



NATIONAL LAW UNIVERSITY, ODISHA, CUTTACK

(Established by Govt. of Odisha Act 4 of 2008)

INVITATION OF TENDERS

For

DESIGNING HOSTING AND MAINTAINING OF NLUO WEBSITE

(Tender Enquiry No. NLUO/ACAD/12367/2018, Date: 25/10/2018)

The Registrar (I/C)
NATIONAL LAW UNIVERSITY, ODISHA
Kathajodi Campus, SEC – 13, CDA
Cuttack — 753015, Odisha (India)



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NOTICE INVITING TENDERS FOR DESIGNING HOSTING AND MAINTAINING OF UNIVERSITY WEBSITE:

National Law University Odisha, Cuttack, hereinafter referred to as the NLUO, invites sealed tender offers (Technical bid and Commercial bid) from eligible reputed firms for Web Designing, Hosting, and Maintaining of following;

- National Law University Odisha (NLUO), Cuttack [Domain: [nluo.ac.in](http://www.nluo.ac.in)] and
- Centre / Project specific pages (Example: <http://www.nluo.ac.in/imam/> and <http://www.nluo.ac.in/centre-for-child-rights-ccr/>)

Note: Service provider who will be awarded the contract will have to maintain the DNS for the domain [nluo.ac.in](http://www.nluo.ac.in) and necessary entries for email system along with other entries as and when required by the university.

Bid collection and submission details:	
Tender reference Number	NLUO/ACAD/12367/2018, dt. 25/10/2018
Pre bid meeting with the bidders	01/11/2018 at 15:00 Hrs
Last date and time for receipt of tender offers	12/11/2018 at 14:00.00 Hrs
Date of opening of technical bids	12/11/2018 at 14.30 Hrs
Offer Validity Period	Tender should remain valid for 90 days
Non-refundable tender document fee	Rs 1,000/- (Rupees One Thousand only) by Demand Draft in favour of, "Registrar, NLUO, Cuttack," payable at Cuttack.
Earnest Money Deposit	Rs 6,000/- (Rupees Six Thousand only) by Demand Draft in favour of, "Registrar, NLUO, Cuttack," payable at Cuttack.
Address for communication	Registrar, National Law University Odisha Kathajodi Campus, SEC - 13, CDA, Cuttack – 753015, Odisha (India)
Place where tender offers would be opened	Office of The Registrar, National Law University Odisha , Cuttack
Contact Details (For any query OR Clarification)	Phone: +91 671 2338005, E-mail: itsupport@nluo.ac.in



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Tender document may be downloaded from the University website www.nluo.ac.in, fee is payable only when you are submitting bid/offer.

- It may be noted that University will not pay any amount / expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the Tendering process.
- The sealed envelope containing the tender shall be superscribed as "*Tender for designing, hosting and maintaining of the NLUO website*" and tender received without this superscription will have the risk of not being considered.
- Any tender received after the deadline for submission of tender prescribed by National Law University, Orissa, Cuttack shall be rejected.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" issued by University.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- The successful bidder, after completion of website design and final acceptance of website.
- The unsuccessful bidders, only after acceptance of the "Letter of Appointment" by the selected bidder.



1. **GENERAL TERMS & CONDITIONS**

The Vendor is expected to examine the Tender Enquiry Document carefully. Failure to furnish all information required as per the Tender Enquiry Document may result in the rejection of the tender.

A. Time of completion of Project:

The work shall be completed in all respects within 60 days from the date of issue of work order.

B. Documents/media to accompany the Tender Enquiry

Submission of Technical Bid: The Vendor must submit one copy of the following documents along with the technical bid, without which the Tender shall be treated as non-responsive and will not be accepted.

- i. Tender Document Fee
- ii. Earnest Money Deposit
- iii. Technical compliance chart
- iv. Evidence of Registration of firm/organization
- v. Copy of PAN Card and GST Registration
- vi. Copy of ISO or any certification(If any).
- vii. Template of Home page, faculty profile page of the website in CD/DVD.
- viii. Descriptive catalogue/ brochure if any.
- ix. Current Income Tax and Sales Tax clearance certificates or returns must be submitted.

Note:

- Bidders has to show demonstration of home page of proposed parent site along with features for website accessible to citizens/persons with disabilities
- The agency should have prior experience in implementation of *Website Accessibility Module* (Development of website accessible to citizens/persons with disabilities) in at least three website; submit copies of three Work Orders in support of the same.

