

**N.I.T.NO. 01/CCG-NLUD/2024**

**Date: 14-02-2024**

**NOTICE INVITING QUOTATIONS  
FOR MAINTENANCE OF TWO WEBSITES OF THE CENTRE FOR COMMUNICATION  
GOVERNANCE AT NATIONAL LAW UNIVERSITY DELHI  
(CCG-NLUD)**

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The Registrar of the National Law University Delhi invites sealed quotations in a 'Two Bid System' from reputable website maintenance/developer professionals. The university is seeking vendors for the maintenance of the Centre for Communication Governance at National Law University, Delhi (CCG-NLUD)'s two websites for an initial duration of one year, in accordance with the technical specifications outlined in this tender document.

- Starting date for the submission of Quotation: 14<sup>th</sup> February, 2024
- Last date and time of submission of Quotation: **11<sup>th</sup> March, 2024 upto 05:00 PM**

**SUBMISSION OF BIDS**

CCG-NLUD invites you to participate in the tender for the maintenance of its Two Websites. Please carefully review the following instructions before submitting your bid:

1. Downloading Tender Document:
  - The tender document is available for download on the University website: [www.nludelhi.ac.in](http://www.nludelhi.ac.in) and e-procurement portal: [www.delhigovtprocurement.com](http://www.delhigovtprocurement.com) at no cost.
  - Bidders are required to thoroughly study the entire bid/tender document before submitting their proposal.
2. Earnest Money Deposit (EMD):
  - **EMD is mandatory and must be deposited in an absolute amount of INR 5,000/- (Rupees five thousand) along with the technical bids.**
  - The EMD should be in the form of a demand draft issued in the name of the Registrar, National Law University Delhi.
3. Submission of Technical Bid, EMD, and Deadline:

**NATIONAL LAW UNIVERSITY DELHI**  
**SECTOR-14, DWARKA NEW DELHI-110078**  
**CENTRE FOR COMMUNICATION GOVERNANCE**

- A designated Tender Box is provided at the Academic Block Reception of the National Law University Delhi, Sector-14, Dwarka, New Delhi-110078 for the submission of bids.
  - Tender documents must reach the National Law University Delhi on or **before 11<sup>th</sup> March 2024, by 05:00 PM.**
  - The bid envelope should consist of two sub-envelopes. One should contain the Technical Bid document along with the Earnest Money Deposit (EMD), labeled as '**Technical Bids for CCG's Two Websites Maintenance**'. The other envelope should contain the Financial Bid, labeled as '**Financial Bids for CCG's Two Websites Maintenance**'. Rates should be provided in the given Rate Quotation Annexure at the end of the tender document. **Both the technical and financial bids should be placed in a larger envelope, duly titled 'Bids for CCG's Two Website Maintenance,'** and addressed to the Registrar, National Law University Delhi. The envelope should be deposited in the Tender Box or submitted by post.
  - All envelopes should be securely sealed and the name and address of the bidder should be mentioned in each envelope.
  - The price should not be indicated on the envelope.
  - The CCG-NLUD will not be responsible for postal delays. No other method of submission is acceptable.
4. Language and Format:
- Bids shall be typed or printed in English only.
  - All pages of the bid document must be numbered consecutively and signed by the bidder as proof of reading and acceptance of the contents.
5. Rejection Criteria:
- Incomplete and conditional tenders will be rejected.
  - Ensure all envelopes indicate the bidder's name and address for potential return if required.
6. Supportive Documents:
- Bids without supportive documents will be disqualified.

- Bidders are requested to include an **index page** listing the submitted supportive documents.

## **QUALIFICATION CRITERIA**

For the following qualification criteria, necessary relevant supportive documents should be submitted, otherwise the bid will be disqualified.

