



# SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

(Central University)  
B-4, Qutub Institutional Area, New Delhi-110016  
(Under Ministry of Education, Govt. of India)

Ref. No:F-11(155)/LBSU/CC/WebsiteAMC/2022-23/

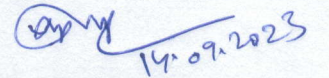
Dated: 05.09.2023

## NOTICE INVITING QUOTATION

**Sub: Quotation for ANNUAL MAINTENANCE CONTRACT (AMC) for the University Website & Applications.**

Sealed quotations are invited as per scope of work from the empanelled vendors of NICSI for providing Annual maintenance Contract (AMC) services on behalf of Shri Lal Bahadur Shastri National Sanskrit University, New Delhi-110016 of the University Website & Applications for a period of one year.

The last date for receipt of quotation shall be 25.09.2023 up to 3:00 PM and will be opened on the same day at 4:00 PM in the Computer-Center of Shri Lal Bahadur Shastri National Sanskrit University, New Delhi in presence of intending agency or their authorized representatives who wishes to be present.

  
14.09.2023

REGISTRAR (I/C)



# SHRI LAL BHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

(Central University)

B-4, Qutub Institutional Area, New Delhi-110016  
(Under Ministry of Education Govt. of India)



## Specifications for Annual Maintenance Contract (AMC) for the University Website & Android Apps

SLBSNSU intends to take services from NICSI empaneled firms/agencies having experience in developing and maintaining Websites & and Android apps as per Government of India Guidelines for a period of 1 year. The contract extension beyond 1 year will be subject to assessment and feedback from SLBSNSU.

SLBSNSU invites sealed tenders from Tier-2/Tier-3, NICSI Empanelled Vendors for the Annual Maintenance Contract (AMC) of the SLBSNSU applications as per the details given below:

S.N	Applications Name	URL/ Link	Usage
1	University Official Website with Android App	<a href="https://www.slbsrsv.ac.in">https://www.slbsrsv.ac.in</a>	Act as a public interface for University services and staff information.
2	University Automation Software	<a href="https://weblocal.slbsrsv.ac.in">https://weblocal.slbsrsv.ac.in</a>	University Automation Software provides Admission, Recruitment, and University website content management.

### Technology Stack of SLBSNSU Website, Automation Software & Android Apps:

Server : Centos  
Drupal Version: 7  
CodeIgniter : 3  
Web Server : Apache 2.x  
PHP Version : 7.4+  
Database Version: MySQL

## Qualification Criteria

SLBSNSU invites sealed tenders from **Tier-2/Tier-3, NICSI Empanelled Vendors** for the Annual Maintenance Contract (AMC) of the SLBSNSU Websites & Android Apps as per the details given below:

S.N	Nature of Work	Duration of AMC	Time & date of submission
1	Annual Maintenance Contract for the maintenance of the SLBSNSU Website	One year from the issuance date of Work Order	05.09.2023 up to 3:00 PM

## Scope of Work

After completion of the bidding process and work order issuance to the selected vendor, the vendor with the awarded AMC shall be responsible for maintenance, monitoring (24\*7\*365 days a year), and availability of the SLBSNSU Websites & and Android app. The Website availability is mandated to be at 99.99% uptime when the network is available and without any hardware issues reported. The stakeholder's coordination and communication involved in the Website management are to be carried out by the selected Vendor.

## Expected Activities during the Maintenance Period

- **Duration**
  - 01 Year of offsite Website & Android monitoring, maintenance, and availability service is required for the developed Website of the Shri Lal Bahadur Shastri National Sanskrit University(SLBSNSU)
- **DR Setup**
  - The vendor is responsible for setting up and maintaining the Disaster Recovery (DR) site by replicating it to a secondary region. It involves configuring the servers to implement the DR strategy by keeping the application available during planned and unplanned outages.
- **Compliance**
  - Conducting & and coordinating security audits and STQC certification as per the guidelines issued by the Government of India from time to time. The Vendor shall be responsible for getting the Website audited by any CERT-in impaneled security auditors. sThe cost of Security and GIGW audit will be bear by the bidder.
- **Security:**
  - The vendor will be responsible for resolving the vulnerabilities identified by the **Vulnerability Assessment (VA) report every 3 months and Penetration testing (PT) tickets as and when generated.** Also, all the vulnerabilities raised by Cert-IN

or NIC related to Security Clearance have to be fixed by the Vendor during the contract within the specified timelines.

- The Virtual Machines (VMs) and applications should be regularly audited and updated for updates and the latest patches/patch sets. The Vendor should also incorporate any third-party tool or repository advised by NIC/Other related to server security from time to time.
  - The website is developed with Drupal & and CodeIgnitor. The Vendor is responsible for updating the version and its modules as and when suggested by NIC & Cert-IN.
  - Protection against defacement and hacking of the web application & and android apps and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service, etc. In case of a virus or hacking attack, the Vendor shall have to re-create/restore the **Website within 4 hours of SLA when the hardware and backup are provided.**
- **Archival Policy**
    - Implementation of Archival policy (as defined by the University) in the application to improve the efficiency of the Website and Android apps.
- **Links**
    - Maintenance & checking for dead links/broken links of static pages.
- **Logs**
    - Application and Database backups/logs should be monitored daily and resolved if any issues are raised including the Drupal log report as well.
    - The audit trails/logs should be maintained for audit purposes.
- **SSL Management**
    - The Vendor is responsible for configuring the SSL for both the domains of the Website i.e., <https://www.slbsrsv.ac.in>, <https://weblocal.slbsrsv.ac.in>, and all its alias & sub-domains.
- **Content and UI-related**
    - The Vendor is required to make updates/changes to the existing developed website & Android apps only after seeking formal approval from SLBSNSU.
    - Creation and Maintenance of New Static/Dynamic Pages along with the content provided by SLBSNSU. Content modification/links on the existing website and designing of new pages as per the requirement of SLBSNSU.
    - Maintenance of API with Samarth and Inter-Applications such as for admission, recruitment, staff content management, and Android apps APIs.
    - Integration of email, SMS, and Payment gateways as and when required.
    - Modification/ Changes in Admission, Recruitment, and Staff content management modules as and when required.

