



West Bengal State University

Berunanpukuria, Malikapur Barasat
24 North Parganas, Kolkata-700126

Phone: (033) 2524 1975/1976/1978/1979 Fax: (033) 2524 1977

Notice Inviting Tender

Ref. No.: WBSU/Reg/Website/Tender/82/2019-20

Dated: 27/05/2019

Job Name: Design, Development, Maintenance & Operation of website cum Content management system(CMS) including 12 months Maintenance for West Bengal State University(WBSU), Barasat.

The Registrar(Officiating), West Bengal State University, Berunanpukuria, Malikapur, Barasat, 24 Parganas (N), invites Tender from reputed Companies/Bidder.

Detail Specification is provided from the next page.

Earnest Money Deposit: Rs. 10,000/-(Rs. Ten Thousand Only) must be submitted along with submission of application by the bidder in the form of Demand Draft, in favor of "West Bengal State University" payable at Kolkata from any nationalized bank.

Note: The EMD is essential for every bidder. In case of unsuccessful tender/(s), the earnest money will be refund without any interest and in case of successful tender/s, the earnest money shall be automatically converted into Security Deposit for fulfillment of the Contract.

The interested bidders are requested to quote their rates to The Registrar (Officiating), West Bengal State University, Berunanpukuria, Malikapur, Barasat, 24 Pgs (N), Kolkata-700126, along with the following documents: copies of a) Valid Trade License, b) GST Registration, c) PAN Card, d) Income Tax filed in the last Financial Year, e) Clearance of Professional Tax, f) Credentials. The rates should be all inclusive GST, Duties, Transportation Charges etc. Incomplete & conditional quotations received without proper supporting documents and after due date and time will be summarily rejected.

The quotations along with necessary supporting documents in sealed cover super scribed "QUOTATION FOR DESIGN, DEVELOPMENT & MAINTENANCE OF WEBSITE CUM CMS, WBSU" are to be submitted on or before 13/06/2019 up to 03:00 p.m. positively and will be opened on 14/06/2019 at 01:00 p.m. in the Office of Registrar(Officiating), WBSU. The University reserves the right for cancelling any or all tenders without showing any reasons thereof. The quoted rates should be valid for three months from the date or opening of the quotation. However the University reserves right to terminate the notice inviting tenders for the above items at any point of time without assigning any reasons thereof.


27/5/19
Registrar (Officiating),
West Bengal State University
Registrar (Officiating)
West Bengal State University
Barasat, Kolkata-700126

Copy for information and necessary action, if any, to:

- 1) V.C.'s Secretariat, WBSU
- 2) All members of the Purchase and Tender Committee.
- 3) Dr. Kaushik Roy, Dept. of Computer Science, WBSU
- 4) University Website.
- 5) University Notice Board.
- 6) Registrar's Guard File, WBSU


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1. Design, Development & Maintenance of West Bengal State University Website

1.1 Objectives

- (i) To create the full website from scratch with complete version control.
- (ii) Design should consist of one main site and more than 200 microsites with more than 200 micro admins for various departments/sections/services of the institute.
- (iii) Easy to use content management system for easily managing overall content of the website including small display like Mobile or Tablet.
- (iv) To develop role based access management system to provide secured, restricted access to different users.
- (v) To restructure content of the website to make it disabled friendly so that the available information is easily accessible to people with disability.
- (vi) To develop Bi-lingual Website with English & Bengali Version and to ensure that Bengali/Hindi content is universally accessible by using Unicode compliant font.
- (vii) The design should offer integration with existing services like ERP, LMS, etc
- (viii) To get Guidelines for Indian Government Websites (GIGW) Compliance Audit Certificate from Standardization Testing and Quality Certification (STQC) Directorate.
- (ix) Setting up & Hosting of Website on server location as will be specified by WBSU.
- (x) Proper Backup mechanism & Disaster Recovery deployment.
- (xi) Complete interactive design with Enquiry/Chat bot

2.0 Broad Scope of the Work

Website Design, Development and Maintenance with Web Content Management Systems (WCMS) of the website. The following shall be covered under the scope of the work:

- i) Design, Development & Implementation of website as per requirement of the University authority.
- ii) The bidder should create Design from scratch, no web templates allowed
- iii) Breadcrumb Navigation must be for entire site with sitemap.
- iv) The bidder has to offer flexible design with custom themes and colors.
- v) The website design should allow flexible font size and adaptive carousals.
- vi) Migration of content of old website of WBSU, Barasat to new website.