1. The bidder shall be a Government Department / organisation / Society (registered under established relevant central Acts) / or a reputed private company / firm or those who have been approved by / served to, any Government Department/ organisation. Necessary proof should be submitted.
2. The bidder must have five **(5) years of experience in the design, development**, and maintenance of websites. Complete and supportive documents substantiating their experience should be submitted. Preference will be given to bidders who have worked with reputed organisations, possess good clientele, and have completed at least two (2) years of maintenance contracts or website design & development contracts with Central or State Governments, PSUs, Subordinate offices, Autonomous Bodies, etc., within the previous five years. Copies of details related to such contracts should be furnished. Additionally, an original (ink-signed) performance certificate from any one of the client categories mentioned above, on the client's letterhead, is preferred.
3. An undertaking (self-certificate) that the bidder has **not been blacklisted** by any Central/State Government institutions and there has been no pending litigation with any Government department on account of the execution of a similar maintenance service.
4. The bidder must have a fully operational/functional office in India. The details of the organisational profile, contact address, contact details of the Executive Director/Partner/Manager, manpower details, along with a copy of the firm's registration certificate (incorporation certificate or registration certificate), should be submitted. Additionally, a copy of the PF & ESI rental agreement, or telephone bill, or any other relevant document serving as proof of the registered office located in India, must be provided.

5. Bidders must have a **thorough knowledge of CCG-NLUD's sitemaps** architecture and the technologies used in the development. **Bidders should submit a one page write-up about their maintenance plan, and protocol, elaborating their understanding on the functionality of the CCG-NLUD sites** along with other terms and conditions.
6. The bidder should furnish copies of their GST registration, and PAN/TIN of the firm.
7. The Service provider's team should be proficient in PHP, JavaScript, AJAX, JSON, XML, HTML, MySQL, Docker, Amazon Web Services (including OpenSearch and Elasticsearch).
8. The bidder should not be blacklisted by any Govt./State Dept./PSU. An undertaking certificate on the bidders letterhead should be submitted by the bidder.
9. The participating bidder(s) must have **annual turnover of a minimum of 25 lakhs** (only from website maintenance and hosting activity) in any one of the preceding financial years during the last three years, duly certified by the Chartered Accountant.
10. Attach Balance sheet and Profit & Loss account details with Bid, duly certified by the Chartered Accountant.

## SCOPE OF WORK

The official website of Center for Communication Governance at National Law University Delhi (CCG-NLUD) is <https://ccgdelhi.org/> and <https://privacylibrary.ccgnlud.org/>, and these two are already operational in English Language and are being hosted by CCG-NLUD. The bidder should consider the following points while quoting the price.

### Important Parameters of the Website:

Technology used for developing website application	PHP 7.2, HTML, Javascript, AJAX
Development and Deployment	Docker 19.03
Database	MySQL
Hosted on	Amazon Web Services

### **The Scope Of The CCG-NLUD's Two Website Maintenance Work-**

The scope of website maintenance involved in keeping a website functional, secure, and up-to-date. This includes ensuring the website's design and layout remain responsive and user-friendly, checking and fixing broken links, updating software and plugins, optimising for performance and speed, and implementing security measures to protect against cyber threats.

### **Technical requirements**

#### **1. Scope of Work**

- 15 hours per month (Please provide additional rates based on the slab structure outlined in the Rate Quotation Annexure)
- New features and improvements
- Bug fixes
- Reporting requirements
- Security updates
- UX Design Changes

#### **2. Server**

- Cost management
- Scaling requirements
- New stack and improvements
- Security updates

#### **3. Reviews**

- Page speed/load review (Once a week)
- UAT (Once a fortnight)

#### **4. Security Audit**

#### **5. SEO- Search Engine Optimisation**

### **In brief below are the services CCG-NLUD is looking for:-**

- A retainer for any technical difficulties or glitches which may arise on the websites;
- Addition of new features, functionalities and improvements to the websites;
- Fixing bugs which may arise;
- Reporting requirements as necessary;

- Code Changes: Make changes to the existing codes and add new features to the pages as required;
- Security updates to the website;
- Cost management for the server;
- Scaling requirements for proper server management;
- New stack and improvements to the servers;
- Security updates to the servers;
- Periodic page speed or load reviews;
- Periodic UAT reviews and software testing updates;
- Periodic security audits;
- Search engine optimisation; and
- Responsive UX Design for the website: Service provider should have design teams on board that can provide detailed wireframes (both low and high fidelity), polished design prototypes and other design artifacts. Additionally, designers who have experience in data visualisation and graphic design will be given preference.

