

Technical Proposal; P = 0.30 the weight given to the Financial Proposal T + P = 1).

The final evaluation will be based on Final Score which shall be calculated as shown below:

Final Score (S) = $T_n \times T + F_n \times P$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

HIGH LEVEL BUSINESS REQUIREMENTS

1. SCOPE

Scope for the CMS website is broken into core components:

- CMS Workflow/Design/Functionality
- Website Redesign/Functionality
- Development of additional functionality

2. Broad Requirements

- Website must be Responsive and Bilingual (English and Hindi) with uniform and user-friendly presentation of the contents.
- The scope of work does not include content generation. The contents from the existing website need to be migrated in new environment. New content to be uploaded on portal will be provided by the Department.
- Development of dynamic website with an easy-to-use Content Management Facility (CMS)
- Hosting/uploading of website after security audit into NIC Cloud VMs.
- The website must be developed using well established technologies preferably Open-Source environment without using any third-party tool or framework, which may incur any financial implication to NCST.
- Website must be designed, developed, deployed and maintained according to W3C, WCAG 2.0 'A' & 'AA' Standards/Guidelines and the Guidelines for Indian Government Websites (GIGW).
- The website must be designed with latest, trendy & new fresh look. The website design/interface should be as per the international standards.
- Vendor has to use the latest Open Source Technology in Designing and Development of NCST Website.
- Hosting will be done on NIC cloud. Since the website is to be hosted at NIC Cloud (Meghaj) environment, the agency must ensure and use the available technology environment at NIC Cloud for the development.
Agency will need to get clearance of security audit of the website by Department of Electronics and Information Technology (DEITY) or CERT-in empanelled agency.
- Compliance of web standards and guidelines issued by Government of India time to time

and certification by the STQC, DEITY for GIGW compliance.

- Compliance of SSL certification.
- Creation of documents including user and technical manuals.
- Providing training to the users of the Department
- Transfer of Source code and other credentials for the website.
- Maintenance and handholding of website for at least 1 years along with Security, GIGW Compliances and time-to-time up-gradation of technology platform used.
- Provision of dedicated on demand web developer for uploading of data, content and maintenance of the portal.
- Maintenance and handholding of website for at least 1 years along with Security, GIGW Comp to-time up-gradation of technology platform used.

3. Key Features

- Study of existing website for requirement
- Prepare gap analysis in order to revamp it to include essential features of present day websites
- Prepare Mock-ups and Prototypes
- Re-Design the existing website into CMS
- Migrate existing data and content to new portal.
- Compliance with GIGWS Guidelines
- Development of new features with latest functionality
- Ensure scalability of the portal to handle users
- Development of Interactive Dashboard/ Google Analytics/ BI Tools
- API Integration with NCST GRAM and ST – Mitra to show public dashboard

4. Other General Requirements

- Link and integration with other Apps of Ministry of Tribal Affairs.
- Strong social media integration.
- User registration mechanism.
- Offline capabilities.
- Detailed analytics including the no. of downloads and user behaviour needs to be provided during maintenance of App.
- User feedback and reviews mechanism.
- View and download mechanism for documents.
- Analytics mechanism to track and identify user experience and actions.
- App should be able to accommodate the future scalability requirements.
- App Admin should be easy in terms of usability and changes in design & content.
- Network level security, traffic to be encrypted using secured connectivity.
- Continuity measures, risk management plan for the continuity of services and data backup policy.
- Functional Requirement Documentation, App Design Documentation, App Installation guide, App Administration guide and App User Operation document to be provided.
- Identify risks if any post App implementation along with mitigation plan.
- Storage disk space and memory required for the proposed App.
- Performance Testing, Security Testing & Usability Testing.
- Overall Integration, User acceptance testing & Go-Live.
- Real time information via GPS availability.
- Role based access to Department to update the content.
- Handover, guidance and training to Department to make design changes, to update content and to maintain the proposed solution.
- Website should be PwDs (persons with disability) friendly.

- Website should be built with Unicode fonts, so no font downloads are required in any condition
- FAQ (Frequently Asked Question) option will also be a part of the new website.
- Advanced search option through Title, Section and Sort by
- Latest /Updates module having Circular, Press Release and Advertisement will be developed on the pattern of any government website.
- Website should be Cross Browser & Cross Platform compatible i.e. the website will be cross-device compatible i.e. it should work on devices like mobile, tablets, PCs etc.

5. Website Designing

- Responsive design compatible to all hand-held devices and browsers.
- Aesthetic and futuristic.
- At least three design options/templates need to be provided with technical proposal for home as well as inner page of the website. Upon selection, selected agency will need to provide FRESH designs for website for the committee to choose from Committee will reserve the right to choose and finalize the design for the website. Development of the website will start only after the design of the website gets finalized.
- Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly.
- Highly user-friendly information architecture (IA) and clear navigation.
- Website speed optimization.
- Customization of user interface in terms of color, font size and language etc.
- Social Media Integration

6. Website Development

- CMS must be flexible and scalable to accommodate suggested changes/modifications including design and IA, as and when required during contract period.
- CMS must have simple workflow and publishing controls.
- CMS should have simple and easy administration.
- CMS must have Search Engine friendly attributes.
- CMS must have security features.
- CMS must have robust content templates.
- CMS must support detailed analytics for each section of the website.
- Comprehensive SEARCH functionality on homepage as well as each section of the website.
- Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
- Content Migration from exiting website. Content optimization including images before migration.
- Role/Level based access to users for content updates.
- Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
- Content of each section should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email etc.
- This module would contain the links to various social media pages of the department like:- Twitter, Facebook etc.,

7. Dynamic Content Management System (CMS)

CMS should have the following features:

- Dynamic menus: Menus and Submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS and stored in database.
- Audit Trail: Administrators should have access to one log in the backend or individual logs of

each page where authorized user can have viewed with daily reports.

