Atal Bihari Vajpayee Indian Institute of Information Technology and Management, Gwalior- 474015 (M.P.)

Expression of Interest (EoI)

For

Development with content writing, hosting and maintenance of

ABV-IIITM, Gwalior website

Ref No. 079 dated 27.01.2025

1. **Introduction**
   ABV-Indian Institute of Information Technology and Management, Gwalior (IIITM) is an autonomous institute set by the Ministry of Education, Govt. of India in 1997. It is an effort by the Ministry of Education, Govt. of India towards creating professionals in areas of management and information technology from the same institute. This institute was created for facilitating higher education, research, and consultancy in areas of information technology (IT) and business management. Initially started as IIITM, this institute was prefixed with ABV in 2002 to honor the then Prime Minister Atal Bihari Vajpayee. This is an institute of national importance as per the IIIT Act of 2014.

2. **Intent: Expression of Interest:** Inviting suitable vendor for design and development of New Website of the Institute - ABV-IIITM Gwalior

3. **Requirements:** ABV-IIITM Gwalior wants to develop a new institute website which includes (1) development with content writing, (2) hosting and (3) maintenance of ABV-IIITM website.

4. **Existing Website**
   The existing website of ABV-IIITM, Gwalior can be viewed at https://www.iiitm.ac.in
   The existing website provides basic information about the institute through various sections/ web pages/ images. The site provides information on history and background about the institute and presents up to date information on the administrative and academic structure, courses being offered, details about the faculty, research, careers/ jobs, tenders, notices etc. The site provides information related to RTIs etc.

5. **Vision of the Web Portal**
   ABV-IIITM, Gwalior plans to have a dynamic state-of-the-art web portal which would truly reflect the proposed vision, be a lively platform and add to the institute's vibrant academic environment and campus life. More details are given in this document.

   This means the proposed website shall have a working blend of Web 3.0 technologies and eye catching presentation of information. The proposed site shall blend up-to-date information, current data & information that can go lively. The purpose is also having an improved look & feed with latest design features & elements that an international institution be able to capture.
   The website should be elegant and uncluttered in look, and user friendly in its layout design and content.

   To meet this objective, ABV-IIITM, Gwalior invites reputed, experienced and financially sound agencies/ firms / vendors having expertise in the design and development of website as vendors.

6. **FUNCTIONAL AND TECHNICAL DETAILS**

   Present Website
   The existing website of the institute can be accessed/ viewed at https://www.iiitm.ac.in which presents information through various sections/ web pages and sub menus.

   Users
   For all the envisaged portal will be used by the students, faculty members and administrative staff for their day-to-day activities. It will also be used by prospective students and employees, visitors, partner institutes and businesses, other government departments and agencies, and the public in India and abroad.

SCOPE OF WORK:

ABV-IIITM, Gwalior intends to (1) develop (development with content writing) a website which would reflect various functions, activities, profile and add to the institute's vibrant academic environment. Website should be elegant and uncluttered in look, easy to use, and easy to search, easy to navigate and visually appealing. Website must be compatible and interoperable with different browsers and different platforms. (2) Hosting and backup (3) Website maintenance for a period of 1 year after commissioning. Knowledge transfer to manpower/vendor identified by ABV-IIITM Gwalior to be done before the end of the website maintenance period.

