#### **GOVERNMENT OF INDIA COMPUTER CENTRE** MINISTRY OF STATISTICS & PROGRAMME IMPLEMENTATION EAST BLOCK - 10, R. K. PURAM

### **NEW DELHI - 110066**

#### **TENDER NOTICE**

Last date and time of receipt of tender: 5-11-2012 at 3.00 PM

Time and date of opening the tender : 5-11-2012 at 3.30 PM in the Conference Hall, Level-

II, Computer Centre, East Block-10, R.K.Puram,

New Delhi-110066.

Sealed tenders are invited from reputed firms for and on behalf of the President of India in favor of the DDG, COMPUTER CENTRE, MINISTRY OF STATISTICS & PI, EAST BLOCK - 10, R. K. PURAM, NEW DELHI – 110066.

1) Improvement & Maintenance of Website (English & Hindi) (specification as per Appendix 'A')

#### **TERMS AND CONDITIONS**

#### 1) Who should apply:

- (i) The firm should atleast be a 'Private Limited'(if not public Limited) and should be in existence for over 5 years in the trade. The firm should be established or having branch office in the NCR of Delhi Proprietory firms/partnership firms will not be eligible.
- (ii)The firm must be 'registered' firm and should also be registered with the Delhi Sales Tax Department for Works Contract Tax (A copy of the certificate of registeration have to be provided to this Centre)
- (iii)The firm must have duly allotted PAN and also TIN (allotted by the Delhi Sales Tax Department for Works Contract Tax). These number must be printed on the bills submitted by the firm for payment.
- (iv)Authenticated copies of Income Tax Returns(ITR) filed in the last three years have to be furnished i.e. 2009-10, 2010-11,2011-12.

#### 2) Types of consultancy services required:

The services are for improvement (as per requirement), and maintenance of website of the Ministry. The contents to be placed on the website would be provided by the Ministry in soft copy. More details about the services required are provided in the attached Terms of Reference (TOR) (specification as per Appendix 'B').

#### 3) RFP content outline:

Section 1 – Letter of Invitation, Section 2 – Information to Consultants including Data Sheet, Section 3 - Technical Proposal - Standard Forms, Section 4 - Financial Proposal - Standard Forms, Section 5 - Terms of Reference, Section 6-Standard Forms of Contract

#### 4) How to submit:

The proposal document should be submitted strictly as per instructions given in the Appendix A. Incomplete or proposal not submitted as per instructions given in Appendix-A shall be liable to be rejected without any correspondence. For more details refer to Section 2: "Information to Consultants" and "Summary Sheet" of the Tender Document.

#### 5) Short listing criteria:

- (i) Number of years in operation should not be less than five(5);
- (ii) Type of IT projects handled including development of websites;
- (iii)Experience in large and complex websites
- (iv)The average turn-over of the firm is at least Rs. 1 Crore per year.

#### 6)Selection criteria:

A firm will be selected under Quality-and-Cost-based selection and procedures described in the RFP(specification as per Appendix 'A' )

#### 7) Terms and conditions for acceptance of quotations:

The original and all copies be placed in a SEALED COVER DULY SUPERSCRIBED AS QUOTATIONS FOR "Improvement & Maintenance of Website (English & Hindi)", date of opening **5.11.2012**, **3.30 PM**. The sealed copy should contain two sealed envelopes, one envelope meant for the Technical Proposal should be superscripted clearly marked "Technical Proposal," and the original and all copies of the Financial Proposal in another sealed envelope clearly marked "FINANCIAL PROPOSAL" and warning: "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE".

#### 8) Address of Submission / Contact for details:

Under Secretary, Computer Centre, Ministry of Statistics and Programme Implementation, Government of India, East Block-10, Level-III, New Delhi-110066.

9) Interested vendors may download the tender details from the Ministry's Website http://mospi.gov.in.

Shakun Pardasani)

Under Secretary to the Government of India

#### Appendix-A

## Improvement and Maintenance of Website (English & Hindi)

#### **REQUEST FOR PROPOSALS**

GOVERNMENT OF INDIA COMPUTER CENTRE MINISTRY OF STATISTICS & PI EAST BLOCK – 10, R. K. PURAM NEW DELHI – 110066

# SECTION I. INVITATION OF BIDS No.: S-11011/4/2007-CC(WEB) Government of India Ministry of Statistics & Programme Implementation Computer Centre

East Block – 10, R. K. Puram, New Delhi-110066,

Dated:19.10.2012

#### Subject: Improvement & Maintenance of Website (English & Hindi)

- 1. The firms who fulfill the following conditions should only apply:
  - (i) The firm should atleast be a 'Private Limited' (if not public Limited) and should be in existence for over 5 years in the trade. The firm should be established or having branch office in the NCR of Delhi. Proprietary firms/partnership firms will not be eligible.
  - (ii) The firm must be 'registered' firm and should also be registered with the Delhi Sales Tax Department for Works Contract Tax (A copy of the certificate of registration have to be provided to this Centre)
  - (iii) The firm must have duly allotted PAN and also TIN (allotted by the Delhi Sales Tax Department for Works Contract Tax). These numbers must be printed on the bills submitted by the firm for payment.
  - (iv) Authenticated copies of Income Tax Returns(ITR) filed in the last three years have to be furnished i.e. 2009-10, 2010-11,2011-12.

