

Design, development and implementation and maintenance of a dynamic and interactive website for Sreenarayanaguru open university

REQUEST FOR PROPOSAL

1. INTRODUCTION

Sree Narayana Guru Open University invites proposals from experienced vendors and startup companies for the design, development, implementation, and maintenance of a dynamic and interactive website that will serve as a digital gateway for students, faculty, and the general public. The website should be user-friendly, accessible, secure, and compliant with the latest web standards and technologies.

2. OBJECTIVE

The objective of this tender is to develop a robust, scalable, and feature-rich website that enhances user experience, facilitates digital communication, and supports the University's academic and administrative functions effectively.

3. SCOPE OF WORK

The scope of work includes but is not limited to

- Designing and developing a modern, visually appealing, and responsive website.
- Ensuring compatibility across all devices (desktop, tablet, mobile) and browsers.
- Implementing a secure content management system (CMS) that allows easy updating and management of content.
- Integrating key modules, including academic, research, student services, and administrative functions.
- Providing SEO optimization and social media integration.
- Ensuring high-level security against cyber threats.
- Offering multi-language support (Malayalam and English).
- Delivering training and comprehensive user documentation for university staff.
- Integration of Public Digital Library portal with the university website

4. PRE-QUALIFICATION CRITERIA

Prospective vendors/startups must meet the following criteria

- A minimum of 2 years of experience in website design and development.
- Proven experience in developing educational institution websites.
- Capability to provide ongoing support and maintenance.
- Compliance with government regulations and accessibility standards.
- Demonstrated ability to integrate online payment gateways, student management systems, and digital learning platforms.
- A strong team with expertise in UI/UX design, development, cybersecurity, and SEO.

5. WEBSITE FEATURES & FUNCTIONALITIES

5.1 General Features Required

- Responsive and Adaptive Design: Fully optimized for desktops, tablets, and mobile devices.
- Secure & Scalable CMS: WordPress, Drupal, or any open-source CMS with a customizable backend.
- Multi-language Support: English & Malayalam.
- Accessibility Compliance: WCAG 2.1 and Government of India accessibility standards.
- Search Engine Optimization (SEO): Optimized for search engines with metadata and structured data.

5.2 Academic & Student-Centric Features

- Course Catalog & Program Details: Complete information about courses, eligibility, syllabus, and admission procedures.

5.3 Administrative & Functional Features

- Faculty & Staff Directory: Profiles and contact information.
- News & Events Section: Updates on university happenings.
- Grievance Redressal System: Online complaint registration and tracking.
- RTI Compliance: Dedicated section for Right to Information Act guidelines.
- Alumni Network: Engagement platform for past students.
- Online Fee Payment: Secure integration with multiple payment gateways.
- Job & Internship Portal: Listings of university career opportunities.

5.4 Communication & Interaction Features

- Live Chat Support: AI-driven or manual chat for student inquiries.
- Discussion Forums & Blogs: Collaborative platforms for knowledge sharing.
- Integration with Social Media: Auto-updates for Facebook, Twitter, LinkedIn, and YouTube.
- Newsletter Subscription: Automated email updates and alerts.
- Push Notifications & SMS Alerts: Important announcements for students and staff.

6. SECURITY & COMPLIANCE REQUIREMENTS

- SSL encryption for secure data transmission.
- Two-factor authentication for admin panel access.
- Role-based access control (RBAC) for user management.
- Regular vulnerability assessments and penetration testing.
- GDPR and IT Act 2000 compliance for data privacy.

7. TECHNICAL REQUIREMENTS

- Development using modern web technologies (HTML5, CSS3, JavaScript, PHP, Python, Node.js, or any scalable framework).
- Database: MySQL, PostgreSQL, or MongoDB.
- Hosting: Cloud-based, scalable, and secured (AWS, Azure, or equivalent).
- API Integration: For external services like payment gateways, student databases, and e-learning platforms.

8. DELIVERABLES & TIMELINE

The project should be completed within 4-6 months from the date of award. The key deliverables include

1. Project Plan & Wireframes (within 2 weeks of contract signing)
2. Website Design Mockups (within 4 weeks)
3. Beta Version Development & Testing (within 3 months)
4. Final Version Deployment & Training (within 5-6 months)
5. Post-launch Support & Maintenance (minimum 1 year)

9. TRAINING & DOCUMENTATION

- Comprehensive user manuals and documentation for website management.
- Training workshops for University staff on content management and security best practices.

10. MAINTENANCE & SUPPORT

- Minimum 1-year free maintenance and support post-deployment.
- Regular security updates, bug fixes, and performance optimizations.
- 24/7 helpline or ticket-based support system.

11. PROPOSAL SUBMISSION GUIDELINES

Interested vendors/startups should submit a detailed proposal including

1. Company profile with relevant experience and case studies.
2. Technical proposal detailing technology stack, development methodology, and project plan.
3. Financial proposal with detailed cost estimates for development, hosting, and maintenance.
4. Team composition and resumes of key personnel.
5. References & client testimonials.

12. EVALUATION CRITERIA

The proposals will be evaluated based on the following criteria

- Technical expertise & experience (30%)
- Compliance with functional requirements (25%)
- Project execution plan & timeline (20%)
- Cost-effectiveness (15%)

- Post-deployment support & training plan (10%)

13. TERMS & CONDITIONS

- The University reserves the right to accept or reject any proposal without providing any reason.
- The selected vendor must sign a Non-Disclosure Agreement (NDA).
- Any disputes arising will be subject to the jurisdiction of Kerala courts.