6.1 Website Development, Design and Security: -

1. Development on Open Source Platform – preferably DRUPAL/ PHP/ JCMS (Joomla)/WCMS platform. The list is indicative and can be discussed during presentation by the vendor.
2. Should be responsive, support dynamic rendering, should support cross browser rendering and work perfectly on all devices (Desktop, Laptop, Smartphones, Tablets) and popular Operating Systems (eg:- Windows, Linux, Android, iOS, Smartphone, tablet etc).
3. Should be bilingual (English and Hindi).
4. Website should support dynamic display and update of contents in relevant pages.
5. Website should have provision for homepages/subdomains of various departments (CSE/IT/EEE/Management/Engineering Sciences/ any more) and faculty members of the institute with uniform design.
6. Website should allow department wise/faculty member wise secure access with authentication (username/password login screen) for updating their profiles from time to time.
7. Website should have pages for jobs, admissions (PhD, MTech and MBA) with admission forms, tenders, events, announcements, link to existing ERPs like Learning Resource Center, Career Development and Placement Cell, Technology Innovation and Incubation Center, and online management of institute membership.
8. All information in the current website spread in different pages, documents, external links, links to ERP, etc. should be reflected in the new website with a new and modern re-design and organization.
9. The website should have forms for MTech, MBA and PhD admission, alumni registration, faculty recruitment, staff recruitment and registration of conferences/workshops. The scope includes form filling and downloading/viewing only and not backend ERP processing.
10. The website should have a site-search facility, that also permits searching for faculty, employees, any other relevant details by name, designation, unit and location (as applicable).
11. Website should integrate Social Media icons and link it with the respective pages.
12. Website content management at the backend should support hierarchical customizable access control structure.
13. Website should have a section with facilities for
    a. Downloading forms related to leave, TA, medical reimbursement etc., and accessing circulars.
    b. Host links for filling up complaint forms related to any related issues (Networking/Maintenance etc.).
    c. Forms for MTech, MBA and PhD admission.
14. Website should have a page for Alumni of the institute with their latest details. The website should have forms for alumni to register and request for change of details. Alumni should be searchable by name, designation, company or other details.
15. Website should allow secure access (with authentication – username and password) to upload relevant/research files.

16. Website should include provision for secure access and prevent from hacking.
17. Website should be special-abled friendly. Screen-reader access should be provided.
18. Website should have a user-friendly interface to create, update and upload content.
19. Website should comply with GIGW (Guidelines for Indian Govt. Websites), UGC, Ministry of Education, STQC, and GOI Guidelines and Quality Certification
20. Website should follow W3C Guidelines.
21. Should have the ability to Add/Edit/Delete the contents and need to have Admin panel.
22. Website should be scalable for future.
23. Anti-spamming feature.
24. Dynamic Photo gallery/video/banner 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. Ability to add/modify/delete banner on home page etc.
25. Should have Search Engine Optimization (SEO) facility.
26. Feedback /contact us form option.
27. Faculty/Staff/Student information pages.
28. Details of various Academic courses UG, PG, Doctoral and Post-Doctoral Programmes, etc., to be integrated in the website.
29. Should have separate design templates for Research Centre pages based on the centre's domains/field and also have online feedback/contact form integrated with respective emails ids.
30. The website should have in-built pdf viewer.
31. The portal should support Web 3.0 (any advanced/ latest) based tools such as RSS feeds, Blogs, Chats, Podcasts & social media such as YouTube, Linked in, Face book, Twitter etc.
32. Separate Authentication Privileges for Super-User (Administrator) and Normal User for Website & Database Management.
33. The CMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
34. The CMS site shall be able to create microsites/web portals within a main site as well.
35. Automated templates shall be provided which are customizable.
36. Admin section/individual logins must be protected by username and password and using salted MD5 encryption. At database level password should be stored only in encrypted format. After consecutive wrong attempts the password should be sent to administrator /individual logins through email.
37. Dynamic News/Tenders/Events/Notification Management System: Facility to manage News/Tenders/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.
38. Database Management – Ability to create new database and user interface to display dynamic content from the database.
39. Menu Management – Ability to add, move, delete, modify menus on the site.

Security:
The vendor should provide the following :
   i.   Facilitation of Security-Audit, STQC, GIGW, other certifications as per government guidelines.
  ii.   Tools for control and monitoring Website security.
 iii.   Design should incorporate security features to protect the site from defacement, hacking, Session Hijacking, Sql injection, Cross scripting, Denial of Service etc.

The details of various sub-components of the website redesign and development are as follows:

Technology

The website/ portal should be based on Web 3.0 based CMS and preferably use Open Source Tools like Moodle, Open LDAP /389-DS, HTML5, CSS3 and JAVA Scripts Framework like JQuery/ other necessary futuristic frameworks etc. The following technologies are suggestive. The vendors can discuss the possible technologies during the vendor presentation.

