



Ref: NCB/W-192233/2019-2020 (N)

Date: January 28, 2020

Scope of Work

Maintenance of existing web portals and Migration of Student Admissions Web Portal to drupal CMS

Pre bid meeting will be held on 17/02/2020@ 15.00hrs.

I. Mandatory Requirements

1. The Bidders must enclose brief organizational profile including background and experience of the firm
2. The Bidders must have office in Bengaluru. Address, Telephone number of the office alongwith proof of the office at Bengaluru should be attached
3. The Bidders must have at least 5 years' experience in the field of the subject matter(web development and maintainance) of this tender notice. Documentary proof in this regard should be attached.
4. The Bidder's average annual turnover must not be below Rs. 50.00 lakhs per annum for the last three years. Relevant documents should be enclosed for last three years.

II. Technical Requirements

II A. Maintenance of existing web portals

NCBS uses multiple web portals for admission of academic entries(Student/JRF/Faculty) and management. These applications have been developed by third party developer using PHP and/or CodeCharge Studio framework on a LAMP stack. NCBS would like to have these applications maintained on an annual basis under Annual Maintenance Contract. List of applications and brief information about the works involved under each application are mentioned below:

1. Admission package (Year wise)

- Creation of database and files required to run application.
- Configuring the application for present year.
- Modifying templates for email/pdf generation
- Testing of registration, payment
- Updating and testing of hall ticket.
- Configuration of Interview process
- Configuration of Screening process
- Archiving previous years application
- Migration of selected candidate details to ASM package
- Archiving reports.
- Importing Student data(profile and results) provided by external/parent organizations
- Rectification of bugs
- Functionality Problems
- Basic changes in report
- Minor changes in forms/functionality

2. ASM(Academic Staff Member) package

- Rectification of bugs
- Functionality Problems
- Basic changes in report
- Minor changes in forms/functionality
- Addition of new features to the existing application.

3. Faculty package

- Rectification of bugs
- Functionality Problems
- Basic changes in report
- Minor changes in forms/functionality
- Addition of new features to the existing application.



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II B. Migration of Student Admissions Web Portal

1. Existing “Student Admissions Web Portal “ (mentioned in II A, under Point 1) developed on LAMP should be migrated to Drupal 8.
2. The proposed web portal should include all the features exists in the current portal. Some of the features in the existing portal are as follows:
 - a) Online registrations
 - b) Managing entrance exam results
 - c) Screening and Selection workflow
 - d) Variuos Reports based on user roles with custom filters
 - e) Multiple Templates for PDF/Email (Eg:- Hall tickets/Offer letters)
 - f) Maintaining logs
 - g) Online payment and status reports
 - h) Managing different types of users and roles
3. The proposed web portal should include features for importing/exporting of student applications(CSV file),users etc.,
4. The proposed web portal should also include feature to import student applications(as well as entrance exam results) provided by an external/parent organisation(s).
5. The proposed web portal should be developed for easier migration to Drupal 9.
6. The proposed web portal should be developed through Agile development methodologies
7. Features of the portal should be grouped into multiple categories and each group should be developed as reusable custom module which will include creation content types/views/forms etc.,
8. The coding/development should be done on NCBS provided servers only.
9. All the codes should be committed on NCBS provided Git Server as well. Daily commits should be made with proper documentation.
10. NCBS will have the full rights on the custom code written for this project. NCBS will have the full rights on this project.
11. Development should be done in full co-ordination with the end users and NCBS IT Services.
12. Workflow/design should be done in close coordination with NCBS IT Services.
13. The proposed web portal should be responsive and accessible on Mobile/Tablet/PCs.
14. Complete documentation, with screenshots wherever necessary, should be provided for each user role.
15. The migration of web portal should be completed and should be made available for production use by June 30, 2020. Complete developer documentation and KT should also be provided to IT Team.
16. The student enrollment for the academic year 2020-21 will start from 1st August 2020. Maintenance(including bug fixing, security patchtes, upgrading to newer versions of core/contributed modules, feature requests, Migration of Drupal 8 to Drupal 9) should be provided till the completion of Student enrollment for academic year 2021-22(ie., July 31, 2021)
17. The web portal should be reusable for future academic year with fresh data.



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III. Criteria for Technical Evaluation

Technical Bids will be evaluated after one to one meeting with technical team and as per the criteria detailed below:

Sl. No.	Evaluation Criterion	Max. Marks
1	Background/profile and registration of organization	10
2	Proven practical experience with all stages of developing Web-portal, Drupal/LAMP/PHP skills, previous experience of drupal based websites maintenance, management, editing, and/or development. Technical team will be working on NCBS provided servers only and should have sound knowledge Linux and LAMP stack.	30
3.	Past experience of handling similar assignments based on the feedback from the past/present clients	30
4.	Qualifications (education, previous experience within or outside the company) of proposed staff	20
5.	Understanding of technical requirement (during face to face meeting with technical team)	10
	TOTAL Score	100

All bids, who have attained minimum score of 80 (80% in each criteria) in the technical evaluation and fulfilled all the mandatory requirements, will only be considered for next stage of evaluation.

IV. Site Visit:

Before submission of offer, the bidders are advised to visit the campus and understand the requirements. No claim will be entertained later on the grounds of lack of knowledge on the requirements.

V. Confidentiality:

Neither party shall, without the prior written approval of the other party, disclose the other party's designated confidential information. These obligations shall result in the early termination or expiration of this Agreement.

VI. Service Level Monitoring and Reporting

- Once the SLA is agreed upon, monitoring of service performance will be started and service achievement reports will be produced. Reports will be produced frequently (weekly / monthly), and where possible, exception reports will be produced whenever an SLA has been broken.
- Periodic reports will be produced and circulated to NCBS team's IT Managers
- The reporting structure and content will be mutually decided with NCBS IT Team.

VII. Service Review Meetings

Periodic review meetings will be held every month with NCBS IT Managers and review the service achievement in the last period and to preview any issues for the coming period.

Actions will be identified as appropriate to improve weak areas.

All actions will be recorded, and progress will be reviewed at the next meeting to ensure that action items are being followed up and properly implemented.



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The normal agenda for such meetings will include:

- Highlights of the past month's performance statistics, concentrating on major or technical issues reported (based on the monthly report)
- Any service breakdown trends and achievements.
- Explanations of matters outstanding from previous months and in particular issues, which have been attended or are about to be escalated.
- Helpdesk Feedback system
- Review of the scheduled workload such as fault resolutions, progress of approved changes, implementation of works.
- Suggestions for improvements in resolution of issues
- Issues with contract management, billing / invoicing and other financial matters, in case any

VIII. Penalty Clause

Failure to maintain SLA with uptime at 95% of the services shall result in deduction @10% per 1% reduction in uptime or as per mutually agreed SLA.