

**DETAILS FOR SUBMISSION OF
EXPRESSION OF INTEREST (EOI)**

FOR

**DEVELOPMENT OF NUEPA
WEB-PORTAL FOR EDUCATIONAL PLANNERS**

DEVELOPMENT OF NUEPA WEB-PORTAL FOR
EDUCATIONAL PLANNERS AS PER WEBSITE GUIDELINES
OF GOVT. OF INDIA AND WCAG 2.0 LEVEL AA GUIDELINES

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1. Introduction

In recent years, with the implementation of the RTE Act and other country-wide school education reform programmes such as SSA and RMSA, NUEPA faces the renewed challenge of meeting the demand for capacity building at the sub-national levels. Not only that, it has to reach out in time to the personnel working at the district and sub-district levels with appropriate information and resources on educational planning and management. As a future development strategy, NUEPA, while keeping its current engagements intact, proposes to move forward by creating thematic 'Web-Portals' as its virtual counterparts for promoting educational planning and management in the country as well as in other developing countries. To begin with, it is proposed to create a thematic '**NUEPA Web-Portal for Educational Planners**' as a user-centric world wide web forum not only to act as a repository of educational planning related information, tools and applications but also to serve as a window of the National University to promote dialogue on educational planning models, methods, tools, techniques, issues of implementation and best practices. In other words, the web-portal will promote a virtual interface of NUEPA with its domestic and international clients/target groups, preferably policy planners, planning experts, middle level educational managers, school/institutional heads, etc. This initiative, it is hoped, would not only bring NUEPA closer to its clients but also increase its potential as a learning organization.

2. Functions and Contents

2.1 Existing Web Site of NUEPA

The existing website of NUEPA can be accessed at <http://www.nuepa.org> . Although the site is static in nature but it provides vast amount of information through more than 500 web pages. The site provides information on NUEPA history, background and also furnishes up to date account of administrative and academic structure, courses offered, faculty members, admission prospectus etc. The site also provides information related to RTIs, Tenders , Notices etc.

2.2 Vision of the NUEPA Web Portal for Educational Planners

NUEPA plans to have a dynamic state-of-the-art web portal for Educational Planners, which could truly transform all planning related activities and resources of NUEPA into a portal for the Internet, besides creating web space for dialogue with the community of educational planners and managers and also sharing digital resources on the theme. This entails beautiful blend of Web 2.0 technologies and eye-catching manifestation of information. It will be a dynamic vertical portal that will deliver theme specific information in a user-centric way with authenticated access. Ultimately, the proposed vertical National University web-portal on educational planning will be a single customized, personalized, adoptive desktop (CPAD) with an advanced search capability. Its functional areas would be contained in small window like channels, each channel giving the user access to specific information on educational planning. As has already been mentioned earlier, the specific functions of the proposed web-portal are:

- (i) To act as a virtual NUEPA engaged with the community of educational planners and managers for building capacity; creating and disseminating new knowledge; sharing existing knowledge and digital resources on educational planning; and creating national and international networking of institutions and individuals engaged educational planning;
- (ii) To provide access to e-contents/digital resources on educational planning – i.e. theoretical frameworks, models, techniques, implementation experiences, etc.; and
- (iii) To serve as a virtual development forum for dialogue on changing directions in educational planning in India and also in the developed and developing world.

Specifically, while designing the web-portal, it would be kept in mind that the portal would be a dynamic interactive forum for sharing literature and best practices in educational planning as well as promoting educational planning through

development and dissemination of various planning techniques and frameworks. Accordingly, the web-portal will have the following functionalities:

- (i) **RSS** – The same should allow the user to syndicate, aggregate and to set up the notification of the data using feeds.
- (ii) **Discussion Forums** – This feature of portal will provide the functionality to users to share their view on any given topics. Users can provide solutions, suggestions online. The discussion forum will be moderated by the admin of the portal to avoid any unwanted content.
- (iii) **Online Feedback Mechanism** – All users would be provided with the option to provide feedbacks. The feedbacks provided by the users would be provided to various users depending on the feedback submitted.
- (iv) **Online Training Courses** – The information and material for the training courses will be available online on the portal. The material will be available in pdf format and in video as well.
- (v) **Research and Development** – This section will provide the information about all the research programmes run by NEUPA. This will also have the functionality to provide the results for different programmes.
- (vi) **Dissemination of Digital and Other Resources** – This section will provide resources on different types of planning frameworks, methodology and related resources produced and/or collated by NEUPA. States/UTs and other resources organisations will be able to download the information from here.
- (vii) **Software Downloads** – NEUPA may produce planning related for use by States/UTs and organisations. All the software will be available on the portal for download and to use them online.
- (viii) **Web Cast** – Should have the facility to web cast through the web-portal.

3. Scope of Expression of Interest (EOI)

The scope of this Expression of Interest (EOI) is for Development of NUEPA Web-Portal for Educational Planners as per Website Guidelines of Govt. of India and WCAG 2.0 Level AA Guidelines.

