Ref: CUH/ICT/2021/614   Date: 19-03-2021

EXPRESSION OF INTEREST

Sub: Expression of Interest for renovation and upgradation of University website i.e. cuh.ac.in of Central University of Haryana, Mahendragarh 123031 (Haryana)

The Expression of Interest (EOI) is hereby invited on behalf of the Central University of Haryana (CUH), Mahendragarh-123031 (Haryana), from the interested applicants/firms/bidders for renovation and upgradation of University website as per details given below:

Interested applicants/firms/bidders can download the documents from the university website (www.cuh.ac.in) and submit their offers in the format duly filled and signed along with the required documents. The EOI is to be submitted in a sealed envelope, superscribed as "EOI for renovation and upgradation of University website at CUH Mahendragarh," addressed to the ICT Section, Room no.313, Third Floor, Academic Block I, Central University of Haryana, Mahendragarh, Haryana.

1. Schedule of Submission of EoI/Quotation:

Estimated Cost	Upto Rs. 2,50,000
Last date/timing of submission of quotation	25.03.2021 (05:00 pm)
Address/Email - for id Sending EoI/quotations	Room No. 313, ICT Section, Academic Block I, Central University of Haryana, Mahendergarh -123031 Email: cucc@cuh.ac.in
Contact details	01285-260111

2. Eligibility Criteria:

a) The agency/firm should have a turnover of more than 10 lakhs in each year. Copies of Company balance sheet or Last ITR return copy.
b) The agency/firm should have minimum of 3 years of experience of web site development.
c) The agency/firm should have experience of working on cross platforms and must have experience of developing and designing website.

3. Award criteria, award of contract:

The procuring entity CUH reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without there by incurring any liability to the affected Organization or any obligation to inform the affected Organization or organizations of the grounds for the organization's action. The award of the contract to the qualified Organization whose proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

4. Terms of Reference

a) The firm must be registered bodies with Govt. of India.
b) Rate should be quoted inclusive of the cost of Services, Manpower cost, Transportation, maintenance for a minimum period of 1 year, Printing of Questionnaires and report generation and also inclusive of charges of GST and other taxes as applicable.
c) The CUH will reimburse the amount only after the completion of assignment.
d) All information, document, photos and data coming in the passion of firm, as a result of the execution of the job shall all at time remain the property of CUH.
e) The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the CUH. The firm shall also ensure complete confidentiality of the information and data provided to carrying out the job.

f) The firm has to complete the job assigned within the joint agreement time and if the job is not completed within the stipulated time, a penalty @ 10% of the cost of the uncompleted job for each day will be imposed on the firm.

g) The CUH will have no liability regarding transportation, boarding and loading of firm and their staff.

h) Under no circumstances the firm shall not appoint any sub-contractor or sub lease the contract. If violated the conditions, the firm will be terminated.

i) The, rate quoted once will be remain firm for that particular dealing. Any Conditions of the firm sent along with proposal if any, shall not binding on us.

j) It is not binding on CUH to accept the lowest of the biding.

k) The firm shall ensure the compatibility with the existing in house hosting server.

l) TDS as applicable on date will be deducted from firm actual bill submitted for payment.

m) The price accepted by the committee is final and no deviation from it will be accepted in this regard.

n) In case of any dispute between the parties, the arbitration shall be at Punjab and Haryana High Court.

o) The selected service provider/publishers will have to complete the job as per terms and conditions specified by CUH.

p) The procuring entity reserves the right to accept or reject any or all EoIs without assigning any reason thereof.

Introduction of CUH

Central University of Haryana is a Central University established under the
Central Universities Act, 2009 of the Parliament. It is one of the 15 Central Universities established by MHRD, GoI under the XIth Five Year Plan (200712). The University is fully funded by the UGC.

Permanent Campus of the University is situated in 488 acres of land at Jant-Pali Villages, Mahendergarh district of Haryana from where CUH is running its academic operations.

