

**STATE PROJECT DIRECTORATE
RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN
UNDER EDUCATION (HIGHER) DEPARTMENT
OFFICE LANE, AGARTALA.**

No.F.1(124)-SPD/RUSA/2021

Dated, Agartala, 01 / 05 / 2021

REQUEST FOR PROPOSAL (RFP)

Sealed quotations are invited from authorized Web Development Companies for Design, Development and Maintenance of New Website in the office of the State Project Directorate (RUSA), 1st Floor, Shiksha Bhavan, Office Lane, Agartala.

The Website must carry 3 years annual Maintenance and Hosting.

The detailed terms & conditions are available in the web-site of Higher Education Department <https://highereducation.tripura.gov.in>. The quotations should reach to the undersigned on or before **24/05/2021** at **5-00 P.M** during office hours positively.



(Saju Vaheed A., IAS)
Director & SPD (RUSA)
Higher Education Department Tripura
Shiksha Bhawan, 1st Floor (Room No.15),
Office Lane, Agartala-799001.

Copy to:-

1. The Editor, Dainik Sambad, Jagannath Bari Road, Agartala with a request to publish the advertisement in your local daily on **03/05/2021** and send the bill in duplicate for arranging payment.
2. The Accountant, State Project Directorate (RUSA) for information and necessary action.

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**REQUEST FOR PROPOSAL (RFP) FOR
DESIGNING, DEVELOPMENT AND MAINTENANCE**

of

**New Website for Rashtriya Uchchar Shiksha Abhiyan
(RUSA), under Tripura State Higher Education Council
(TSHEC)**



Director & SPD (RUSA)
Higher Education Department Tripura
Shiksha Bhawan, 1st Floor (Room No.15),
Office Lane, Agartala-
799001

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**STATE PROJECT DIRECTORATE
RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN
UNDER EDUCATION (HIGHER) DEPARTMENT
OFFICE LANE, AGARTALA**

Request for Proposal(RFP) for Selection of

Web Development Company for Designing, Development and Maintenance of New Website in the office of the State Project Directorate (RUSA).

1. Introduction

The Rashtriya Uchcharat Shiksha Abhiyan (RUSA) is the central government's contribution to further the promise held by the rich expanse of India's state universities. The country's future lies in empowering these campuses with all that it takes to enhance learning, better research and promote innovation. A centrally sponsored scheme, RUSA understands that sometimes the most important lessons of life are learnt outside the classroom. So whether it is upgrading libraries or computer laboratories, promoting autonomous colleges or clubbing them to consolidate their strength and forming cluster universities, this programme realizes that every institution holds the power to enrich lives through top-class education.

This RFP is for the selection of an agency to develop Rashtriya Uchcharat Shiksha Abhiyan (RUSA) Tripura website for a dynamic and fully responsive design (Mobile, Tablet, Desktop), address security issues, manageability of content while maintaining compliances especially Guidelines for Rashtriya Uchcharat Shiksha Abhiyan (RUSA). The agency should be having proven expertise in System Study, Design, Development, Implementation and Maintenance of Website / Web Portal / Web enabled application using latest available technologies like PHP, Java, .Net, Open Source, CMS such as Drupal, WordPress etc. Broadly the scope of work includes



2. Scope of Work

- i. Study, Requirement understanding and Analysis with respect to developing new website.
- ii. Design, Development and Maintenance of Web based applications and integration with technologies like CMS, e-Forms, Financial Reports, etc.
- iii. Agency would be required to provide off-site Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of website/ application with onsite technical support as required for 3 years.
- iv. Identify and execute training requirements for successful execution of project along with preparation of User Manual.
- v. Creation of manuals and documents for the project executed.

Requirement Analysis

It will be a bilingual website for this event and it will provide every bit of information to the guest, dignitaries and participants. The features of website will incorporate,

1. Rashtriya Uchchar Shiksha Abhiyan (RUSA)

2. What's NEW

3. Info & Services

4. Documents

- a. Press release
- b. Minutes of Meeting
- c. Reports- RUSA 1.0, 2.0
- d. College wise information
- e. Office Orders
- f. Notifications
- g. Office Memorandum
- h. Important Communications
- i. Financial Matters
- j. Gallery
 - I. Photos
 - II. Videos