Server Side Programming Language – PHP

Server Side Framework – Drupal, Joomla

Database – My SQL

Hosting O.S Platform – Linux

Webpages customization by latest CSS, Media Players

No flash player content permitted

For any add on features, open source tools and s/w may be predominately used.

Development Methodology

The development methodology should follow an iterative-prototype approach especially in the initial start-up and design phase.

Content for the new website: -
New website should be a modification of existing ABV-IIITM, Gwalior website https://www.iiitm.ac.in . The vendor is expected to visit the different section/officials at ABV-IIITM Gwalior to get the details of information to be put at new website. Content writers deployed by the vendor should discuss the textual graphic and other details that to be put in the actual website. The vendor should propose possible organization of contents in to different webpages/sections / layout of the website. This phase is expected to be part of Web Development and Design. Vendor should execute the task of content writing in coordination with ABV-IIITM.

6.2 Hosting, Migration and Backup:-
a. **Cloud based platform with below configuration.**
    a. 4 CPU cores.
    b. 250 GB SSD Storage
    c. 16 GB RAM
b. Daily backup facility (In addition to cloud based backup by vendor, there should be facility for user friendly backup feature where the Institute authorized person can take backup/restore from a local machine).
c. Note: Hosting should be provided at a platform of choice of ABV-IIITM Gwalior among the popular and reliable hosting platforms adhering to the requirements of Govt. of India.
The hosting should be using an email ID/login credentials from the domain of IIITM Gwalior and operated exclusively by the vendor till the service period. The hosting credentials should be transferred upon expiry of the AMC contract, so that ABV-IIITM Gwalior may extend it as per its discretion after the service period. Choices of hosting providers may be presented by the vendor at the vendor presentation.
d. Migration from the current hosting service to the new hosting service (if required), and transfer back to any hosting service after the expiry of the service period.

6.3 Website Maintenance: -

One year maintenance of Website post Go-Live Date (which may be further extended on mutual agreement) will cover regular updating contents in the modules/ sub-modules, software & security feature up-gradation, etc. The vendor should provide technical and non-technical support whenever required.

The homepage must contain the following (indicative list to be finalized):
1. **Notification**
2. **Events**
3. **Video gallery/Virtual Tour**
4. **Director's Message**
5. **List of Research Centers**
6. **Admission**
7. **Recruitment**
8. **Tenders**

The scope of the work includes planning the design/ development with content writing, hosting and maintenance. This involves gathering relevant information, test run, deliver the existing website in the new form & where needed to the new portal.

7. **Other Key Points:**
   I. Certain components of the development work may require visit to the campus premises and interaction with the institute personnel.
   II. The vendor has to share the source code of the product with ABV-IIITM, Gwalior Digital Infra Section.
   III. All material/ product and related codes on the website would be the property of ABV-IIITM Gwalior and the vendor would have no claim over the same in future.
   IV. All content should be stored and kept confidential and the vendor should not reuse/ replicate/ transfer the same to anyone else.
   V. The vendor should provide all admin/ user manuals along with complete training to ABV-IIITM, Gwalior Digital Infra Team.
   VI. The vendor should provide training to designated manpower of ABV-IIITM Gwalior along with documentation regarding all maintenance procedures, backup and security, upload of events/tenders/recruitment notices, creation of new pages using CMS, editing existing pages using CMS, modifying existing forms or creating new forms, minor restructuring, etc., two months before the end of the service period.
   VII. **Single point of Contact:** FIC (Website) will be single point of contact from Digital Infra Section (ABV-IIITM, Gwalior).