#### **Descriptive Requirement for Website Maintenance**

S.No.	Activity	Description
1	Software and Plugin Updates:	Ensuring the website's CMS (Content Management System), plugins, and other software are up-to-date to prevent vulnerabilities and compatibility issues.
2	Backup and Disaster Recovery:	Regularly back up website data and implement a disaster recovery plan to protect against data loss and quickly recover from potential issues.
3	Security Measures:	Implementing security measures such as SSL certificates, firewalls, and malware scanning to protect the website from cyber threats.
4	Performance Optimisation:	Implementing measures to optimise website performance, such as caching, image optimisation, and server-side optimisations.

5	Mobile Responsiveness:	Ensuring the website is fully functional and user-friendly on various devices, including smartphones and tablets.
6	Broken Link and Error Checking:	Regularly checking for broken links and resolving any errors on the website.
7	Analytics and Monitoring:	Monitoring website analytics to track performance, user behavior, and identify areas for improvement.
8	User Experience Enhancement:	Continuously improving the website's user experience based on feedback and data analysis.
9	Design and Layout Review:	Periodically reviewing and updating the website's design, tabs, pages and layout to keep it visually appealing and user-friendly.
10	Accessibility:	Ensuring the website is accessible to all users, including those with disabilities, following accessibility guidelines.
11	Developing features/functionality in the Website:	Developing new features/functionality/pages or modifying existing features/functionality/pages/tabs in the Website as per functional requirements.
12	SEO (Search Engine Optimization):	Implementing SEO best practices to improve the website's visibility in search engine results.
13	Compliance and Legal Updates:	Ensuring the website complies with relevant laws, regulations, and industry standards.
14	Server Management:	Monitoring server health, performance, and security to ensure reliable website hosting.
15	Customer Support:	Providing timely and efficient customer support to address user inquiries or technical issues.
16	Social Media Integration:	Integrating social media platforms and updating social media content to maintain an active online presence.

17	Database Maintenance:	Regularly maintaining and optimising the website's database for efficient performance.
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### **Important Points for Consideration**

1. 01 (One) Years offsite website maintenance service is required (On a renewable basis for a further period of one year) for the developed website of CCG-NLUD.
2. Any small out-of-scope work request on modifications (e.g., less than 48 working hours of effort) can be absorbed within the contract and such requirement will be considered maximum once in every three months and this time period will be carried over to the next quarterly period, if it is not utilized in a quarter period.
3. Troubleshooting: The successful bidder will provide its immediate support and assistance in the event of any disruption in the Services being provided by bidder.

### **AWARD OF CONTRACT**

CCG-NLUD shall award the contract to the lowest-priced bidder, subject to being found technically, commercially, and financially acceptable by CCG-NLUD based on the qualification criteria, experience, past performance, and technical capability (as outlined in a one-page write-up).

**Bidders are requested to quote their bid price, which will be valid for acceptance for a period of 6 (Six) months (Inclusive of GST).**

### **PAYMENT**

Maintenance support charges will be paid quarterly upon submission of the original invoice and satisfaction with the services. Payment processing may take up to one month from the date of receipt of the invoice by the CCG-NLUD. Payment is contingent on satisfactory contract services, with penalties deducted (if any) from ongoing payments.

Any additional hours worked (if any) beyond the 48 hours mentioned in point no. 2 under the *'Important Points for Consideration'* clause will be compensated based on a request for the additional services and satisfaction with the same by the CCG-NLUD, communicated through formal email. The number of hours to be allocated for execution of the agreed upon tasks will be agreed with CCG NLUD in advance over email. The rate for these additional hours should adhere to the rate mentioned in the Rate Quotation annexure. The service provider must submit a



separate invoice for the additional hours worked, in addition to the regular quarterly maintenance service. The payment processing for that invoice as well may take up to one month from the date of receipt by the CCG-NLUD. Payment is contingent on the satisfactory delivery of the services.