5. **About Us**
 - a. Who We are
 - b. What We do
 - c. Responsible Officers of RUSA Tripura
 - d. History
6. **Reports (Funds Received, Fund Released)**
7. **Down Loads**
8. **FAQs**
9. **Contact US**
10. **External Links**

Detailed Scope of Work

Design, Development, Implementation, Maintenance of Customized Web Based application/portal solutions/ Web designing. Indicative activities include:

Design

- a.** Detailed Requirement gathering and analysis includes CMS design. Apart from uploading the contents the CMS will also enable the user to assign specific timeline for the contents to be displayed on the website.
- b.** Fully responsive design (Mobile, Tablet, Desktop).
- c.** Website should be SEO-friendly.
- d.** Detailed High level and Low level application designs.
- e.** Preparation of Content Structure/ Information Architecture for the website.
- f.** Approval of prototype (design interface) developed by vendor.
- g.** Approval on the content gathered by the client department.
- h.** Design should comply on all parameters with guidelines issued by Government of India for websites.
- i.** Comply with website security guidelines issued by NIC and DIT.

Developing the Website:-

- a.** To be given demonstration in demo server after developing the website.
- b.** Content Population and content management system
- c.** Provide front-end user interface that allows a user, even with limited expertise, to add, modify and remove content from a Website.
- d.** Application Development and Unit Testing, Integration Testing, System Testing and Functional Testing.
- e.** The website should follow all security Audit conditions for hosting through Government IT Server.
- f.** Ensure that the website follows the Guidelines for Indian Government Websites.



Operation and Maintenance support:-

- a.** Identify and execute training requirements for successful execution of project.
- b.** Creations of necessary documents and User Manual for training.
- c.** Support in handover of website to user department.
- d.** Support on Training/ Demo on need basis.
- e.** Warranty Maintenance / Annual Maintenance of website.

Indicative Deliverables

- High Level Design/ Architecture Document
- Performance Test Reports
- Security Test Reports
- Deployment Script
- User Manual
- Technical Manual
- Data Backup/ Archival Process
- Source Code
- Infrastructure design document
- Development and implementation of the online web strategy with major upgrades in the design and content of the current website.
- New website hosted and maintained on the new server.
- Editing and proof reading of the website content.
- Development of new content for the website (an indicative list mentioned above).
- Updating of the website as and when required.
- Prompt and Proper Maintenance of website.

3. Timeline for completion of activities

This timeline is indicative and will be finalized with the successful vendor post selection.

- 1.** Vendor will develop the application
 - a.** Designing of website with full functionality along with CMS within 6 weeks.
 - b.** Website hosting and training within 2 weeks after auditing of the website.



4. Minimum Eligibility Criteria:-

The Agency should have a qualified web designing, building and maintenance team, for undertaking this assignment.

The minimum eligibility criteria provided below for ready reference -

Sl. No.	Description	Document / Proof
1	The bidder should have completed at-least 5 orders for website development during the past three years i.e. 2017 – 2021 with requisite manpower for a similar scope of work.	Copies of purchase orders in last three financial years i.e. 2017-18, 2018-19 and 2019-20 and linked satisfactory completion certificates may be submitted as supporting documents
2	The agency should be private limited company and should be ISO certified.	Certificates of Company registration and copy of ISO certificate.
3	The agency should have resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.	Certificate from any of the Government body as a proof.
4	Bidder should have completed minimum 3 orders worth 4.5 lakhs in total.	Copy of the work orders.
5	Should not be a blacklisted Company.	Certificate of proof.
6	Company should have a minimum turnover of 20 lakhs/ anum for the last 3 years.	Copy of turnover proof.
7	Company should have experience in Development of website with HTML, PHP, Asp, Java Script.	Copy of developed website recently by the company.



Competencies:

- a. Past experience in creating and maintaining very professionally and exceptionally creative websites.
- b. Excellent I.T. skills and project management skills
- c. Ability to juggle priorities and deadlines and perform well under pressure;
- d. Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- e. Awareness on the latest smart technologies for website development.
- f. Ability to regularly maintain, update the developed website.

Essential knowledge and experience:

- a. Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- b. Expertise with HTML and content-management systems and latest trends and technology in website content and social media.
- c. Knowledge of the mandate and work of a government department website would be desirable.

5. Proposal:

Interested Agencies are invited to submit their proposals for the assignment, which must include the following, as detailed subsequently in this document:

Technical Proposal, and
Financial Proposal

The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.



