

**INSTITUTE OF HOME ECONOMICS**

**(University of Delhi)**

*JHE/2025-26/Admin/011*

**“Notice Inviting quotation”**

**For**

**Contract (AMC) for Maintenance of IHE Website**

**Last Date for submission of quotation 15.04.2025**

**Institute of Home Economics**

**(University of Delhi)**

**F-4, Hauz Khas Enclave**

**New Delhi – 110016**

**INSTITUTE OF HOME ECONOMICS  
(UNIVERSITY OF DELHI)**

**NOTICE INVITING QUOTATIONS**

INSTITUTE OF HOME ECONOMICS (IHE), a college under University of Delhi invites sealed quotations for maintenance of its official website providing all support of maintenance and up-dation. The period of contract shall be for three years and may be extended quarterly as per requirement and performance of the bidder. Website address is : <https://ihe.du.ac.in/> . The website is hosted on the University of Delhi domain.

<b>Sealed Quotations</b>	<b>Open</b>
<b>Service Category</b>	<b>Software: EMIS (Educational Management Information System) solution to the college</b>
<b>Tender Fee</b>	<b>Rs. 500.00</b> in form of DD favoring "Director, Institute of Home Economics, Payable at New Delhi
<b>Security Deposit</b>	<b>Rs.5,000/- (Rupees Five Thousand Only)</b> in form of DD favoring "Director, Institute of Home Economics, Payable at New Delhi  (To be submitted by the successful bidder only)
<b>Tender Period</b>	One Year (Extendable upto 03 years subject to satisfactory performance, requirement & mutual agreement)
<b>Financial Bid opening date and time</b>	Will be notified later after technical bid qualification
<b>Sealed Quotations Submission End Date</b>	The quotations should reach the college by post in a sealed envelope latest by <b>April 15 , 2025</b> . The quotations received beyond the given deadline will not be considered.  <b>No quotations will be accepted by hand or over Email.</b>

**Services of contract included in the website maintenance plans are as follows:**

- Text : Additions or deletions
- Photos : Additions, deletions and basic retouching
- WebPages : Additions or deletions using existing web page design
- Navigation : Basic navigational changes (add, move or delete an item in the navigation)
- File Downloads : Additions or deletions of PDFs and other documents
- Videos : Insertion or deletion of pre-edited video
- Links : Additions or deletions
- Color and Background Images :Changes/replacements
- Flash : Text-only changes and basic photo replacement in Flash animation

**Our website maintenance requirements:**

- Bug fixing and problem reporting.
- Fast turnaround time for changes.
- Complete service solution for our web site.
- Weekly Database Backup and Website backup after any update. For bringing up the website within 12 hours of any failure/hack attack.
- Content updates/additions.
- Version Upgrades (CMS, Php, MySQL and other tools as website requirement).
- Performance Improvements.

**Placing a Service Request**

Service Requests will be directed and sent by our technical support team. These requests will be placed preferably by e-mail and can also be placed through telephone. As the work assigned must be done within the same day.

### Eligibility / Qualification Criteria:

- a) The bidder shall be a Government Department / organization / Society (registered under established relevant central Acts) / or a reputed private company / firm or those who have been approved by / served to, any Government Department/ organization. Necessary proof should be submitted.
- b) The Bidder must have five years of experience in design, development and maintenance of the website. The suitable / complete supportive documents in claim of their experience should be submitted
- c) The Bidder Should have the experience of doing similar work for higher educational institutions.
- d) The bidder must have successfully completed at least 6 maintenance contracts in any Central or State Govts./ PSUs / Subordinate offices/ Autonomous Bodies/ etc. in the previous five years. The copies of details of such contracts should be furnished.
- e) The bidder must have successfully completed at least 10 website design & development for any Central or State Govts / PSUs / Subordinate offices/ Autonomous Bodies, etc. in the previous five years. The copies of details of such contracts should be submitted along with the tender documents.
- f) An original (ink signed) performance certificate from any three of the clients categories (as stated above) should be submitted. The certificate should be in the client's letterhead.
- g) An undertaking (self-certificate) that the bidder has not been blacklisted by any Central/State Government institutions and there has been no pending litigation with any Government department on account of execution of similar maintenance service.
- h) The bidder must have a fully operational/functional office in Delhi and the details of organizational profile, contact address, manpower details along with a copy of registration certificate of the firm (incorporation certificate or registration certificate) should be submitted. A copy of PF & ESI Rental agreement or Telephone bill or any other relevant proof should also be attached.

