



THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY

(A Central University established by an Act of Parliament)

Hyderabad, Telangana State, India

EFLU/2021/SS/14

“Notice Inviting Tender”

For Website maintenance

Bid Document

The English and Foreign Languages University invites sealed bids for website maintenance.

Details of the Bid

Bid Reference	Tender No.: EFLU/2021/SS/14
Particulars	Annual Maintenance for website Hardware and software: HP Proliant DL 380 G7 server, windows 2008 Operating system and website www.efluniversity.ac.in , Updatation of website and Disabled friendly.
Last date for Tender Submission	By 08 th July 2021 by 04.00 pm
Date and Time of opening of tender	At 09 th July 2021 at 03.00 pm
Address for Communication	The Registrar, The English and Foreign Languages University, Hyderabad-500007, Telangana, India.
Contact Details	The Registrar Phone: 040-27689422
Tender Document, and Terms and Conditions	Available on our website www.efluniversity.ac.in

The tender document shall be dropped in the Tender Box placed at Stores Section or post/courier addressing to The Registrar, The English and Foreign Languages University, Hyderabad-500007, Telangana. The tender documents shall reach within the last date and time or summarily rejected with any reason.

A. Scope of Work

The scope of work included regular maintenance and uploading of the website. Details of various elements of the scope of work are as follows:

1. The website maintenance would include updating of content of all existing pages and designing new pages as per the requirement of the university. It would also include the upload images and all type of work.
2. Making change in the source code of the website (as and when required)
3. Checking the website for dead links.
4. Archival of information (as per instruction).
5. Updating of data elements on existing pages.
6. Designing and/or updating and publishing of new or revised pages.
7. Undertaking Content research and management.
8. Payment gateway related issues.
9. Find all the error regarding the websites and their removal.'
10. Find all non-operative functions of website and make them operative.
11. Various types of content should be delivered through the Websites. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia files, Audio/Video files etc.
12. Coordination with the server related problems/issues and Banks for payment gateway issues.
13. Creation of a dynamic website with international standards-bilingual.
14. Maintenance of website the Vendor has to deploy sufficient technical, graphics, language experts to maintain and update the website. The website need to be updated in order to accommodate any future changes and requirements at university integration of cataloging software with website; integration of mobile application with website content.
15. Editing of existing content
16. Editing of English content wherever required.
17. Display of bilingual information in Hindi and English
18. Interactive multimedia oriented webpage design.
19. Multiple banner of inner page.
20. Should support FTMLS, CSS3, Java Scripts frame work like Query and other necessary futuristic frameworks.
21. Design of the website
22. Compatible to the browser like Chrome, Moziolla Firefox, Internet Explorer, Safari, Opera.
23. Should support responsive page design compatible to multiple size screens (Computer, tablet, mobiles and any other)
24. Should be able to support Video Content without Plugins.
25. Support to search Engine Optimization
26. Should support encryption.
27. Social media integration and interactivity
28. Any other useful features.
29. The website Hardware Maintenance: HP Proliant DL 380 G7 server, windows 2008

Operating system.

B. Annual maintenance of website: www.efluniversity.ac.in

- Uploading of the content/scanned images provided by the University. Create new web pages in HTML containing forms like feedback forms, reports etc. or page with database link designing.
- Bug fixing and support of the website for a period of one year.
- Regular backups (daily & weekly), security threat evaluation, content update and submission of Site Statistics Report to the University.
- Maintain/Update Web OPAC page in the Library.
- Software upgrades: Any upgradation of the software used in making the website should be done.
- ANTI-Spam: The database used for controlling Spam should be updated regularly.
- Anti-virus: The database to check for viruses should be updated regularly.
- Updation of website (design and development) as per University's requirements.
- Uploading of the contents/scanned images provided to University.
- Create new web page/s in HTML: any forms like feedback forms, reports etc. or page with database link designing.
- Free bug fixing and support of the website.
- 99.8% uptime guarantee.
- After the expiry of the Agreement or whenever the university requires, Vendor shall return all the data related to the University which is hosted on the web.
- These jobs need to be done at the University. Therefore VENDOR shall depute a qualified technical person to the University while doing one-time jobs, who will be available during the office hours of the University as well as on Saturdays (if required). During the maintenance period, a technically qualified person should be available on call for uploading the information provided by the University to the website. The uploading can be done either on the campus or from a remote server. However, the person should be available 24X7 for this purpose.
- Makes necessary arrangements not to have any break down/interruptions while hosting the web site. If there is any breakdown, it should be restored immediately or any temporary alternate arrangements may be made to have a continuous linkage and see that the University does not suffer in transacting the day to day business.
- The concerned technical persons of VENDOR should meet the Dean, TI, along with the technically qualified personnel periodically to get material for updation and to receive the relevant instructions in writing and feedback on the web hosting services from him.
- Render the service as and when instructed by the University authorities without any extra payment.