- vii) WCMS for controlled workflow delegation for the Content Authors, Content Publishers, and Content Approvers.
- viii) The design should be interactive with bot support for proper guidance.
- ix) The bidder has to do Web and Mobile site development.
- x) Web pages design modification, as may be necessary from time to time.
- xi) Making portal more accessible through popular search engine.
- xii) The website must be GIGW compliant and STQC tested.
- xiii) Complete version control design with easy Database Administration.
- xiv) Minimal information as pdf or other files, uploaded content should shown as web pages.
- xv) Pagination for internal pages of microsites and color scheme control for user as well.
- xvi) The bidder has to offer better Search Engine Optimization (SEO) Design.
- xvii) RSS Publishing and Consumption
- xviii) Training on Content Management System (CMS) to the officials of WBSU.
- xix) Enquiry/Chat bot for users.
- xx) Updation to be done within 24 hours from the time of intimation by the University authority.
- xxi) Immediate withdrawal of any notification uploaded in the website, if that is so desired by the University authority.
- xxii) The selected agency have to arrange 01(One) technically qualified and competent personnel who will be engaged at this University for 02(Two) days per week basis.

2.1 Technology & Functionalities Required

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

a)	Separation of Design and Content – content to be stored in the database and designed to be controlled by the use of cascading style sheet (CSS). Separate CSS for use with Internet Browsers and Mobile Browsers.
b)	The WC MS shall have the ability to expand a single implementation (one Installation on one server) across multiple domains, depending on the server's settings.
c)	The WCMS based site shall be able to create microsites/web portals for various departments / resource centers within a main site as well.

d)	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.	
e)	Admin section must be protected by username and password and using SHA 512. At database level password should be stored in encrypted format. After consecutive wrong attempts the password should be sent to administrator through email.	
f)	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.	
g)	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.	
h)	Dynamic News/Events/Notification Management System: Facility to manage Departmental News/Events/Notification through an administrative control panel. Administrator can upload pictures to their events. Also can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage news /event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWYG editor.	
i)	Dynamic Photo gallery / Video Management System: Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.	
j)	Approval process – Ability to create a new page with formatted content, send it for approval and publish it on the site after approval.	
k)	User Management – Ability to create users and define permissions for approval within a department, section, centres, etc.	
l)	Database Management – Ability to create new database and user interface to display dynamic content from the database.	
m)	Menu Management – Ability to add, move, delete, modify menus on the site.	
n)	Multi-lingual content – Ability to create content in multiple languages (English and Bengali/Hindi both are must). It is expected that the basic site will be in English and Bengali/Hindi. If content is not translated, the link should show English content by default. Ability to add more languages in future.	
o)	Platform & Development Environment	
	Operating System	Linux
	JavaScript frameworks	MEAN, JavaScript build tools, Web pack, etc.
	Libraries/frameworks	jQuery, React, Bootstrap, AJAX, etc.
	Web server technologies	Apache, Nginx, etc.
	Database technologies	MongoDB, Cassandra, Redis etc. or equivalent.
	Server-side languages	PHP, Ruby, etc.
	Browser	Browser independent development or Cross Browser compatibility
	The language of the site	English & Bengali
p)	Analytics & statistics, Webalizer Raw-Log Manager Referrer & Error Logs Visitor Counter Password Protected Directories and Custom Error Pages IP Deny Manager, Redirect URL	

2.2 Content Editing

- (i) WYSIWYG interface for content editors
- (ii) Compatible on all browsers and allow mobile editing

2.3 User Interface

- (i) Responsive Content on Web & Handheld devices
- (ii) Composite layouts or wireframes for entire website
- (iii) Design should be clean, minimalistic and flexible.