1. Existing Website of CUH

The existing website of CUH can be accessed at www.cuh.ac.in

The existing website provides basic information about the University through various sections/ web pages/ images. The site provides information on history and background about the University and presents up to date information on the administrative and academic structure, courses being offered, forms, results, notices etc. The site provides information related news of the University on newspaper and on other media. The University has already booked the domain name for the University website (www.cuh.ac.in) with ERNET for a period of five years. However, the University will issue an authority letter in favour of the bidder to represent the University before ERNET for any matter relating to Domain name.

The Existing website is hosted on the University in-house server with following details:

Server: *HPE ProLiant* DL380 Gen9
OS- Windows Server 2019
Front End: Visual Studio 2013,
Back End: SQL Server 2014

2. Vision of the CUH Website

CUH plans to have a dynamic state-of-the-art web portal which would truly reflect our proposed vision, be a lively platform and add to the University vibrant academic environment and campus life. This entails a working blend of state-ofthe art Web technologies and eye-catching presentation of information in multilingual format. The website should be elegant and uncluttered in look, and user friendly in its layout and content. Also, the existing facilities should be retained in addition to adding some new required functionalities. 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 guidelines and compliance matrix prepared by NIC which contains procedures for development and management of Government websites and portals in India, are available at http://web.guidelines.gov.in. Compliance Matrix is a checklist of mandatory guidelines. This checklist shall be used to validate websites for the guidelines to ensure compliance.

3. Scope of Work

CUH intends to develop 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, multi-lingual, 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.

The broad scope is to planning, requirement gathering, design, development and testing, delivering and migrating existing site to the new website and content management system with bilingual support (English and Hindi).

CUH reserves the right to amend/ add/ delete/ edit any content from the website.

3.1 . Information Collection

The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful bidder prior to start of work. The vendor will have to depute persons for collection of information and pictures from the University initially, apart from those that are available on the existing website. Once the website is commissioned, updating of the information will be the responsibility of the University. However, the vendor will be supposed to inform the IT Cell of the University about the updates that are required to be made during the maintenance period.

3.2 . Compatibility

The website design must be cross-browser and cross-OS compatible up to the most recent browser/OS versions. Support for three platforms: Desktop/Tablet or Notebook and Mobile form factors will be required.

3.3 . Functionalities Required

The website will be based on a Web Content Management System (WCMS). Facility to update content by multiple users from anywhere through browser based administrative module using WYSIWYG (what you see is what you get) editing tools allowing non-technical users to create and edit content.

i.   Multi-lingual content – Ability to create content in multiple languages. It is expected that the basic site will be in English and Hindi. If content is not translated, the link should show English content by default.
ii.   The WCMS software shall be able to include plug-ins or modules that can be easily installed to extend the site's functionality.
iii. WCMS system should support user Groups, allowing the administrator to control how registered users interact with the site. A page on the site can be restricted to one or more groups.
iv.   The WCMS site shall be able to create microsites/web portals within a main site as well.

v. WCMS software shall act as a collaboration platform allowing content to be retrieved and worked on by one or many authorized users. Changes can be tracked and authorized for publication or 10 ignored reverting to old versions. It shall allow multiple users to modify (or comment) a page at the same time in a collaboration session.

vi. Admin section must be protected by username and password with the help of proper security mechanism. At database level password, should be stored in encrypted format. After consecutive wrong attempts the password should be sent to administrator through email.

vii. The Bidder will provide an operational guarantee on the WCMS designed and also provide support for at least 1 year after the launch of our website so that modification can be made by vendor, if University finds that website is not fulfilling our needs or if further improvements are required. All troubleshooting required would be the responsibility of the Bidder. viii. Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.

ix. Dynamic News/Events/Notification Management System: Facility to manage Departmental News/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 via a strong search engine, Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module using a WYSIWYG editor

x. Dynamic Photo gallery/Video 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.

xi. Database Management – Ability to create new database and user interface to display dynamic content from the database.

xii. Menu Management – Ability to add, move, delete, modify menus on the site. xiii. Faster download of pages. xiv. Design should allow changing the interface templates for fresh new look as and when required. xv. The website should allow for creation or linking new pages for different departments, library etc.

xvi. The website should provide login facility to the faculty on his/her page for updating own details.