8. **BIDDER'S ELIGIBILITY CRITERIA:**
   Bidder should qualify the following eligibility conditions:
   i. Past experience in creating and maintaining websites in Hindi is a must.
   ii. Awareness of the latest smart technologies for website development is required.
   iii. The vendor should have a minimum of five years of experience from the last date of submission of bid in design, development & providing maintenance and management services of websites/portals/web applications.
   iv. The vendor should have designed, developed and maintained at least 02 (TWO) websites in any Institute of National Importance (INI), Central and State Universities and/or Central PSUs/State/Central Govt. departments, within past 03 (three) years from the last date of submission of bid. The period does not include the service/AMC period.
   v. Copy of work order, completion certificate and performance certificate are essentially required to prove the eligibility. The past 03 years will be reckoned from the date of publication of the tender.

vi.   The vendor should have annual turnover of at least Rs.150 Lakhs per annum during the last three financial years ending on 31st March 2024. Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.

vii. The vendor must have well-qualified and experienced design and service team to execute the project.

viii. Vendor should have GST Registration certificate and PAN.

ix.   Profile of major clients projects handled in the past 3 years supported by necessary documentation and links to the web portals should be submitted.

x.   Vendor 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.

xi.   The tender is not transferable.

xii. The vendor should provide all help and consultancy free of cost for ABV-IIITM Gwalior to acquire the necessary certifications (GIGW, STQC, Security audit, etc.). The payment of these certifications to the 3rd party auditors will be done by ABV-IIITM Gwalior, which however does not include consultancy cost to the vendor. Any rectifications or queries of the certifier should be handled by the vendor.

9. COPYRIGHTS AND TRADEMARKS

The source code, text, design, trademarks, photos and graphics in editable mode, or other artwork furnished in designing of the new website shall be owned by ABV-IIITM Gwalior upon completion of the successful implementation of the website by the vendor. Website designed through this tender will not include the name, hyperlink or logo of the web developer anywhere.

Dynamic data including third party data generated through website analytics will remain under complete control of ABV-IIITM, Gwalior and it shall reserve its copyrights.

10. PAYMENT AND DELIVERY TERMS

i.   The work shall be completed as per below schedule from the date of signing of contract.

S. No.	Activities	Duration (for each activity)
1	Basic Templates Design and Approval. ABV-IIITM Gwalior may give suggested websites from sister institutes. Vendor should give several options of templates among which ABV-IIITM Gwalior may choose one.	15 Days
2	Final Website Design and Approval (including content writing)	45 Days
3	User Acceptance Testing (UAT) of the system	15 Days
4	Go-LIVE of the Website	20 Days
5	Website Maintenance for One year after successful implementation and acceptance of the work.	will be ongoing activity as per the requirements, terms and conditions of the contract agreement valid for a period of 01 year.

ii. The vendor will be required to maintain the proper momentum and reveal the progress on regular basis to ABV-IIITM, Gwalior IT Team. The progress should be made as per the satisfaction of ABV-IIITM, Gwalior IT Team to ensure that the work will be completed in all respects within the stipulated period, failing which appropriate action may be taken by the institute as decided by the competent authority.

iii. The vendor shall make a presentation after the first two weeks from the contract date and thereafter a weekly presentation of completed pages.

iv. **Payment Terms:**
   - **Website Testing at B-Version:** 20% of contract value.
   - **Launch of Website after successful completion of work:** Balance 30% of contract value.
   - **Certifications (STQC, GIGW, Security audit, etc.) for the website:** 30% of contract value on successful completion and certification by the IT Section .
   - **After the maintenance period of 01 year:** 20% Balance payment will be released. No advance payment is possible for maintenance.

   Note:
   (a) Above payment shall be released to the vendor on submission of undisputed invoice and certification from the concerned official of ABV-IIITM, Gwalior
   (b) ABV-IIITM, Gwalior shall reserve the right to recover any dues payable to the institute from the SD of the vendor.

11. FORCE MAJEURE

Notwithstanding the provisions of this contract, the vendor shall not be liable for forfeiture of its SD or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of FORCE MAJEURE. If a Force Majeure situation arises, the vendor shall promptly notify ABV-IIITM, Gwalior in writing of such conditions and the causes thereof.

