Tender Specifications for Maintenance of Official Website of JUIT

Jaypee University of Information Technology (JUIT), Waknaghat, Solan is inviting competitive bids for maintaining its official website https://www.juit.ac.in for a period of One year. Interested and eligible bidders are requested to submit their bid through email to nishant.jain@juitsolan.in and rohitsharma.web@juitsolan.in with all the requisite supportive documents before 25th May 2025. No clarifications will be asked to the bidders if there is any non-submission of information or supportive documents, the submitted bid will be rejected/disqualified in the technical evaluation. Only relevant and to the point information/document should be submitted and will be acceptable. Failure to provide any required information, may lead to the rejection/disqualification of the bid.

Qualification Criteria

For the following qualification criteria, necessary relevant supportive documents should be submitted and otherwise, the bid will be disqualified.

1. The bidder must have five years of experience in design, development and maintenance of website. The suitable/complete supportive documents in claim of their experience should be submitted**.**

2. The bidder must have successfully completed at least 5 maintenance contracts in the previous five years. The copies of details of such contracts should be furnished.

3. The bidder must have successfully completed at least 10 website design & development for any institute/University/Organization, etc. in the previous five years. The copies of details of such contracts should be furnished.

4. The bidder must have a fully operational/functional office in India 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.

5. The contractor's team should be proficient in Laravel Framework, HTML, RDBMS, FLASH, servelets, XML, PHP, JavaScript, and other content management Tools and

latest tools **(Please submit the self certificate)**

6. The participating bidder(s) must have **annual turnover of** Minimum 30 lakhs (only from website maintenance and hosting activity) in any one of preceding year during the last three years. **(Please submit the scan copies)** duly certified by the Chartered Accountant.

Scope of Work:

The official website of JUIT (https://www.juit.ac.in) is already operational in English Language and is being hosted by JUIT. The bidder should consider the following points while quoting the price.

Important Parameters of the Website:

1.	Technology used for developing website application	PHP, HTML, Javascript, CSS, Laravel framework
2	Development Platform	
3	Database	MySQL / MariaDB
4	Number of databases and their sizes	
5	Number of static and dynamic web pages	
6	Size of Website	
7	Estimated no. of updates per month	

Expected Activities during the Maintenance Period:

- A new design and additional work for webpages and data archival system is required.
- The contractor is required to make corrections in the existing website only and complete change in the coding / technology will not be allowed under any circumstances.
- Any small out of scope work request on modifications (e.g., less than 48 working hours

of effort) can be absorbed within the contract and such requirement will be considered maximum once in every three months and it will be carried over to next quarterly period , if it is not utilized in a quarter period.

- Checking Security of the website on a regular interval and submitting the reports periodically (once every month).
- Constantly optimization of content for speed.
- Server shifting if required (maximum two time in one year)
- Backing up of JUIT Website contents in locally connected medium and in external medium.
- Updation of Operating system and technology versions as per requirement.
- Updating Sitemap
- Bug Fixing
- Maintenance of Static pages information
- Checking of dead link
- Uploading Content as per requirement (Will be done by JUIT itself through admin panel)
- Content modification/links on the existing website.
- Support for cross browser compatibility of website.
- Support for any functional problem of any module of website
- Database management
- Websites'/Server's backups/logs should be monitored daily
- Periodic check of system logs with closure of issues raised.
- The contractor shall be required to undertake full responsibility of the safe custody, security of data supplied by JUIT.
- Resolving all types of vulnerabilities (related to Security of the website) reported by various agencies.
- Protection against defacement and hacking of the web application and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc. In case of virus or hacking attack, the contractor shall have to re-create/restore the website within 4 hours when the hardware is ready.
- Re-design of Home Page (as and when required) and all inputs shall be provided by JUIT.
- Accepting bugs and minor changes and providing the solution.
- Link updates, uploads, replace and addition of content and links and other related work.
- Providing Monthly Web analysis reports & progress, Popular pages of website, Hit rate, Average time spent on website.
- 100% uptime availability of the JUIT Website, when network is available and without any hardware problem.

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 0.5% of monthly maintenance amount per hour for downtime, if it is other than hardware and network problems.

- Contractor will be expected to deliver all the website maintenance related tasks as mentioned in the proposal within 5 working days after receiving complete content from JUIT. In case they fail to deliver within 5 days, they will be penalized with 10% deduction from the monthly budget sanctioned. In case the task is not possible to be completed within 5 working days and requires more time, then it must be intimidated by them to JUIT within one working day after receiving the task from JUIT. Contractor should notify the number of days required to complete the task to the JUIT team.

- SEO, Server and new development will not come under penalty clauses.

The interested Bidders may submit their tenders online through email to nishant.jain@juitsolan.in and rohitsharma.web@juitsolan.in with all the documents in support of eligibility criteria etc.. **Tender sent by any other mode will not be accepted and bids without any supportive documents will be disqualified. Bidders may submit a single PDF file containing all the supportive documents along with an index page with page no details.**

Award of Contract:

JUIT shall award the contract to the lowest priced bidder subject to being found technically, commercially and financially acceptable by JUIT based on the qualification criteria, experience, past performance and technical capability. **Bidders are requested to quote their bid price per month for one year.**

Payment: Maintenance support charges shall be made through the Account office of JUIT every month to the contractor upon satisfactory services provided to JUIT on support activities for website maintenance during the period. Contractor has to submit the invoice in the first week of every month.

TERMINATION OF CONTRACT: JUIT shall have the right to terminate this Contract without any notice.

Special Terms and Conditions: The maintenance contract shall initially be for a period of **ONE Year** and may be further extended on the basis of performance of the contractor.