3.1 Scope of Work

- The scope of work includes the entire work comprising of planning, requirement gathering, designing, development, configuration testing, delivering, implementation, training and migrating from existing site to the new portal. NUEPA expects that the portal will be delivered to the University on “**turn-key-basis**”.
- Development of NUEPA Web-Portal for Educational Planners as per website guidelines of govt. of India and WCAG 2.0 level AA guidelines.

3.2 Security Audit: Complete security audit of the developed website, if any changes required is to be incorporated.

3.3 Role of the selected bidders

- The bidder will be backend support for static and dynamic website development for WCAG 2.0 level AA guideline compliant and will be responsible for successful implementation of the website.
- The bidder shall be responsible for the scope defined in section scope of work.

- The website designed & developed for NUEPA shall be the property of NUEPA. The company shall supply the source code along with all manual/technical.

3.4 Essential Eligibility Criteria for the bidders

- The companies that are eligible to submit EOI should meet following criteria:
- The Company should be the product vendor who takes total responsibility for entire project including software product development, maintenance, implementation & support for first three years & post implementation support during years 4 & 5.
- **Turnover and financial performance** – Good financial strength and company should be profit making. Audited balance sheet of last three years to be submitted. A minimum annual turn over of INR 2 Crores in the preceding two financial years ended with 31 March 2010.
- The company must possess a valid SEI CMM Level 5 &/or ISO:2008 for software services
- The company should have prior experience in implementation of solutions for Higher Education & Research Institutions in India or globally for at least 3 years.
- The bidders should have experience of having carried out at least three cases in planning, requirement gathering, designing, development, configuration testing, delivering, implementation, training and migration in last of 3 years in any govt /educational/university/Establishments establishments of which at least one implementation should be of value not less than 40 Lacs.
- The company should provide source code to NUEPA for IPR & copyright issue.

- The firm / company / organisation should be registered as per law.

4. Technical Requirements and Management

It may be underlined that the proposed web-portal will facilitate user interaction and social touch pertaining to the domain area, i.e. educational planning. The web-portal can drive the web with feedback, information sharing, rating and personalization. It should also give a mature blend of function, form, content and interaction, called Read/Write Web. The portal facilitates will include blogging, wikis and networking with similar subject domains. It will provide Rich Internet Application by bringing in the desktop experience such as "Drag and Drop" on the webpage in browser.

The proposal web-portal will be much more dynamic and interactive with the end users. End users are not only the users of the application but also the participants whether by tagging the content, contributing to the wiki or doing podcast for blogging. Due to the nature of application end user is the integral part of the data for the application, proving feedbacks and allowing application to leverage that user going to use the e-resources on educational planning. It may be pertinent here to make it clear that the proposed dynamic user-centric and interactive web-portal will be different from the NUEPA Website, which is static in nature.

In view of the above, the key technologies that should be used in the proposal web portal are the following:

- (i) RSS (Really Simple Syndication), which allows users to syndicate, aggregate and to set up the notification of the data using feeds.
- (ii) Mashups, which makes it possible to merge the content from different sources, allowing new form of reusing of the information via public interface or APIs.
- (iii) Wikis and Forums to support user generated content.

- (iv) Tagging, which allows users to specify and attach human readable keyword to web resource.
- (v) AJAX - Asynchronous Java Script and XML, which is the web development technique, allowing exchange of interactive data behind the scene without reloading the web page.
- (vi) The web-portal should facilitate the W3G Standards like RSS feeds and XML compatible format.
- (vii) Web enabled application software architecture, RDBMS based, using Open source technologies like Apache / Tomcat web server, SQL complaint databases like MySQL
- (viii) Security Standards like SSL

4.1 The Important requirements for NUEPA web-portal

- The Portal should accompany a comprehensive **User Management** sub-system to support variety of user ranging from Administrators to Guests. It should allow the administrator to creates user roles and allow setting of access rights ranging from entire site to specific page.
- The Portal should provide for flexibility to modify the design when a major event has to be published.
- The Web Portal design should be flexible to accommodate new pages.
- The Web Portal design should allow changing the interface templates for fresh new look as and when required.
- The Portal should be based on International Standards like W3C standards for HTML, WAI etc.
- The Portal should be cross browser compatible including IE, Mozilla, Firefox, Chrome etc

- The Portal should provide integration with payment gateway for online payment transactions involved in processes such as admission form, job application etc.
- The Portal should provide a search module for efficient information retrieval.
- The Portal should have a direct mailing facility where mails could be sent to different contact persons.
- The Portal should support Web 2.0 based tools such as RSS feeds, Blogs, Charts, Podcasts etc.
- The Portal should be securely integrated with Payment Gateway for enabling NUEPA to receive e-payments for prospectus and forms fee, students's fee etc.
- **Security:** The portal should incorporate necessary security features against hacking and defacement. All logins and payments transaction must operate on secure protocols.
- **Technology** – The entire portal should be based on Web 2.0 based CMS like Drupal, Joomla etc and preferably use Open Source Tools like LAMP, Moodle, OpenDAP.
- **Development Methodology-** The development methodology should follow an iterative-prototype approach especially during the early design phase.
- **Experience** – The bidder should have experience in website development and should have in-house website development cell. The company should have minimum three years experience in website development services with a experience of 5 projects of minimum Rs.1,00,000/- each Website development, implementation and maintenance.