Submission of Financial Bid: Financial proposal in the format provided.

C. Payment

- i. 75% (of the bid price accepted) payment will be made after final acceptance of the project with the source code.



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- ii. Balance 25% (of the bid price accepted) will be released after completion of one year.

D. Cancellation, Withdrawal and Modification of Tender Enquiry

- i. The NLUO authority reserves the right to accept/reject any part of or all the Tenders without assigning any reason thereof.
- ii. Tenders once submitted cannot be withdrawn during the interval between its submission of Tenders and expiry of Tender's validity period.
- iii. Modifications of Bids may be allowed by National Law University, Odisha, if any substantial changes have to be made in the scope of work. This option will be available to every Vendor who has submitted Bid.

E. Fraudulent Practices

The University will declare a Vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Vendor has engaged in corrupt and fraudulent practices in competing for or in execution of the contract.

F. Tender Currencies

Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing tax.

G. Format and Signing Of Tender

- i. Website development cost and maintenance charge for successive years should be clearly mentioned in the tender submitted.
- ii. Cost for website hosting should be clearly mentioned in the tender for unlimited bandwidth.
- iii. Tenders shall be neatly typed and shall be duly signed, by an authorised signatory/ies on behalf of the Organisation. The authorization shall be provided by written Power of Attorney accompanying the Tender. All pages of the Tender shall be initialled by the person or persons signing the Tender.
- iv. The Tender shall contain no interlineations, erasures or overwriting, in order to correct error made by the Vendor. All corrections shall be done & initialled by the authorised signatory after striking out the original words / figures completely.

H. Bids sent through Telex / Telegrams / Fax / Email shall not be accepted.

I. Responsibility



Responsibility of Service provider would be to develop a web based system, to impart training and orientation sessions. The responsibility of the Department is to co-operate Service Provider's work force with proper and timely inputs.

J. Evaluation

Work will be awarded on the basis of evaluation of technical bid and demonstration of template of home page as well as price. Weightage will be in ratio of 60:40(template : price).

- K.** The Vendor should have a full-fledged development and support centre in India (Preferably; in Bhubaneswar or Cuttack) with 24X7 support system with **well experienced support teams of minimum 5 Computer Engineers** to attend and fix all our queries and concern through email. In case of any inconvenience telephonic support should also be made available.
- L. Experience:** The bidders should have minimum experience of 5 years of web-site development. The bidder should have experience of working on cross platforms and must have independently handled at least three assignments of a similar size and complexity during last three years. The agency should submit copies of Work Orders of three works/projects for implementation of *Website Accessibility Module* (Development of website accessible to citizens/persons with disabilities).



2. SUPPORT & MAINTENANCE

- Orientation programmes
- Telephonic & email support
- Onsite support
- If required by the university, the service provider should be able to provide support and maintenance to the entire system for a minimum period of 3 years from the date of completion and successful operation of the system. The service provider will allocate required resources to look after the trouble shooting and bug fixing.
- The service provider (Vendor) should submit a quarterly website auditing report to the institute for the entire period of warranty. The service provider will allocate required resources to look after the trouble shooting and bug fixing as per the report.
- **Bug Correction:** Any bugs if reported by the support person or users will be given prime importance and corresponding solution shall be provided in terms of debugged component as soon as possible.

Other terms and conditions:

- i. Number of webpage's in the new website may be higher than the number of webpage's in current website.
- ii. University may use the webspace of web-server and bandwidth for any purpose.
- iii. The Vice - Chancellor, NLUO, Cuttack reserves to himself the right to accept or reject any or all the tenders either in part or in full without assigning any reason thereof.
- iv. All disputes including Court Proceedings shall be settled by an arbitrator appointed by the vice - Chancellor.