3.4. Web Site Security:

The following adequate security features may also be required against various possible flaws as below:

- Compliance Matrix for website development/WCAG compliance

The web CMS must comply the GIGW, Web Content Accessibility Guidelines(WCAG), other Government guidelines and must follow the compliance matrix for responsive website development as per Government notifications circulated in this regard from time to time.

- Injection

Software will take care of Injection flaws, such as SQL, OS, and LDAP injection that occur when un-trusted data is sent to an interpreter as part of a command or query and attacker's hostile data can trick the interpreter into executing unintended commands or accessing unauthorized data.

- Cross-Site Scripting (XSS)

XSS flaws occur whenever an application takes un-trusted data and sends it to a web browser without proper validation and escaping. XSS allows attackers to execute scripts in the victim's browser which can hijack user sessions, deface web sites, or redirect the user to malicious sites.

- Broken Authentication and Session Management

Application functions related to authentication and session management will be appropriately implemented denying attackers to compromise passwords, keys, session tokens, or exploit other implementation flaws to assume other users' identities.

- Insecure Direct Object References

A direct object reference occurs when software exposes a reference to an internal implementation object, such as a file, directory, or database key. Without an access control check or other protection, attackers can manipulate these references to access unauthorized data. This will be fully taken care of in development of CMS software.

- Cross-Site Request Forgery (CSRF)

A CSRF attack forces a logged-on victim's browser to send a forged HTTP request, including the victim's session cookie and any other automatically included authentication information, to a vulnerable web application. This allows the attacker to force the victim's browser to generate requests the vulnerable application thinks are legitimate requests from the victim. Adequate care will be taken to prevent CSRF attacks.

- Security Misconfiguration

Good security requires having a secure configuration defined and deployed for the application, frameworks, application server, web server, database server,

and platform. All these settings will be properly defined, implemented, and maintained. This includes keeping all software up to date, including all code libraries used by the application.

• Insecure Cryptographic Storage

All the passwords will be adequately encrypted before getting stored.

• Restrict URL Access

Application will perform access control checks each time pages are accessed, or attackers will be able to forge URLs to access hidden pages anyway.

• Security Audit certificate of the website should be provided.

3.5. Disaster Recovery Plan:

A detailed DRP for the Website services should be submitted as a part of the proposal.

3.6. Maintenance of the Website and De-bugging:

Vendor has to do the maintenance of the Website for a period of one year from the date of Commissioning of the website, which will include de-bugging of the website on their own as well as when reported. This maintenance will be considered part of the implementation process.

3.7. Training:

Extensive training should be undertaken for IT team & Technical Staff at CUH to handle web content related to WCMS.

3.8. Documentation:

Complete documentation on the WCMS web site- User Manual and Technical Manual has to be provided.

3.9. Technology:

The entire website should be based on Web 2.0 based CMS like Visual Studio, SQL Server, Wordpress, PHP, ASP .NET, Drupal, Joomla etc. and preferably use Open Source Tools like LAMP, OpenLDAP etc.

3.10. Important guidelines:

• The vendor has to share source code of the website with CUH.

• All material/product and related codes would be property of CUH and vendor would have no claim over the same in future.

- All content should be stored and kept confidential and vendor should not reuse/ replicate/ transfer the same to anyone else.
- The vendor should provide all admin/ user manuals.

3.11. Design and Layout :

The website should have a well-designed with white/pastel background, light colors, a neat, uncluttered look and a user-friendly, easy-to-navigate layout. The vendor should visit various educational institutes like IIT's, NIT's and other Central Universities to fulfill our requirements.