2.4 Safety & Security

- (i) Lightweight Directory Access Protocol (LDAP)/ Security Assertion Markup Language (SAML) & other authentication integration for Single sign-on (SSO).
- (ii) WBSU, Barasat will engage any Cert-in firm to make security audit of websites and provide Safe to Host Certificate.
- (iii) The Selected bidder has to resolve all the security vulnerabilities found during security audit.

2.5 Pages/Blocks

The following functionalities will be incorporated in the website

The web portal will have two parts:

- (i) Public view and interaction which is called as Client part.
- (ii) Interface to manage the requirement by the administrator from admin interface which is called as backend.

The website covers information for the following heads/subheads for public view

- (i) Home Page with drag and drop control for various sections to Administrators.
- (ii) Main Navigation Panel: Administrator can add/edit/delete menu, which will change on navigation.
- (iii) Homepage will cover information as:
 - Banner & Logo with Location Map & GPS Co-ordinate.
 - Mission & Vision
 - Vice-Chancellor's Message
 - Statutory Bodies of the Institution and it's Members.
 - Career/Jobs: should have an event-specific dynamic application form through which interested people can apply for advertised positions etc.

- Gallery: Administrator controlled dynamic gallery section.
- Contact Us: A contact us form with google map integration
- Event Calendar: Should be able to fetch events from published events from any section as well. An e-calendar for academics, holidays and other Institute events
- Tenders: Proper E-tendering Portal with Auto purging of old tenders.
- Service Integration: support for ERP and other Authentication services
- Alumni: Proper portal for alumni database with online registration facility.
- Advertisements: Advertisements & Online application form filling facility.
- Admissions: Admission portal.
- Registration: Registration Portal.
- Examination: Examination Portal.
- Library: Library resources and portal access
- RTI: Online RTI portal
- Online payment gateways
- Anti-Ragging
- Donations etc.

(iv) Departments Page: Homepage of each department & should have links for:

- About the Department
- Faculty Profile with provision for updation & modification of existing in the website inputs by individual facilities themselves.
- Staff Profile
- Academic Activities including Curriculum, Syllabi
- Research Activities
- Courses
- Facilities
- Notices
- Gallery
- Videos, Etc.

(v) Centers and Sections: should have all the information like:

- About the Centre/section
- Staff Profile
- Infrastructure
- Facilities
- News/Notices/Event calendar
- Gallery
- Videos
- Etc.

(vi) Affiliated Colleges:

Individual Colleges Information (Basic) like Courses, Principal/T.I.C/ Co-ordinator, Faculty, Staff, Address, etc.

2.6 Maintenance of the Website and De-bugging

- Bug fixing and problem reporting
- Fast turnaround time for changes.
- Complete service solution for our website
- Website Backup & DR policy for 24x7 uptime

2.7 Scalability

The website shall be capable of incorporating the ERP, LMS, others already implemented in WBSU generated data from the ERP server through scaling / expansion.

2.8 Access to Visually Impaired

The contents of the website should be readable using any Screen Access Reader Software to the Visually Impaired users.

2.9 Training

Extensive training should be undertaken for all users at WBSU, Barasat to handle web content related to their Department/Faculty etc. Additionally, a separate training should be done for web administrators.

2.10 Project Team

Include the names and titles of all people who will be involved in this project, specifically whose approval will be needed at each step. This helps the agency draft an appropriate communication plan for the project that will make everyone's job easier.

2.11 Additional Facilities & Features:

1	Facility of Secured log-in based control panel to Internal members (Officers/Faculty/ Departmental/Section users/ Micro sites)
2	Internal Members Role Based Access Management Module
3	Content Management System (CMS)
4	Bilingual Management Module Development
5	Store & Purchase (eTender)
6	Remote Publishing facility with sFTP
7	Placement Cell, Alumni Portal, etc
8	SMS Gateway Integration Push & Pull
9	Recruitment Portal
10	Research output and Success Stories Module, Social Media Links
11	Provision for redirecting for VPN Access,ERP,LMS,Intranet,etc.
12	Faculty Corner
13	Administrative Staff Corner
14	Employee Corner
15	Student Corner
16	Maps & Other Campuses
17	WBSU /College examination & corner