- i) Bidders should be SEI (Software Engineering Institute) or CMMI (Capability Maturity Model Certificate issued by competent integration) firm and the copies of certificates should be submitted.
- j) Bidders must have thorough knowledge of Colleges and Universities sitemap architecture and the technologies used in the development. Bidders should submit one page write-up about their maintenance plan, protocol, elaborating their understanding on the functionality of the Colleges and Universities site along with other terms and conditions. (please upload the scan copy)
- k) The contractor's team should be proficient in html, Asp.net, PDF, RDBMS FLASH, serve lets, XML, PHL, HTML, JavaScript, Joomla CMS and other content management Tools and latest tools (Please upload the self certificate)
- l) The participating bidder(s) must have annual turnover of Minimum 50 lakhs (only from website maintenance and hosting activity) in any one of preceding years during the last three years. (Please upload the scan copies duly certified by the Chartered Accountant)
- m) Attach Balance sheet and Profit & Loss account details with Bid. (Please upload the scan copies) duly certified by the Chartered Accountant for the last three years.
- e) The bidder shall have to provide services required at New Delhi and their office must be in delhi.
- d) The firm may enclose documents regarding their experience in execution of work order, specifically maintenance/ creation of websites in different modes.
- f) All bidders must enclose GST registration / service tax registration certificate and copy of PAN card along with the Bid documents.
- h) Experience certificate (includes contract orders clearly stating the type of service provided and service period) for 3 years and above in any Govt Organizations/departments. (Please enclose proof like Contract Award Letter, Extension Letter of Contract, Completion Certificate etc.)
  - i) Terms and Conditions Acceptance Letter
  - j) Company's Registration Certificate
  - k) Self - declaration that the company is not blacklisted.

**Submission of Bids/quotation:**

- A) The envelope shall be super scribed with the name of work and the words "Quotation for website Maintenance ".
- B) All offers shall be made available in hard copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all the pages of the hard copy.

**Evaluation of Bid/quotations:**

- a) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical presentation and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- b) All the required documents in the Notice Inviting quotation must be uploaded as readable scanned copies in the tender. Failure to submit any of these essential documents will result in disqualification of the bidder during the technical evaluation stage.

**Institute right to accept or reject any or all bids:**

A firm will not be allowed to participate in the bid if it has any pending issues, disputes, or has been blacklisted. An undertaking for the same must be provided. does not bind itself to accept the lowest or any tender and reserve to itself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

## **General**

The design consideration for the website should result in an eye-catching website.

The website should be optimized for load time, response time, Navigation and search.

- 1) The PDF and optimization would involve smaller page size and faster downloads.
- 2) The website should be supported by all current browsers, Mobile and Tablets .
- 3) Records of up-dation in web contents of the both (English/Hindi) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analyzed.
- 4) Modification of Site Map as and when required.

## **Payment**

The payment to the Contractor under the Contract(AMC) will be on a quarterly basis.

## **Penalty for downtime of website and server:**

The agency will provide system generated reports in support of 100% uptime on a monthly basis on the last working day of every month. There will be a penalty of Rs.2000.00 per hour for downtime upto a maximum of 10% of annual maintenance, if it is other than hardware and network problem.

## **TERMINATION OF CONTRACT**

Institute of Home Economics shall have the right to terminate this Contract without any notice.

## **TERMS AND CONDITIONS:**

### **TECHNICAL: Scope of Work**

The Maintenance and regular up-dation of all associated activities linked with the website.

The AMC holder must have expertise in updating website contents, uploading on website, home page etc and to attend to the requirements of the Institute as and when required without time lag. The minimum qualification of the persons should be MCA/B-Tech with two years experience with specialization in development of websites including new home page etc. A brief detail of work is as below:

1. Static information updation
2. Maintenance of static pages of information
3. Checking for dead links (Monthly)
4. Archival of information (as Per Instruction)
5. Updation of data elements on existing pages
6. Updation of Sitemap (Monthly)
7. Update navigation schemes
8. Re-design of Home Page (as and when required)
9. Content research and management
10. Uploading of the English & Hindi Contents on the website.
11. Updation of notice page and news and events page.
12. Use analytical tools for security and performance.
13. Backup of website (monthly)
14. If any website related work is required during the AMC period no additional amount will be paid.

The sealed quotations for the above should be sent to "Director, Institute of Home Economics (University of Delhi), F-4, Hauz Khas Enclave, New Delhi – 110016 " with the subject "Quotation for EMIS solutions". **The quotations should reach the college by post in a sealed envelope latest by April 15 , 2025.** The quotations received beyond the given deadline will not be considered. **No quotations will be accepted over Email.**



Dr Ruchira Das

Convener

Automation and Website committee



Dr. Meena Batham

Co-Convener

Automation and Website committee



Prof. Radhika Bakhshi

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Institute of Home economics