3.12. Website Development and Design:-

1. Dual Language Compatible (English and Hindi).
2. Should be responsive and to work perfectly on all devices (Desktop, Laptop, Smartphones, Tablets) and popular Operating Systems (eg:- Windows, Linux, Android, iOS, Smartphone etc)
3. Website should comply with MHRD and GOI Guidelines (WCAG/GIGW etc) and Quality Certification (STQC)
4. Website should follow W3C Guidelines.
5. Need to integrate secure payment gateway in student and recruitment webpage.
6. Admin Dashboard should have the ability to Add/Edit/Delete the contents and need to have Admin panel feature. (for all courses and Recruitments)
7. Website should be scalable for future requests.
8. Anti-spamming feature.
9. Dynamic Photo and Video Gallery.
10. Should have Search Engine Optimization (SEO) facility
11. It should provide online tracking facility for job applicants, students seeking admissions, RTI, applicants etc.
12. Feedback form option
13. Faculty/Staff/Student information pages.
14. Provision for submission of online application form related to recruitment of faculty and staff, student admission activities, etc.,
15. 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
16. All logins and payments transaction must operate on secure protocols. It should provide support for website security audit.

17. Separate Authentication Privileges for Super-User (Administrator) and Normal User for Website & Database Management.
18. Any other feature, if required.

3.12. Hosting and Backup

The website should be hosted to CUH based hosting server with below configuration.

- 4 CPU cores.
- 1.6 TB Storage
- 64 GB RAM
- OS- Ubuntu 18.04/ Windows Server 2016
- Configuration for taking daily backup facility (There should be facility for user friendly backup feature where the University authorized person can take backup/restore from a local machine)
- Login credentials of C-Panel/Content Management Panel access to the IT person of the University.

3.13. Website Maintenance

Three year maintenance of Website post Go-Live Date, which may be further extended on mutual agreement.

3.14. Annual Maintenance & Management

After the expiry of one-year support and maintenance by the service provider from the date of acceptance and issue of work completion certificate by CUH, AMC may be awarded to the successful bidder only, if required by CUH. However, it is mandatory on the part of bidders to quote firm prices for AMC along with Financial Bid as per proforma given in Annexure-IV. AMC shall be awarded for a period of One Year, which may be extended annually on year to year basis with mutual consent, for further 02 years [maximum tenure 03 years] subject to satisfactory services provided by the service provider during the preceding year(s).

In order to undertake above, the firm will depute one qualified resource person who need to be available on call basis (24*7) for critical issues to maintain/manage/troubleshoot the website as per CUH requirement.

i.   Copy of work order, completion certificate and performance certificate are essentially required to prove the eligibility.

ii.   Firm should have GST Registration certificate and PAN.

3.15. Tentative Sitemap and facility, Webpages, Icons and Features required in New Website:

Basic requirements of menu-option, icons and webpages: -

Facilities/Menu options as available on our existing website www.cuh.ac.in which must be preserved in new website/portal. The list of these is in following table:

The University (About us)	• About University • Founder •Predecessors •University Kulgeet •Objectives •Vision & Mission •CUH Acts •CUH Ordinances •Mandatory Disclosure, •CUH Recent Achievements
	• CUH Best Practices • Statutory bodies => Governing Council, Executive Council, Academic Council, Finance Committee • University Map • Google Map

Administration	• Visitor
	• Chancellor
	• Vice Chancellor
	• Registrar
	• Finance Officer
	• Controller of Examination
	• The Court
	• Proctor
	• Provost
	• Officer's statutory officers (Deans), Administrative officers
	• Administrative Staff o Office of VC o Registrar office o office of COE o Branches/Offices
	    ○ Non-Teaching Staff
	    ○ Technical Staff
	    ○ Library Staff
	    ○ Medical Staff

	• Other Councils / Committees / Cells-Clubs / Bodies/ Nodal Officers

Academics	• Schools
	  About Schools
	  About Departments
	  Faculty (Individual page)
	  Laboratory & facilities
	  Projects
	• Admission Procedure Courses & Eligibility Fee structure
	• Academic Calendar
	• List of Holidays • Other Useful Links

Students Corner	• Dean student's welfare • Scholarships • Activities • Sports • Convocations • Important forms • Hostels
	• Achievements • Alumni - Alumni association, Alumni news, Alumni Registration
Examination	• Admission Procedure • Counselling • Examination Schedule / Time table, • Admit Cards • Results • Forms • Other Links
Research & development	• Research Papers Publications • Research Projects • Book Published • Achievements • Awards • Recognitions
Facilities	• Medical facility • Transport facility • Computer Centre / I. T. Cell /Wi-Fi Facility • Virtual Labs/Smart Class Rooms