- **Manpower** – The bidder should have qualified and experienced computer professionals. Minimum 20 IT professionals must be on roll of the company as on 31-07-2010.
- **Govt. Sector Experience** – The Companies having experience in Govt. Sector is preferred.
- **Local Presence** – The Companies having local offices in DELHI and NCR is preferable.

4.2 Key Issues on Web Portal Hosting

The Portal is to be hosted on Servers located within India. The vendor may suggest a third party to provide hosting services. However, it should be ensured that the party is competent enough to safeguard NUEPA's Web Portal and provide robust security to maintain the site integrity and confidentiality. The other features which NUEPA would prefer to have in the host ISP are:

1. Be highly reliable with atleast 99.5% service up time.
2. Have been providing their services for atleast five years.
3. Have adequate Disaster Recovery facilities.
4. Ensure that security patches and regularly installed in their software and provide proactive defence against malware and other cyber attacks.
5. Provides Secure Sockets Layer (SSL) encryption during payment transaction and user login.
6. Proactively monitor and maintain services to maximum server performance and uptime.
7. Safeguard NUEPA's privacy by not sharing, renting or selling its information.

8. Promptly inform NUEPA about any changes to the T&C and/or their plan.
9. NUEPA reserves the right to host the Portal on any other server. In such a case, the vendor will be required to provide all other services as mentioned in this document on the server as chosen by NUEPA.

Details of required Qualifications & Experience

#	Level	Minimum Qualification	Years of Exp.	Minimum Manpower Required
1.	Project Manager	Post Graduate in Computer Science/ Equivalent Qualification/ Engineering Graduate	5	1
2.	Website/Portal/application Design Engineer	- do -	3	2
3.	Website/Portal/application Development Engineer	- do -	2	10
4.	Website/Portal/application Testing Engineer	- do -	2	2
5.	Website/Portal/application Implementation Engineer	- do -	2	5
Minimum Technical Manpower Required				20

4.3 Documents Required with EOI

- Certificate of incorporation
- Certificate from CA indicating turnover and profitability.
- Organization chart.
- List of IT professionals on roll with qualification & years of experience.
- List of local offices in DELHI and NCR.
- List of websites developed with description.

- Copy of last three year's IT Return with Balance Sheet.
- CD containing presentation of the company and required scanned documents for EOI.
- Earnest Money Deposit (EMD) of Rs.1,00,000/- in the form of DD in favour of Registrar NUEPA, payable at New Delhi to be submitted by the bidder along with EOI. Without EMD the EOI shall not be considered and no communication shall be made in this regard.
- List of websites developed and list of companies with reference & phone numbers where these websites are implemented and running.

4.4 Procedure for Selection

- The company will be selected on the basis of financial strength, in-house capability & capacity of website design, development, testing experience and competency.
- NUEPA reserve the right to accept or reject the EOI submitted from companies. The decision of NUEPA shall be final and binding to all the companies applying for the contract.

4.5 Qualification Criteria

NUEPA expects that the portal will be delivered to the University on “**turn-key-basis**”. The bidder can be a single company or a consortium of companies. The consortium shall not consist of more than three companies and shall be formed under a duly stamped consortium agreement. The original stamped consortium agreement shall be attached along with the bid document. In a consortium one of the partners shall be designated as a “System Integrator Vendor”.

4.6 Evaluation Criteria

Bidders will be evaluated on the basis of following:

Sl. No.	Item	Marks
1	Experience in University & Higher Educational Establishments	30
2	Turnover/Revenue from Experience in Universities & Higher Educational Establishments	10
3	Completion certificate & Testimonials from clients	10
4	Experience & Competency of manpower	10
5	Quality of Implementation, Upgradation & support; based on evaluation of installations of web portal solution proposed for NUEPA in other client sites	30
6	Training & Documentation to be provided along with solution for ease of administration & use	10

- Vendors must obtain a minimum score of 70% for further consideration
- The RFP will be sent only to the top 3 vendors
- Taken into account both technical & financial bids the selection committee will select the vendor to whom the contract is to be awarded.

5. Important Dates

#	Key Activities	Date
1.	Date of commencement of Issue/Download of Expression of Interest (EOI)	18th October 2010
2.	Last date for Issue/Download of Expression of Interest (EOI)	05th November 2010 (3:00 PM)
3.	Last date for Submission of Expression of Interest (EOI)	08th November 2010 (3:00 PM)

6. Address for Communication & Submission of EOI

Registrar

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