- Re-design of any Pages (as and when required) and all inputs shall be provided by SLBSNSU.
- Support for cross-browser compatibility of Websites of SLBSNSU.
- Total hits for English, Sanskrit as well and Hindi pages separately and to be indicated in the bottom homepages of Sanskrit, English and Hindi versions of the pages.
- **Data related**
  - Manage Database availability, backup, archival, availability, restoration, and health management of Data and the Database.
  - The Vendor shall be required to undertake full responsibility for the safe custody, and security of data provided by SLBSNSU.
- **Onsite visits**
  - Quarterly onsite visits of the Vendor to SLBSNSU with the activities report, performance reports, feedback, service improvement plans, etc. are mandatory, the visits will not be carried over to the next month. An onsite support visit every month by the Vendor is compulsory to undertake proactive maintenance activities at the Website-hosted site.
- **Troubleshooting**
  - The successful vendor will provide immediate maintenance support and assistance in the event of any disruption to the Website & Android App. The manner and time frame for troubleshooting and the timelines for the resolution of the problems will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)	Reporting/ Updates Frequency
High	Out of Service – Website is not functioning	15 Minutes	4 Hours	30 Minutes
Medium	Partial/intermittent service interruptions e.g. System, N/W performance degraded but the Website still functioning etc.	30 Minutes	8 Hours	1 Hour
Low	All change requests, access requests etc.	1 Hour	24 Hours	4 Hours

- **Penalty**
  - The vendor will provide system-generated reports in support of 99.99% uptime every month on the last working day of every month.
  - There will be a penalty of Rs.2000.00 per hour for downtime up to a maximum of 10% of AMC if it is other than a hardware, and network problem.

*Handwritten marks/signatures*

- **Evaluation of Bids**

- The agency shall submit their bid within defined timeline. The weightage of the Technical and Financial bid will be considered in the 70:30 ratio for arriving at the final identification of qualified bidders. SLBSNSU reserves the right to call for such clarifications confined to the contents of the bids submitted by the firm/agency. All the bidders fulfilling the criteria of technical bids will be shortlisted for penning the Financial Bids.

- **Opening of Financial Bids**

- After the completion of the evaluation of technical bids, the financial bids of all the qualified bidders will be opened. The SLBSNSU will inform the NICSI about the shortlisted/identifvendornder for placing the work order.

- **Payment**

- Maintenance support charges shall be made on a quarterly basis (at the end of each quarter) to the Vendor upon satisfactory services provided to SLBSNSU on support activities for Website & and Android app maintenance during the period.

- **Maintenance**

- The vendor is expected to maintain the complete web and Android app all applications for 1 year (24\*7\*365) subject to the satisfactory performance of the agency which will be evaluated quarterly and yearly. The application management will include any creation or any other minor change to the Website & and Android app. The agency will have to provide security from virus attacks and hacking of the Website. In case of a virus or hacking attack, the agency shall have to re-create/restore the Websites & and Android apps immediately.

- **Termination of Contract**

- The University shall have the right to terminate the contract without any prior notice. It may also be noted that in case of the Vendor backing out in midstream without any explicit consent of SLBSNSU, they will be liable to recoveries, vis-a-vis, those contracted with it, which may have to be incurred by SLBSNSU on maintenance of the Website from the remaining period of contract through alternative means.



## Proforma for technical evaluation

S.No.	Criteria	Documents Required	Max. Weightage
1	Company Past Experience – last 5 years experience.	Related contract order required for last 5 years with completion certificate	30
2	Government Experience in maintaining web & and Android applications (only AMC).	Related contract order of Govt. Organization/ Institution	35
3	List of Manpower expertise and qualification maintenance team > 5 years: 1. Front-end Developer – 5 Marks 2. Backend Developer – 5 Marks 3. Project Manager – 5 Marks	CV of team members *Team members should be on the payrolls of the bidder	15
4	Agency credentials: Bidder should have a minimum CMMI level 2/3 certificate: CMMI Level 2 – 8 Marks CMMI Level 3 – 10 Marks	Valid certificate	10
5	Experience in the field: Bidder should have experience in the development/maintenance of STQC-certified Website of Govt. of India At least 2 Websites with STQC – 3 3 to 7 Websites with STQC – 5 >7 Websites with STQC – 10 marks	Work order and STQC certificate	10
	<b>Total Weightage</b>		<b>100</b>

### Procedure for Submission of Tenders (Two Bid System)

The tenders shall contain the following documents:

- Technical and financial Bid in a separate envelope.

All the above bids must be submitted on or before the due date of submission to the **Registrar, Shri Lal Bahadur Shastri National Sanskrit University, New Delhi.**