Unless otherwise directed by ABV-IIITM, Gwalior in writing, the vendor shall continue to perform its obligations under the contract as for as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

12. OTHER TERMS AND CONDITIONS

i. The vendor should allocate a single point of contact (POC) who can provide support during the development and implementation stage.
ii. The vendor shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/ contract without the express written consent of ABV-IIITM, Gwalior.
iii. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.
iv. The successful bidder shall ensure the compliance of all Statutory Acts and Rules including the EPF Act and any other Labour Acts to the manpower being deployed for the purpose of subject tender. ABV-IIITM, Gwalior shall not be liable for any financial burden/ liability due to negligence or his failure to comply with labour laws or any other Statutory Acts/ Rules.
v. Director, ABV-IIITM, Gwalior reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

vi. All disputes relating to this tender shall be reference to sole arbitrator to be appointed by the Director, ABV-IIITM, Gwalior, whose decision will be binding on both the parties.

vii. All disputes arising out of this tender shall be subject to the jurisdiction of the court of Gwalior.

13. Selection of Implementing Agency:
The selection of the implementing Agency (IA) will be on the basis of a separate bidding process in response to a tender to be invited by ABV-IIITM, Gwalior, in GeM portal or through any means as decided by competent authority subsequently. ABV-IIITM, Gwalior reserves the right to give preference to those vendors which respond to this EoI (Expression of Interest) or otherwise, in which case the bidder would have the advantage of understanding the requirements of development with content writing, hosting and maintenance of ABV-IIITM website, in a better perspective.

14. Terms and Conditions of this EoI:
a) It should be noted that interest is only sought from OEMs / prospective bidders that have an existing proven capability for development with content writing, hosting and maintenance of the website.

b) By responding to this EoI request, the bidder should understand that at this stage ABV-IIITM, Gwalior is only exploring the different viable options and the proposed project implementation & operation methodology.

c) ABV-IIITM, Gwalior reserves the rights to accept, modify, or reject any or all EoI offer at any time, without incurring any liability to itself.

d) Costs to be Borne by Bidder: All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the EoI Offer, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by ABV-IIITM, Gwalior, will be borne entirely and exclusively by the prospective bidder.

e) It is to be ensured that the bidders in the prescribed format may furnish the complete information as required by this office at any time. Formats submitted with incomplete information and not conforming to requirements are liable to be rejected.

f) EoI offer submitted will not be considered and may invite penalty (as deemed by competent authority) if:
   a. The EoI documents submitted are incomplete and/or ambiguous/ incorrect/fictitious in any respect.
   b. Any form of canvassing/lobbying/influence/query regarding short listing, status etc.

g) The bidder will be bound by the details furnished to ABV-IIITM, Gwalior, while submitting the EoI or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach making the bidder liable for penalty as desired by competent authority.

15. Submission of EoI

Steps	Action taken	Duration/ Last Date	Remark
1	Pre EoI submission online/ offline meeting	03/02/2025, 3.00 PM	Interested bidders should a request to join at diac@iiitm.ac.in

			Only those who request to join will be sent the meeting link
2	Submission of EoI document	17/02/2025, 5:00 PM	Through e-mail to diac@iiitm.ac.in
3	Post submission online/offline meeting	20/02/2025. 3:00 PM	Venue and timing will be informed over email.

ABV-IIITM, Gwalior would convene a EoI online/offline meeting with all those who have submitted EoI bids.

Bids should be submitted as diac@iiitm.ac.in

16. **Checklist of EoI documents to be submitted.**

S.No.	Document name	Description	Page nos.	Remarks
1	Product literature/Proposed plan with suggested modifications from the existing website with 5 template websites closely suiting the requirements of ABV-IIITM Gwalior			
2	Credentials of having done similar projects on a similar scale for any organization in India	Work Order / Credential certificate		
3	Detailed Project Model (with diagrams/schematics/ specifications)			
4	Company Profile			
5	Proposed model for Financial Sustainability (tentative estimated cost) and Operational Sustainability			
6	Softcopy of the Presentation			
7	Any other document supporting the bidder's response to this EoI			
8	Any suggested modifications from point 6 to 12 of this EoI document.			