18	RTI cell
19	Software Development Cell/Central Facilities
20	Technical Support for implementation & maintenance
21	Library Resources Center
22	Any other online application tools requested during development)
23	Student Grievances/SC Cell, Helpdesk
24	Online Complaint portal / Cast based harassment / Anti ranging
25	3D Virtual Tour , 360 degree view
26	Telephone Directory

2.12 Guidelines to Bidders

(i) Activities:

Bidder / agency / vendor may present a best solution with a best design model for the website with a Home Page (In-house developed) for WBSU. The successful bidder will be decided by the WBSU to proceed with as per requirements of WBSU. The decision of committee to approve bidder/design shall be final and binding to accept for bidders. Moreover, the desired website is to be finally developed on proposed features in the EOI document & as per SLA document signed with successful bidder.

(ii) Requirement Study:

The Successful bidder will be expected to do a requirement study for the website, which when agreed upon by the WBSU will be freezed. 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 WBSU will also be open to provide suggestions to the successful Bidder and receive same as well.

(iii) Information Collection:

The Successful bidder will have to depute professional staff for collection of information and pictures from the different departments and sections of the WBSU initially, apart from those that are available on the existing website. Once the website is commissioned, update of the information will be the responsibility of the departments/units as role based after AMC.

(iv) Compatibility:

The site design must be cross-browser and cross-OS compatible up to the most recent browser. Should have support for all platforms: like Desktop/Tablet or Notebook and Mobile.

(v) Other instructions:

- Rate should be quoted inclusive of the cost of Project and maintenance for a minimum period of 1 year from date of commissioning.
- All information, document, photos and data as a result of the execution of the job shall always remain the property of WBSU Barasat. Selected Bidder has to return the data while the contract is over along with source code and other related content.
- The firm/bidder shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the WBSU Barasat.

The firm/ bidder shall also ensure complete confidentiality of the information and data provided to carrying out the job

- The firm has to complete the job assigned within the joint agreement duration as per SLA.
- WBSU Barasat, will have no liability regarding transportation, boarding and lodging of firm/bidder and their staff.
- Under no circumstances the firm shall not appoint any sub-contractor or sub lease the contract. If violated the conditions, the contract will be terminated.
- The Successful bidder will be selected on the basis of Quality and Cost Based Selection as per requirement of the University.
- The Financial bids of those bidders will be open who qualify the technical bids.
- The selected firm/bidder shall host a server at their end for the entire assignment (or as the case decided by committee at WBSU Barasat).
- The selected service provider/publishers will have to complete the job as per term and conditions specified above in the EOI.
- The WBSU Barasat reserves the right to accept or reject any or all EOIs without assigning any reason thereof.

(vi) Credentials:

Tenderers must have completed similar nature of work within last 05(Five) years in Government/ Government undertaking/ Autonomous bodies.

(vii) Terms and conditions:

- The time for completion of the work shall be 60 days from the date of issue of the Letter of AOC in favor of successful bidder.
- The successful firm/bidder shall be required to present several demo designs out of which a design template will be selected by a Committee to start design from scratch as per selected design model.
- The firm/bidder can go through any WBSU website and estimate the variety and quantum of information that needs to be available on the website.
- The bidder must have at least 3 years" experience of creating and managing quality websites, preferably WCMS based websites of large Institutions/ companies having more than 500 employees. Documentary evidence by way of completion certificate should be produced in support of experience and performance clearly mentioning use WCMS Tools.
- The bidder should be having PAN, TAN/TIN, GST (which ever applicable) and registered for Service Tax (Copy to be enclosed).
- Parties: The parties to the Contract are the contractor (the firm/bidder to whom the work has been awarded) and the WBSU Barasat through the Registrar Department.
- Addresses: For all purposes of the contract including arbitration there under, the address of the contractor mentioned in the tender shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to Registrar Department, WBSU Barasat. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- Signing of Tender/EOI: 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 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.