5.1 Technical proposal

The Agencies are expected to provide the Technical Proposal as specified in the RFP Document. Material deficiencies in providing the information requested for may result in rejection of a proposal.

The Technical Proposal shall contain the following documents:

Sl. No.	Description	Document / Proof
1	Details of agency mentioning the name, address, Email and mobile phone number of the bidder/authorized representative.	Details are to be submitted in the format given in Tech Bid: Detailsof the Bidder Organization
2	Proof of registration with the Service Tax department and carry a valid PAN/TAN.	- Copy of Service Tax Registration - Copy of PAN Card - Copy of TAN Card
3	The agency should be private limited company and should be ISO certified.	Certificates of Company registration and ISO.
4	An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department onaccount of IT services.	Declaration that the bidder hasnot been blacklisted
5	Certificate from any of the Government body that the agency has resources having domain knowledge in Web Development Gove.nance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.	Certificate from any of the Government body as a proof.
6	The bidder should have completed at-least 5 orders for website development during the past three years i.e. 2017 – 2021 with requisite manpower for a similar scope of work.	Copies of purchase orders in last three financial years i.e. 2017-18, 2018-19 and 2019-20 and linked satisfactory completion certificates may be submitted as supporting documents.
7	“No Deviation Certificate” and “Total Responsibility Certificate”	(refer to Appendix 8.8) (refer to Appendix 8.8)
8	Signed and stamped copy of this RFP to be submitted as token of acceptance of all the terms & condition of the entire tender document.	
9	Bidder should have completed minimum 3 orders worth 4.5 lakhs in total.	Copy of the work orders.
10	Company should have a minimum turnover of 20 laked/ anum for the last 3 years.	Copy of turnover proof.
11	Company should have experience in Development of website with HTML,PHP,Asp, Java Script.	Copy of developed website recently by the company.

5.2 Financial Proposal

4.2.1 In preparing the Financial Proposal, Agencies are expected to take into account their requirements and conditions outlined in the RFP document.

Letter of Financial Proposal should include:

- (i) Total fee, from the date of issue of work order. For Financial Evaluation, the total fee for the assignment will be considered. This Fee should all include costs/expenses of the Agency for undertaking work as detailed in the Scope of Work including 3 years AMC cost, temporary hosting.
- (ii) Break-up of costs for each of the items of work listed in the Scope of Work are to be submitted on a separate sheet of paper.

It is to be noted that

- a) Taxes / VAT as applicable in India will be paid as per actual and the same are not required to be indicated in the financial bid.
- b) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by SPD RUSA.
- c) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- d) All prices should be quoted in Indian Rupees and indicated both in figures and words.

Penalty Clause:

- a) Vendor will develop the application & designing of website with full functionality along with CMS within 6 weeks from the day of AOC, failing which, range of penalty shall be charged from the total payable amount on completion of contract, as follows :- (i) If 1 week, 2%; (ii) More than 1 week, @ of 5% per week.
- b) If bugs or major glitches in the website during development and AMC not cleared, (i) within 2 days 2% penalty will be charged; (ii) From 3rd day to 7 days, 5%. (iii) More than 7 days, @ of 7% per week.