	• Innovation Centre • Guest House facility • Bank With ATM • Post Office • Innovation Centre • EPABX • Admission Cell • Other Links
Central Library	• Home • About-us • Sections • Collections • Membership • Services • E-resources • Other Links
IQAC	• About IQAC • Notifications • Minutes of Meetings • IQAC Downloads • IQAC Committee
	• Feedback etc.
Others	Notice , News , Latest Update, Download , Gallery, Tender, Recruitment / Career, Contact us, Contact Directory, How to reach, Online Payment, Log-in area etc..

Additional Facilities and Features:

1.	Facility of Secured log-in based control panel to Internal members (Officers/Faculty/ Departmental/Section users/ Micro sites)
2.	Internal Members Role Based Access Management Module
3.	Content Management System (CMS)

4.	Bilingual Management Module Development
5.	Hit Counter
6.	Remote Publishing facility with FTP
7.	Compatibility with in-house Hosting of web portal with domain name "cuh.ac.in"
8.	Details of Teachers profile and other staff profile
9.	Budget section
10 .	Vacant Positions
11 .	Research output and Success Stories Module
12 .	Faculty Corner
13 .	Administrative Staff Corner
14 .	Employee Corner
15 .	Student Corner
16 .	IQAC
17 .	Technical Support for implementation & maintenance
18 .	On-Site/Online training
19 .	Any other online application tools requested during development)

Information Searching:

1. Search Engine Optimization
2. Within Site Search
3. Archive Search

Micro Website Management

1.	Common Modules for University & Departments
2.	Teaching Departments Management
3.	Resource Centres / Cells / Sections Management
4.	Periodicals/Journals Management

5.	Admission Cell
6.	RTI Cell
7.	Placement Cell
8.	Alumni
9.	Convocation
10.	Store & Purchase (Tender)
11.	Recruitment Cell (Career)
12.	Webinar / Videoconferencing Module
13.	Central Library
14.	UGC/MoE, etc.
15.	IQAC
16.	Any other

Online Data / Information Submission Facility

1.	Online Discussion Forum / Video Conferencing / Blog
2.	Online Faculty Profile
3.	Online Staff Profile (Class A & B)
4.	Online Feedback
5.	Student Grievance
6.	Online Complaint / Cast based harassment / Anti ranging
7.	Online Registration Form for Company to Placement Cell
8.	Online Biodata Submission by Final year students to Placement Cell
9.	Online Application Form Registration for any Event ~ Seminar/Symposium/Conference
10.	Online Application form for Alumni Registration
11.	Online Application form for Accommodation in Guest House

12.	Online Application form for booking Food Service
13.	Online Submission of Research Abstract / Paper (to University Seminar / Conferences)
14.	Online Payment gateway link through Bank
15.	Online BUS Pass Application Form
16.	Online Hostel Application Form
17.	Any other important forms/data collection forms

Quality and Security
1) Data Backup / Achieve Management
2) Old Data Restore / Access

Security Certifications
1) Safe to Host Certificate
2) GIGW Compliance Audit Certificate from STQC

QUICK LINKS 1
1) Notice/ office order/ circulars
2) IQAC/NAAC/NIRF
3) Anti-Ragging
4) Anti-Sexual Harassment Cell
5) Holiday list
6) MOU & Collaborations
7) Annual Account & Audit Report
8) Annual Report

QUICK LINKS 2
1) RTI
2) Training & Placement
3) SC/ST Cell
4) CUH ERP
5) Webmail
6) Downloads

EXTERNAL LINKS:
1) UGC
2) MoE

3) Central University Portal
4) CU VCs discussion page
5) AICTE
6) INFLIBNET
7) CSIR
8) Central Govt. E-Procurement Portal
9) Links to Social Media
10) Any other approved during development process and later on.

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