Delivering various types of content should be delivered through the Website. The Indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, multimedia files, Audio/ Video files etc. (In built players to enable previewing before download).
- Coordination with the Server Hosting Company for server related problems/issues.
- Any other connected work depending upon the requirement
- Backend, Integration & Database Services:
 - Programming (Code Repair, New Codes, Repairing Broken Links)
 - Database Maintenance & Integration
 - Search Engine Optimization
- The bidder shall be required to depute technical staff namely; (i) one qualified software programmer (ii) one website designer at Rabindra Bharati University Campuses from 10.00 hours to 18.00 hrs whenever the university considers that the exigencies of work so require.

Finance Officer



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.:IS/RBU/008/02/2018

Date: 22/02/2018

Annexure-I: Bidder's Information Format

S. No.	Required Information	Bidder Response
1	Name of the Firm /Company	
2	Year of establishment	
3	Type of Company (Govt./PSU/Public Ltd./ Partnership/Proprietary)	
4	Contact Details:	
	Address of registered office/Head Quarter	
	Contact person's Name	
	Designation	
	Phone Number(s)	
	Fax	
	E-mail	
5	PAN &TAN numbers and related details	
6	Service Tax Number & related details	
7	Number of years' experience (Organization's) in supply, installation and support of similar items. Documentary evidences submitted (P.O. Copy & Completion certificates) should be mentioned here.	
8	Annual Turnover for last 3 Financial Years (In separate ROW/LINE)	
	2016 – 2017	
	2015 – 2016	
	2014 – 2015	
9	Audited balance sheets submitted for above mentioned financial years? YES/NO	
10	Total manpower in customer support	
	Details of technical support/helpdesk	
	Toll free number	
	E-mail	
	Contact person name	
	Contact person's mobile number	
11	List of prominent organizations where similar nature of projects executed in last three to six years (P.O. Copy & Job completion certificates to be enclosed)	

(Bidder's Signature with Seal)

Note: Annexure-I should be signed and submitted in bidder's letterhead along with the Technical Bid.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/008/02/2018

Date: 22/02/2018

Annexure-II: Format for Application for Tender

Ref. No.:

Date:

To
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata - 700050.

Subject: Submission of bid for Development of e-Journal Website for University Journals

Reference: Tender for Development of e-Journal Website for University Journals
[Tender Ref. No.: IS/RBU/008/02/2018 dated 22/02/2018]

Sir,

Having examined the tender documents, I/we, the undersigned, offer to undertake the job of "Development of e-Journal Website for University Journals" as per Tender Ref. No.:, dated

I/We have read and understood the terms and conditions laid in the above mentioned tender and agree to abide by them and it shall remain binding upon me/us for acceptance at any time before the expiry of the bid validity period mentioned in the above tender.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)
<Name>
<Designation>
<Company Name>

Note: Annexure-II should be signed and submitted in bidder's letterhead along with the Technical Bid.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/008/02/2018

Date: 22/02/2018

Annexure-III: Format for Authorisation Letter of Contact Person

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Letter of authorization in respect of the person authorized to interact with the university

Reference: Tender for Development of e-Journal Website for University Journals
[Tender Ref. No.: IS/RBU/008/02/2018 dated 22/02/2018]

Dear Sir,

We hereby authorize <Name>, <Designation>, of <Bidder's Company name> to represent our company and sign the bid document, submit necessary documents, conduct negotiations etc. with respect to the above mentioned tender.

All the declarations given by him / her will be binding on the company.

The signature of <Name>, <Designation> is attested here below.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)

(<Name>)
<Designation>
<Company Name>

Note: Annexure-III should be signed and submitted in bidder's letterhead along with the Technical Bid.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/008/02/2018

Date: 22/02/2018

Annexure-IV: Declaration Letter that the Organization is Not Blacklisted

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Declaration letter that the organization is not blacklisted

Reference: Tender for Development of e-Journal Website for University Journals
[Tender Ref. No.: IS/RBU/008/02/2018 dated 22/02/2018]

Dear Sir,

With respect to the above tender, I/We hereby declare that our organization has never been blacklisted by any reputed organization, PSU, University or Government organization or by any OEM of the products proposed in this tender and our bid. I/We understand and agree that if this declaration is not found to be true at any point of time in this tender process then our bid will be summarily rejected. I/We also understand and agree that if this declaration is not found to be true at any point of time after the award of purchase order, then the purchase order will be cancelled and the earnest money deposit and/or security deposit and/or the bank guarantee will be forfeited to RABINDRA BHARATI UNIVERSITY.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)
<Name>
<Designation>
<Company Name>

Note: Annexure-III should be signed and submitted in bidder's letterhead along with the Technical Bid.



Rabindra Bharati University

56A, B.T. Road, Kolkata - 700050

Ref. No.: IS/RBU/008/02/2018

Date: 22/02/2018

Annexure-V: Declaration Letter for maintaining confidentiality, privacy and security of university data and information

Ref. No.:

Date:

To,
The Finance Officer
Rabindra Bharati University
56A, B.T. Road,
Kolkata 700050.

Subject: Declaration letter for maintaining confidentiality, privacy and security of university data and information

Reference: Tender for Development of e-Journal Website for University Journals
[Tender Ref. No.: IS/RBU/008/02/2018 dated 22/02/2018]

Dear Sir,

With respect to the above tender, I/We hereby affirm that our organization and our personnel will maintain the confidentiality of data, information supplied, method of operation, procedures, etc. of the university. I/we will take appropriate actions in respect to its personnel to ensure the obligations of non-use and non-disclosure of confidential information.

Thanking you,
Your sincerely,

(Signature with Date and Stamp)
<Name>
<Designation>
<Company Name>

Note: Annexure-III should be signed and submitted in bidder's letterhead along with the Technical Bid.