6. Acceptance of Terms & Conditions:-

- I. The Bidder must abide by the terms & conditions contained herein and submit the main envelope addressed to the State Project Director, RUSA, Tripura, Room No. 15, 1st Floor, Shiksha Bhawan, Office Lane, Agartala, Tripura, 799001.
- II. The last date of submission is 24/05/2021 till 05:00 PM. No Bids will be accepted after the last date as notified.
- III. The SPD, RUSA has the right to cancel the procurement process at any point of time without assigning any reason whatsoever.
- IV. The quoted price must comprise of all the taxes and installation charges.
- V. The bidder should full fill minimum eligibility of technical specifications and accept the scope of work given in the notice.
- VI. Minimum eligibility for qualifying in the financial bid will be evaluated at first and on qualifying only financial Bids will be evaluated, preference will be given to overall L1 basis, i.e. lowest landed cost to SPD, RUSA.
- VII. The date of opening of the bid will be informed to the participating agencies accordingly. If desired they may participate during the opening.
- VIII. Submission of quotation without requisite documents as per terms & conditions of RFP will be treated as invalid one.
- IX. The successful bidder shall have to execute an "AGREEMENT" with this Department for execution of work within 30 days from the date of issue of AOC (Award of Contract) failing which AOC (Award of Contract) shall automatically stand cancelled.
- X. The participating bidders shall have to submit **10% of quoted amount** in the form of Demand Draft/Bank Guarantee drawn in favour of "SPD, RUSA, Tripura" from any Nationalized/ Scheduled Bank guaranteed by the Reserve Bank of India, payable at Agartala as Performance Guarantee which will be refunded on successful completion of contract.
- XI. The undersigned reserves the right to reject or accept any tender including the lowest one partly or wholly without assigning any reason or distribute the same to two or more bidders, if necessary.
- XII. RFP can be cancelled at any point of time by the department without any prior notice.
- XIII. Evaluation of RFP: The purchaser will evaluate and compare the tenders determined to be substantially responsive i.e. which: are properly signed and conform to the terms and conditions and specifications.
- XIV. Goods & Services Tax (GST) or any other Taxes of materials in respect of his contract shall be payable by the contractor and the Government shall not entertain any claim whatsoever in this respect.
- XV. **The Envelope should be superscripted with the Quotation Details, along with name of Participating Agency and contact details of the contact person.**

**STATE PROJECT DIRECTORATE
RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN
UNDER EDUCATION (HIGHER) DEPARTMENT
OFFICE LANE, AGARTALA**

Important Dates

In respect of the RFP for Design, Development and Maintenance of website New Website for Rashtriya Uchcharat Shiksha Abhiyan, under Tripura State Higher Education Council.

Tender Reference No.	<u>No.F.1(124)-SPD/RUSA/2021 Dated: 01/05/2021</u>
Name of Organization	STATE PROJECT DIRECTORATE RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN UNDER EDUCATION (HIGHER) DEPARTMENT

	Date	Time
Date of Publishing	03/05/2021	
Pre-bid meeting	05/05/2021	
Last Date of Issuance of corrigendum	07/05/2021	
Bid Submission start date	10/05/2021	
Bid Submission end date	24/05/2021	
Bid opening tentative date	27/05/2021	

AUTHORIZATION LETTER

To
The Director & SPD (RUSA),
Department of Higher Education
Government of Tripura
Agartala, Tripura

Subject: Proposal for Design, Development and Maintenance of New Website for Rashtriya Uchchatar Shiksha Abhiyan (RUSA).

Sir,

We, the undersigned vendor, having read and examined in detail the Specifications and all the bidding documents do propose to provide the Services as specified in the bidding document no.

2. All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents.
3. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the date of opening of the Bids.
4. We, do hereby confirm that our Bid prices include all taxes, levies etc.
5. We have carefully read and understood the terms and conditions of the contract applicable to the tender and we do hereby undertake Services as per these terms and conditions.
6. We declare that our prices are as per the technical specifications and bid documents. These prices are indicated in Annexure(s) attached with our proposal as part of the commercial bid.
7. We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the tender document.



PROJECT DIRECTORATE

We enclose herewith the complete Technical Bid as required by office of the SPD RUSA. This includes:

- Authorization Letter (Annexure I)
- Vendor Information (Annexure II)
- Vendor's –Detailed Experience (Annexure III-A)
- Past Experience Summary – (Annexure III-B)
- Technical bid (Annexure IV)
- Financial bid(Annexure V)
- Declaration of non-Blacklisting(Annexure VI)
- No Deviation Certificate(Annexure VII)
- Total Responsibility Certificate(Annexure VIII)

Certified that we are:

A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor,

Or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement by virtue of general power of attorney.

Or

A Company and the person signing the tender is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections /deletions should invariably be duly attested by the person authorized to sign between us.)