TECHNICAL SPECIFICATION, GUIDELINE AND THEIR COMPLIANCES

Website shall have following modules:

A. Web Accessibility Module

The portal should be built with an aim to provide maximum accessibility and usability to its visitors. As a result, this portal can be viewed from a variety of devices such as Desktop / Laptop computers, web-enabled mobile devices, WAP phones, PDAs, etc. Service provider has to ensure that all information on this portal is accessible to people with disabilities (PwD). For example, a user with visual disability can access this portal using assistive technologies, such as screen readers and screen magnifiers. Websites should comply and follow principles of usability and universal design, which should help all visitors of this portal, designed using HTML5 & CSS3 to meet Guidelines for Indian Government Portals (GIGW) and also adheres to level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium (W3C). Along with the guidelines for Indian Govt. website must be followed for website development (<https://web.guidelines.gov.in/>)

Features for website accessible to citizens/persons with disabilities

- a. **Skip to Main Content:** Quick access to the core content on the page is to be provided without going through repetitive navigation using the keyboard.
- b. **Keyboard support for drop-down menus:** Drop-down menus should be used to display sections in the success stories. Same can be used via keyboard by pressing "Enter" key to show / hide the information.
- c. **Accessibility Options:** Options to change the size of the text, set a color scheme and increase the text spacing are to be provided.
- d. **Descriptive Link Text:** Brief description of a link is to be provided using descriptive phrases instead of just using words such as 'Read more' and 'Click here' as link text. Further, if a link opens a Website in a new window, the description specifies the same.
- e. **Identification of file type and file size:** Information about alternate file types, such as PDF, Word, Excel along with the file size should be provided within the link text to help users to identify the same. In addition, icons for different file types should be provided with the links. This will help users in deciding whether they wish to access



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- the link. For example, if a link opens a PDF file, the link text specifies its file size and file type.
- f. **Table Headers:** The table headings are to be marked and associated with their corresponding cells in each row. This will enable a screen reader to read out the column and row header of any cell for the user.
 - g. **Table caption and summary:** Table captions are to be specified that will act as labels, which indicate what data is provided in the table. In addition summary is to be specified to provide description for screen reader users to enable them understand the table information easily.
 - h. **Headings:** The Web page content should organized using appropriate headings and subheadings that provide a readable structure. H1 indicates the main heading, whereas H2 indicates a subheading. In addition, appropriate headings should be provided to improve readability.
 - i. **Titles:** An appropriate name for each Web page should be specified that helps users to understand the page content easily.
 - j. **Alternate Text:** Brief description of images should be provided for users with visual disability. If users are using a browser that supports only text or have turned off the image display, user can still know what the image is all about by reading the alternate text in absence of an image.
 - k. **Explicit Form Label Association:** A label is to be linked to its respective control, such as text box, check box, radio button, and drop-down list. This enables the assistive devices to identify the labels for the controls on a form.
 - l. **Consistent Navigation Mechanism:** Consistent means of navigation and style of presentation throughout the Website has to be incorporated.
 - m. **Keyboard Support:** The website should be browsed using a keyboard by pressing the Tab and Shift + Tab keys.
 - n. **Customized Text Size:** The size of the text on the Web pages can be changed either through the browser, through the Accessibility Options page or by clicking on the text sizing icons present at the top of each page.
 - o. **Adjust contrast scheme:** The website should provide different schemes to enable users with visual impairments, such as low vision and colorblindness to view the web page information with ease. Different contrast schemes include Standard, Pink on Black, Yellow on Blue and Yellow on Black.



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- p. **User Control for content:** The dynamic movie used on home page can be paused and played by the user.

B. Features of Web Content Management System (WCMS):

- a. **Admin Access Module:** User Login, Registration, User Profile & Role specification. Facility for Creation/modification/deletion of users. Administrator should have the complete control over all the contents, advertisement, events and programmes.
- b. **Articles/Page Management Module:** This module should help administrator in uploading articles to the website with rich text editor. So that administrator will be able to add/delete article/page files as and when needed through control panel.
- c. **Dynamic menus:** Menus and submenus can be created based on the page-tree as pages are added and subtracted. These can be styled entirely through CSS. Menu items can have conditional states (i.e., the menu item can be styled differently if it is the first item, if it is an even-numbered item, or if it is the last item and it can Change sequence/ order of menu / submenu should be allowed etc.)
- d. **Preview Content:** Hidden, time-or access restricted content can be previewed online before publishing.
- e. **Metadata Insertion:** Metadata should be inserted for each page or globally, and for different languages.
- f. **Search Engine Friendly URL's:** A rewrite engine software should be in place to modify web URL's appearance (URL rewriting). Rewritten URLs (sometimes known as short, fancy URLs, or search engine friendly - SEF) can be used to provide shorter and more relevant-looking links to web pages.
- g. **Rich Text Editor:** Multiple RTEs with Microsoft word like icons support for Mac/safari and Mozilla Firefox on all platforms; WYSIWYG (What You See Is What You Get) editors are highly configurable-buttons and CSS styles can be added and removed.
- h. **CSS Styled Content:** All aspects of the core functionality can be styled on the website. Most extensions can be styled through CSS.
- i. **Online Administration:** All administration should be handled online via a current web browser
- j. **Minimal Training Required:** Editing content should as easy as editing in Microsoft word. Menu links should automatically generated as an editor adds pages and most



content elements features wizards for further ease of use.