- Sub-letting of Work: 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.
- The EOI/ tender is not transferable
- Conceptualization of the project:
- The submitted document relating EOI should indicate the details regarding the creation of WCMS based website being carried out and design model with presentation.
- Amendment of Bidding Documents
- At any time before the deadline for submission of bids, WBSU Barasat, 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 WBSU Barasat website/email and all such amendments shall be binding on them.
- Note: The cost incurred in security certification (third party testing), cost of database software's & platform, web-server cost (with backup servers), other server cost, the cost of SMS gateways, and other related costs shall be borne by the selected bidder.
 - Affidavit from bidder: Affidavit from the bidder to the effect that the firm has not been blacklisted by any Government body/ Semi-government body/ PSU/Central or State Autonomous body during the past 5 years
 - All the pages in the technical and financial bid must bear the signature stamp of the bidder.
 - A letter of authorization is necessary if any other than the bidder or an employee of the bidder attends the bid opening.
- The University shall be at liberty to terminate the execution order by issuing one(01) calendar month prior notice at any point of time during execution. The selected agency shall be at liberty to discontinue the execution order by issuing of one(01) calendar month prior notice. This provision is made to ensure proper handing over/taking over in case of discontinued service during the contract period.

(viii) Guidelines /Conditions:

- Detailed lists/procedures of quality control, which the bidder proposes to conduct during the execution of work.
- The Project will have 12 months' development & service/maintenance period.
- Hardware Requirement & Minimum configuration: Bidders should provide the requirement of minimum hardware configuration, third-party software, tools, required for the proper and smooth Website hosting/Publishing.
- Training and Maintenance Support: The bidder will provide training at WBSU Barasat premise to staff people without any extra cost.

(ix) Other Terms and Conditions:

- The bidders should allocate single point of contact who can provide support during the development and implementation stage. For an identified number of months/ year, the firm shall depute a dedicated resource within WBSU Barasat till commissioning of website.
- The successful bidder shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labor Acts. The WBSU shall not be liable for any financial burden/ liability due to negligence or his failure to comply with labor laws or any other statutory Acts/ Rules.
 - All disputes relating to this tender shall be reference to sole arbitrator to be appointed by the Registrar, whose decision will be binding on both the parties.
 - All disputes arising out of this tender shall be subject to the jurisdiction of courts of Kolkata

Annexure 1

Technical Bid for Website Development

Sl. No	Particulars	Description
Submission of Detailed RFP document for the Design, Development and Maintenance of WBSU website cum CMS.		
1	Name, Address, email and telephone number (and mobile phone no.) of the agency/firm	
2	Name, Designation, Address and telephone no. (mob. No.) of the authorized person	
3	Please enclose the list and no. of years of association with different organizations.	
4	Whether firm is registered, PAN (Please attach copy) and GST, TAN/TIN (whichever applicable) (write number)	
5	Detail of past working experience with all stages of developing Website, technology skills (attach proof)	
6	Website maintenance for the past three years with experience including management, editing of website application (please attach proof) (indicate list with years)	
7	Detail of IT based other assignments performed (Please attach copy with sanction letter/ work order)	
8	Describe organization knowledge about website development application (Human Resource skill set and profiles)	
9	Latest 3-years Income Tax Return (Please attach copy) calculating 3-years average	
10	Annual Turnover: 2015-16, 2016-17, 2017-18 (calculate 3-years average)	
11	Proposed Work Plan, proof of concept and Approach	
	Declaration: This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them. Signature of the officer with name, designation, seal and date	

Annexure 2

Financial Bid for Website Development

Quotation Reference No.: WBSU/Reg/Website/Tender/82/2019-20,

Dated: 27/05/2019

Design, Development & Maintenance of Website cum CMS including 12 months maintenance for WBSU, Barasat.

Sl. No.	Description of Items	Total Cost for 12 Calendar months
1.	Design, Development & Maintenance of Website cum CMS including 12 months Maintenance for WBSU Barasat, from the date of commissioning of website.	
2.	Arrangement of one(01) technically qualified and competent personnel who will be engaged at this University for 02(Two) days per week basis.	
3	Statutory Taxes, Cess as per applicable	
	TOTAL COST IN RUPEES	
	Total Cost in Words	

Declaration by the Bidder:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms & conditions and other requirements contained in the Tender document and undertake myself/ourselves to strictly abide by them.

Signature of the firm with name, designation, seal and date

Authorized Signatory of the participating Bidder with company seal

WBSU