11. We do hereby undertake, that until a contract is prepared and executed, this bid together with office of the SPD RUSA's written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Detail of enclosures:

Signature of vendor representative

Full Address:

Telephone No.:

VENDOR PARTICULARS

S. No.	Item		
1	Company Name		
2	Year Established (Copy of Incorporation)	Reg. Certificate attach	
3	Corporate & Head Office:	Address Telephone: Fax No. : website Email Address: Mobile No.	
4	Delhi Office: Contact Address	Address Telephone: Fax No. : Email Address:	
5	Contact Person	Name Designation Mobile: Email Address:	
6	Service Tax , VAT TIN and PAN details :	Service Tax No: (Attach self attested copy of Service Tax Registration Certificate) VAT TIN No. :..... (Attach self attested copy of VAT/Sales Tax certificate) PAN No. (Attach self attested copy of PAN Card)	
7	Financial Turnover Information	Year	Amount (in Crore)
		2016-17	
		2017-18	
		2018-19	
		2019-20	
		2020-21	
		(Copy of Turnover Certificate for the financial years 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21)	
Attached as			

VENDOR'S EXPERIENCE

S.No	Item	Details
1.	Name of the project (Also specify the name of website/portal/web application AND URL of the website/portal/Web application)	
2.	Client Details	
3.	Name, Title & Address of the Client who can be contacted	
4.	Project Duration	
5.	Start Date & End Date	
6.	Scope of work	
7.	Relevant work domain	
8.	Software Tools & Technology used	
9.	Total Efforts in Man months	
10.	Contract Value (In Lakhs)	

** Attach LOI/Work Order/ Contract copy (Mandatory)

Letter from the Client for satisfactory completion of the project / Appreciation letter from Client / CERT-in Certificate/ STQC Certification would be given additional weight age



Experience Summary

SL	Project Name	Client Name	Start & End Date	Activities Relevant to scope	Contract Value (INR)	Efforts in Man Months
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						



Technical bid

Annexure-IV

Sl. No.	Description for Document / Proof to be submitted with Tech bid	Documents to be Submitted
(i)	Letter of Technical Proposal Submission.	Self-Attested Document with page marking
(ii)	Details of agency as per given format	Self-Attested Document with page marking
(iii)	Proof of registration with the Service Tax department and carry a valid PAN/TAN.	Self-Attested Document with page marking
(vi)	Proof of agency's turnover during the last five years	Self-Attested Document with page marking
(vii)	Copies of Income Tax return for last five years	Self-Attested Document with page marking
(viii)	Certificate from any of the Government body that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.	Self-Attested Document with page marking
(ix)	Copies of purchase orders in last five financial years and linked satisfactory completion certificates may be submitted as supporting documents.	Self-Attested Document with page marking
(x)	Defined deliverables with timelines.	Self-Attested Document with page marking

Financial Bid Format

Prices in Financial Bid should be quoted in the following format.

Sl. No.	Document	
(i)	Letter of financial bid Submission	
(ii)	Total fee (including all costs/expenses/Taxes as applicable) of the Agency forundertaking work as detailed in the Scope of Work.	

(ii) Break-up of costs for each of the items of work listed in the Scope of Work areto be submitted on a separate sheet of paper.

No.	Service Categories as given in scope of work	Cost in Rs.	
		Figures	word
1	Design, Development and Maintenance of New Website for New Website for - Rashtriya Uchchar Shiksha Abhiyan (RUSA). (Including one year Free Support period)		
2	Maintenance charge for 4 years maintenance (including the cost of Hosting) after expiry of free support period (Annual Charges)		

Note: Bidders are requested to note the following:

- a) Taxes / GST as applicable in India will be paid as per actual and the same are not required to be indicated in the financial bid.
- b) TDS will be deducted as per rules applicable.
- c) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by office of the SPD RUSA.
- d) The Financial Bid shallnot include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- e) All prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.

Date
Place

Signature of Authorised Signatory ...
Name of the Authorised Signatory ...
Designation ...
Name of the Organisation ...
Seal ...

(Declaration of non-Blacklisting)

Declaration by the Bidder:

Place

Date

To
The Director & SPD (RUSA),
Department of Higher Education
Government of Tripura
Agartala, Tripura

Subject: Self Declaration of not been blacklisted in response to the Tender for of Design, Development and Maintenance of New Website at the office of SPD (RUSA) & Higher Education Department, Tripura, 1st Floor, Shiksha Bhavan, Office Lane, Agartala

Ref: NIT No.

Dear Sir,

I confirm that my company/ firm/ agency, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT or PSU and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on <last date of bid submission>.

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:



No Deviation Certificate

<To be submitted on Bidder's letterhead>

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation with respect to Authority requirements, Scope of Work and other requirements.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:



Total Responsibility Certificate:

<To be submitted on Bidder's letterhead>

This is to certify that we undertake the total responsibility for the defect free operation of the proposed solutions as per the requirement of the RFP for the duration mentioned in the RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