- k. ***Content Contribution, Review, and Approval process module:*** This module will help user department in ensuring that all the data entered through CMS is appropriately reviewed and approved before making it available to the general website visitors. There can be same or different people handling review and approval process. All the data submitted will be reviewed, updated and approved by the appropriate authority.

C. Security Auditing

The application after development will be hosted in staging server. The same would be undergone cyber security auditing. Any flaws found in the auditing process would be complied by the developer. After the site is fully cleared for cyber security, the website would be finally hosted in live server.

The Cyber Security Module must have the following features in it.

- .htaccess Website Security Protection (Firewalls)
- Login Security & Monitoring
- Idle Session Logout (ISL)
- Auth Cookie Expiration (ACE)
- Security Logging
- HTTP Error Logging

D. Database Backup Module

DB Backup module should Create manual and scheduled Backup Jobs. Selective database table backup and full database backup. Scheduled backup job options: Hourly, Daily, Weekly and Monthly. Send scheduled backup zip file via email or just send email only, automatically delete old backup files after a certain period of time, etc., etc., etc.



E. Features and compliances of design, development, hosting etc.:

#	Description	Compliance (YES/NO)
A. Design		
1	A consistent page layout has to be maintained throughout the website	
2	Should have multi language support, needs to be tested on popular browsers for any inconsistency (loss of layout)	
3	Web Pages should allow resizing of text without the use of assistive technology.	
4	Text must be readable both in electronic and print format and the page prints correctly on an A4 size paper.	
5	There has to be adequate contrast between text and background color.	
6	Alternate text needs to be provided for non text elements (e.g. images).	
7	Websites must provide textual description of audio / video clips and multimedia presentation.	
8	Captions have been provided for all important multimedia content.	
9	Web pages should not contain any content that flashes for more than three times in a second.	
10	There should a mechanism to control scrolling, blinking content.	
11	There should a mechanism to control (stop, pause....) multimedia that starts automatically.	
12	All pages on the website have a link to the home page.	



13	The positioning and terminology used for navigation items and navigation scheme should consistent across the website.	
14	Website must have either a "search" box or a link to a "search" page from every page of the website. Mechanism shall be in place for using of <i>Own Search Engine</i> and <i>Google Search Engine</i> .	
15	Website must have an up to date Site Map that is linked to the Home Page as well as to all important entry pages of the website.	
16	If the site uses frames, each frame should be properly titled.	
B. Development		
1	Website should uses Cascading Style sheets to control layouts/styles	
2	Website should readable even when sheets are switched off or not loaded.	
3	Web pages should usable even when scripts, applets etc are turned off.	
4	Documents should be provided either in HTML or other accessible formats. Instruction / Download details for viewing these formats are provided.	
5	In content implemented using markup languages, the elements should use according to specification.	
6	Labels should be provided when content requires input from the users.	
7	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).	
8	All input errors should flashed in text.	
9	Functionality of content is operable through keyboard.	
10	Focus is not trapped in any component while navigating through keyboard only.	



11	Purpose of each link should be clear to the user.	
12	Metadata for pages like title, keywords, description and language should appropriately included.	
13	Data tables should be provided with necessary tags / markup.	
14	All components should receive focus in an order that preserves the meaning / operation.	
15	Role of all interface components can be programmatically determined.	
16	The websites must be tested on multiple browsers.	
C. Website Hosting		
1	Websites should accessible to the intended audience in an efficient and secure manner on 24 x 7 bases.	
2	The hosting Service Provider should possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention system.	
3	The hosting Service Provider should have redundant server infrastructure for high availability.	
4	The hosting service provider should performs regular backup of the web site.	
5	The Hosting Service Provided should have Disaster Recovery (DR) Centre in a geographically distance location and a well crafted DR plan for the website.	
6	Website Hosting Provider should provide Helpdesk & Technical support on 24x7x 365 basis.	
7	All possible secure measures must be taken to prevent defacement/ hacking of the website and the service provider should have contingency plan in place for situation like these.	
D. Website Promotion		