- Role based admin access: An administrator can grant as little or as much control to content editors as needed to other controlling accounts to the Portal, which means if an authorised user has to update any section in Portal, for example About Us section, then user can modify only About Us section. All other sections should appear disabled to that user.
- CSS Styled Content: All aspects of the core functionality should be styled on the portal. Most extensions should be styled through CSS.
- Minimal Training Required: Editing content should be as easy as editing the Microsoft word.

8. Other Important Modules of the Website

8.1. Circulars & Notifications/Public Notices/Press Release:

8.1.1. Website User Functionality

- Users will be able to view circulars with date. Each title will have on click detail page or .pdf.

8.1.2. Website Administrator Functionality

- Admin will be able to add/edit/delete circulars Admin will be able to manage on-click page of the circulars. Admin will be able to do archival of the content as & when required

8.2. Tenders Notifications:

8.2.1. Website User Functionality

- User will view the Tender Notifications & Tender Documents in a list with the following fields:

S No.	Title	Tender Reference No. Provided by CPPP	Date of Pre-bid meeting	Last date of submission of bid	Address and any comment	Concerned officer email/contact no.

- User will be able to view / download tenders published (PDF) by clicking on the Tender document file name under the field "Title".
- User will be able to download the corrigendum against any tender

8.2.2. Website Administrator Functionality

- Website administrator will be able to add / edit / delete the Tender Notification or Document etc.
- Website Administrator will be able to upload a corrigendum/addendum against any tender.
- Admin will be able to set date for the auto publish the content onto the website
- Admin will also be able to set date for the auto expiry and auto archival of the content.

8.3. Photo Gallery:

8.3.1. Web Portal User Functionality: -

- In this module department will get different categories of photo.
- Once a user will enter into any category, list of photo will be shown with thumbnails under the main photo gallery viewer. Once he clicks on the thumbnail, he will be shown its larger image
- Each photo will have details like – photo title and description on the website
- The text will appear under the photo gallery viewer

8.3.2. Web Portal Administrator Functionality: -

- The admin will be able to add/edit/delete photo.

- The admin will be able to manage images & category of images.
- Admin will also be provided with the option of uploading photos in bulk also.

8.4. Video Gallery

8.4.1. Web Portal User Functionality: -

- This section will provide video gallery feature on the website.
- The user will be able to browse through all the category of videos.
- The users can access default features of video player to play/pause video on the website.

8.4.2. Web Portal Administrator Functionality: -

- The admin will have the ability to assign categories for videos.
- The admin will have the ability to add, edit and delete the video categories.
- The admin will be able to share link of videos which are uploaded on YouTube Official page of department.
- Department's YouTube Channel videos will be managed by the Department. Vendor will only be responsible to link into the website video gallery.

8.5. Latest News/ News & Announcements Module:

8.5.1. Website User Functionality:

- User will view the What's New/ News/ Circular/Office Orders/ Events in the following manner:

- a. Latest
- b. Archive

- User will be able to download News/ Circular/Office Orders/ Events published (PDF) on the website by clicking on a particular Circular/Orders.

8.5.2. Website Administrator Functionality

- Website administrator will be able to add / edit / delete the entries pertaining to Latest News/ Latest Event.
- Admin will also be able to set date for the auto archival of the content.

8.6. Latest Events

8.6.1. Website User Functionality

- The website visitors should be able to view the events in a graphical format showcasing snapshot, co-ordinates, timings etc.

8.6.2. Website Administrator Functionality

- The website administrator would be able to edit/delete/modify/remove/add the events through the back-end administration.

8.7. Archives Management:

8.7.1. Website User Functionality

- In this section in drop-down category of Archives will be shown.
- Selecting on a category from the list, particular section should be displayed.

8.7.2. Website Administrator Functionality

- The admin will have the ability to add and delete the Archive Category
- The admin will have the ability to move the module data into Archives section where archival facility is provided. Admin will be able to delete data from Archives.
- Provision of Trash Section from where files accidentally deleted can be recovered.

8.8. Feedback Management System

- To develop an online form for collecting feedback from Mobile App users.
- All the feedback data should be emailed to the designated officer's email ID.
- A copy of all the feedbacks received should be stored in Database on server for subsequent review by the DGTR

9. Maintenance and Technical support

- Vendor should provide dedicated single point contact and team to attend the maintenance requirements.
- Vendor should provide technical support via email; phone, remote login and in person (if required) to address, analyse and fix any technical glitches within the existing features within 4 working days. The scope of technical support includes rectification of errors within the already developed solution.
- The updation/maintenance in the source code of the Website should also include quality assurance (as per NIC guidelines) i.e. the same should be hosted after extensive testing and they must be 100% bug free. Maintenance also includes design updates and enhancements.