## **MAINTENANCE**

The service provider is responsible for the comprehensive maintenance of the technical and application aspects of the website for one year, contingent upon satisfactory performance. Evaluation will be conducted every six months, and the contract may be renewed for an additional one-year period based on performance. Application management includes server management, database maintenance, software and plugin updates, implementing security measures, performance optimisation, backup and recovery, broken link and error management and recovery, as well as customer support. The management team is expected to monitor website performance and undertake effective search engine optimisation. Application management will also include design and feature upgrades, user experience enhancement, and design and layout changes based on functional requirements raised by the client. The service provider must ensure website security against viruses and hacking. In the event of an attack, the service provider is required to promptly recreate/restore the websites.

## **TERMINATION OF CONTRACT**

CCG-NLUD reserves the right to terminate this contract at any time without prior notice. It is important to highlight that should the service provider withdraw from the commitment without explicit consent from CCG-NLUD, they may be subject to recovery at higher rates than those originally contracted. This recovery would cover expenses incurred by CCG-NLUD for website maintenance during the remaining contract period through alternative means.

*The above act of backing out would automatically debar the firm from any future dealing with CCG-NLUD.*

## **ARBITRATION**

Any dispute or claim arising out of or relating to this contract, including its formation, interpretation, performance, or breach, shall be settled following the provisions of the Arbitration and Conciliation Act, 1996, at the time in force, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction in Delhi.

## **FORCE MAJEURE CLAUSE**

During the term of this contract, if either party's performance of obligations is hindered or delayed due to war, hostility, acts of public enemies, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, extraordinary events, or circumstances beyond human control, including restrictions imposed under any government Act or order due to the COVID-19 global pandemic or acts of God (collectively referred to as "events"), and the party affected provides notice within 21 days of the occurrence, neither party can terminate the contract, nor claim damages for non-performance or delayed performance. The contract will resume promptly after the event concludes, with the service recipient's decision on resumption being final. If the event prevents or delays performance for over 60 days, either party may choose to terminate the contract.

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**TECHNICAL COMPLIANCE SHEET**

(Bidders are requested to submit the duly filled compliance sheet, provided in their letterhead and the supportive documents should be relevant to the requirement)

Sl.No	Description	Is supportive document submitted Yes/No?	Page no of Bid doc
1.	Type of Bidder: Government Department / organisation / Society (registered under established relevant central Acts) / or a reputed private company / firm or those who have been approved by / served to, any Govt. Department/ organisation		
2.	Experience: <b>Five (5) years</b> of experience in design, development and maintenance of website, proof of documents for having worked with reputed organizations, good clientele, etc.		
3.	Experience in Govt.: Proof of Document for having completed at least <b>two (2) years</b> of maintenance contracts or website design & development contracts with Central or State Governments, PSUs, Subordinate offices, Autonomous Bodies, etc., within the previous five years.		
4.	Performance: original (ink-signed) performance certificate from any one of the aforementioned client categories.		
5.	Location: Details of the organisational profile, contact address, and manpower details, along with a copy of the registration certificate of the firm (incorporation certificate or registration certificate) should be submitted. A copy of PF & ESI Rental agreement or		

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	Telephone bill or any other relevant document for proof of permanent & communication address located in India.		
6.	Technical Capability: one-page write-up about their maintenance plan, and protocol, elaborating their understanding on the functionality of the CCG-NLUD's two websites along with other terms and conditions.		
7.	Copies of GST registration, and PAN/TIN details of bidder		
8.	Team member's proficiency: team should be proficient in PHP, JavaScript, HTML, MySQL, AWS, Docker, High and Low fidelity UX designs.		
9.	Self Certificate: Not blacklisted by any Govt./State Dept./PSU		
10.	Annual turnover: Minimum 25 lakhs (only from website maintenance and hosting activity) in any one of the preceding years during the last three years		
11.	Balance sheet and Profit & Loss account details		
12.	Any other relevant document		

Signature of the

Bidder Name:

Designation:

(with bidders official seal)

**RATE QUOTATION ANNEXURE**

**(Should be provided in the bidder's letterhead)**

The bidder should specify the pricing of two website maintenance based on the following proforma:

<b>Engagement</b>	<b>Monthly rate per month (Inclusive of Taxes)</b>	<b>Annual Rate (Inclusive of Taxes)</b>
Pricing upto 15 hours per month		
Overtime Pricing (per hour) for usage between 15-25 hours per month.		

Signature of the

Bidder Name:

Designation:

(with bidders official seal)