1	Website must ranks in the first five results on major search engines when searched with relevant keywords.	
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Technology Proposed

Resolution	Device Compatible	
Web Server	Apache Tomcat 6.0 above	
Browser	IE 7+ / Firefox 2+/Google Chrome+	
Designing Tools	Adobe PhotoShop, Adobe Illustrator etc..	
Third party Applications	Depending on the requirements, we may use more software to reach desired results	
RDBMS	My SQL	
Web Technology	PHP, HTML5, CSS3, Ajax, JQuery	
CMS	Open Source	

Other feature to be incorporated in the websites		
1	Mechanism should be in place to publish Tender / Recruitment Notices issued by the University.	
2	Mechanism is in place to ensure that information on old / irrelevant Tender / Recruitment notices is removed or moved into the archive section	
3	News / Events should be displayed along with the date and these can be organized as per the archival policy of the University	
4	Mechanism in place to remove/ archive all outdated announcements from website.	
5	Mechanism is in place to ensure that all downloadable material is free from virus.	
6	All Documents / Reports have a time stamp at least on the main page.	
7	Complete information including title, size (playing time for audio/video), format, usage instructions and plug in to view the file is provided for downloadable material including documents.	
8	The mechanism is in place to check the accuracy of Hyperlinked Content.	
9	Mechanism is in place to ensure that there are no 'broken links' (internal as well as External) or 'Page not found' errors.	



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10	The mechanism shall be in place for integration with word-press / blogger templates for notifications and updates	
11	There shall be a mechanism in place for extending access of Library Research Databases subscribed by the NLUO from outside of NLUO Internet/Intranet, to the same set of users in a secure manner.	



Financial proposal for designing, hosting and maintain of university website:

Option – 1 (Shared Web-hosting)

Amount payable for first year:

Sl. No.	Description	Price in INR	Tax(If applicable)		Sub Total
			Rate	Amount	
1	Website Development with one year support and maintenance				
2	Yearly Website Hosting(With minimum 5 GB web space and unlimited bandwidth)				
3	Miscellaneous Charge (If any) with detail of charge				
Total			Grand Total		
Amount payable: In words					

Amount payable for in successive years if the contract is renewed:

Sl. No.	Description	At the rate of	Price in INR	Tax(If applicable)		Sub Total
				Rate	Amount	
1	Yearly Website maintenance and support charge	In % of website design charge				
2	Yearly Website Hosting(With minimum 5 GB web space and unlimited bandwidth)					

Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing tax



Option – 2 (Dedicated Web-hosting in VPS and with SSL Certificate)

Amount payable for first year:

Sl. No.	Description	Price in INR	Tax(If applicable)		Sub Total
			Rate	Amount	
1	Website Development with one year support and maintenance				
2	Yearly Website Hosting(Virtual Private Server hosting with Minimum 4 GB memory, minimum 50 GB storage, Unmetered bandwidth and Minimum 1 dedicated IP)				
3	SSL certificate				
4	Miscellaneous Charge (If any) with detail of charge				
Total			Grand Total		
Amount payable: In words					

Amount payable for in successive years if the contract is renewed:

Sl. No.	Description	At the rate of	Price in INR	Tax(If applicable)		Sub Total
				Rate	Amount	
1	Yearly Website maintenance and support charge	In % of website design charge				
2	Yearly Website Hosting(virtual private server hosting with Minimum 4 GB memory, minimum 50 GB storage, Unmetered bandwidth and Minimum 1 dedicated IP)					
3	SSL Certificate					

Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing tax



DETAILS OF BIDDER

Sl. No.	Required Details	
1	Name of the Bidder	
2	Address of the Bidder	
3	Contact No.	
4	Fax No.	
5	Mobile No.	
6	Email	
7	Name of Authorized Signatory	
8	Sales Tax /CST No.	
9	Income Tax No. /PAN/ GIR No.	
10	Yearly Turnover for Last Three Years	
11	Year of Establishment	
12	Name and address of Banker	
13	List of clients	

Date:

Name & Signature of Bidder