C. Terms & Conditions for the Annual maintenance of website

- 1) List of clients of the bidder should include universities, government organizations and PSUs, where similar work has been executed. Evidence needs to be furnished along with the bid.
- 2) Firms with GST Registration and Service Tax Registration only need apply.
- 3) Local office in Hyderabad is a must.
- 4) Preference would be given to an ISO 9001 certified company.

- 5) The bidder should have executed a similar project in a University/Government Educational Institution and executed maintenance contracts in a University/Government Educational Institution in the past 2 years.
- 6) The bidder should be required to submit the acceptance letter agreeing to all the Terms and Conditions mentioned.
- 7) The bidder is required to quote for both one time job and maintenance job in the following format:

S.No	Jobs	Amount in rupees
1	Updation of the website	
2	Making the website friendly to differently-abled persons	
3	Annual Maintenance for website Hardware and software: HP Proliant DL 380 G7 server, windows 2008 Operating system and website www.efluniversity.ac.in	
	Grand Total	

- 8) In the event of any dispute among the parties, the Civil Courts of the Hyderabad/Secunderabad Twin Cities shall have the Jurisdiction.
- 9) **The University reserves the right to accept or reject any offer without assigning any reason thereof. The University also reserves the right to cancel the whole tender procedure without assigning any reason, if it deems fit to do so.**
- 10) The University reserves the right to terminate this AMC by giving one month's notice, if the services are found to be unsatisfactory.
- 11) The company shall provide 99.8% uptime guarantee.
- 12) After the expiry of the contract period or whenever the University requires, the firm shall return all the data related to the University which is hosted on the web.
- 13) The University reserves the right on the data to be hosted on the web submitted to the firm.
- 14) The total contract for maintenance is for a period of one year with effect from the date mentioned in the work order. The University may consider continuing the contract based on the satisfactory service rendered by the firm on expiry of the contract period. It does not mean that the contract can be extended further.
- 15) Terms of payment: The payment for the maintenance will be made on quarterly basis after reviewing the performance of the service rendered by the firm during the period. The review may be conducted by the Dean, TI. The report should be made in writing to the University and necessary orders of the competent authority obtained before raising the bill for payment.
- 16) Service Provider shall submit the Bank Guarantee of 10% of the order value immediately after receipt of Work Order.
- 17) The firm should provide PAN number.
- 18) If the Work Order is received and acknowledged, it is presumed that the terms and conditions in the Work Order are agreed to by the firm. In case of any reservations on any terms and conditions, the firm may express the same in writing within 15 days' time from the date of receipt of the Work Order and a decision will be taken by the competent authorities on such objections.
- 19) The concerned technical persons of the website hosting/updating company should meet the Dean, TI along with the technically qualified personnel periodically to keep updating the material and to receive the relevant instructions in writing and feedback on the web hosting services from him. Further, the firm should render the service as and when instructed by the EFLU authorities without any extra payment.
- 20) The firm should make necessary arrangements not to have any breakdown/ interruptions while hosting the website. If there is any breakdown, it should be restored immediately or any temporary alternate arrangements may be made to have a continuous linkage and to see to it that the EFLU does not suffer in transacting its day to day business.

21) The University reserves the right to cancel the contract without assigning any response or notice if the services are unsatisfactory and the University can enter into a fresh contract with some other servicing agency. The firm has no right to claim any amount because of such termination of the contract.