IF A FIRM FILING QUOTATION DOES NOT FULFIL ALL OR ANY OF THE ABOVE ELGIBILITY CONDITIONS MENTIONED ABOVE, THE QUOTATION OF THE FIRM IS LIABLE TO BE REJECTED.

- 2. The Computer Centre, Ministry of Statistics and Programme Implementation invites Proposals for the following consulting services:
- 3. Improvement & Maintenance of Website (English & Hindi). This contract aims at improvement (as per requirement) and maintenance of website of the Ministry. The contents to be placed on the website would be provided by the Ministry in soft copy. More details about the services required are provided in the attached Terms of Reference (TOR) (see Appendix –B).
- **4.** A firm will be selected under **Quality-and-Cost-Based Selection** and procedures described in this RFP.
- 5. The RFP includes the following documents:

Section 1 - Letter of Invitation

Section 2 - Information to Consultants including Data Sheet

Section 3 - Technical Proposal - Standard Forms

Section 4 - Financial Proposal - Standard Forms

Section 5 - Terms of Reference

Section 6 - Standard Forms of Contract

- 6. Please inform us, upon receipt:
  - (a) that you received the letter of invitation; and
  - (b) whether you will submit a proposal alone or in association as a Joint Venture confirming joint and several liability or as Sub-consultants.

(Under Secretary to the Govt. of India)

Note: The proposal document should be submitted strictly as per instructions given in the Appendix A. Incomplete or proposal not submitted as per instructions given in Appendix-A shall be liable to be rejected without any correspondence. For more details refer to Section 2: "Information" and "Summary Sheet" of the Tender Document.

#### **EVALUATION CRITERIA**

The following would be the criteria for short listing of firms:

- (i) Number of years in operation should not be less than five(5);
- (ii) Type of IT projects handled including development of websites;
- (iii) Experience in large and complex websites; and
- (iv) The average turn-over of the firm is at least Rs. 1 Crore per year.

#### **SECTION 2: INFORMATION TO CONSULTANTS**

#### 1. INTRODUCTION

- **1.1** The Computer Centre in the MOSPI will select a firm in accordance with the method of selection specified in the Data Sheet.
- **1.2** The firms are invited to submit a separate Technical and a financial proposal, as specified in the Data Sheet for services required for the assignment named in the Data Sheet.
- **1.3** The Client will provide the inputs specified in the Data Sheet to carry out the services, and make available relevant project data and reports.
- **1.4** Please note that (i) the costs of preparing the proposal, including a visit to the Client, are not reimbursable as a direct cost of the assignment; and (ii) the Client reserves the right of rejecting the proposals submitted without any explanation.
- **1.5** As a policy firm should provide professional, objective, and impartial service and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

#### 2. CLARIFICATION AND AMENDMENT OF RFP DOCUMENTS

- **2.1** Firms / vendor may request clarification of any of the RFP documents may be requested 07 days before the closing date. Any request for clarification must be sent in writing by paper mail, facsimile, or electronic mail to the Client's address indicated in the Data Sheet. The Client will respond by facsimile, or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.
- **2.2** At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited consultants and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

#### 3. PREPARATION OF PROPOSAL

**3.1** Firms are requested to submit a proposal (para. 1.2) written in the language(s) specified in the Data Sheet.

#### **Technical Proposal**

- **3.2** In preparing the Technical Proposal, firms are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.
- **3.3** While preparing the Technical Proposal, firms must give particular attention to the following:
  - (i) It is desirable that the majority of the key professional staff proposed are permanent employees of the firm or have an extended and stable working relationship with it.
  - (ii) Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under conditions similar to those prevailing in the place of the assignment.
- **3.4** The Technical Proposal shall provide the following information using the attached Standard Forms (**Section 3**):
  - (i) A brief description of the firm's organization and an outline of recent experience on assignments (Section 3B) of a similar nature or specifically development of website. For each assignment, the outline should indicate, inter alia, the profiles of the staff proposed, duration of the assignment, contract amount, and firm's involvement.
  - (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 3C).
  - (iii) A description of the methodology and work plan for performing the assignment (Section 3D).
  - (iv) The list of the proposed staff team by speciality, the tasks that would be assigned to each staff team member, and their timing (Section 3E).
  - (v) CVs of proposed professional staff to be deployed for the assignment. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments.
  - (vi) A detailed description of the proposed methodology, staffing, and of training, if the Data Sheet specifies training as a major component of the assignment.
  - (vii) Any additional information requested in the Data Sheet.
- 3.5 The Technical Proposal shall not include any financial information.

#### **Financial Proposal**

- 3.6 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4).
- 3.7 The Financial Proposal should clearly estimate, as a separate amount, the local taxes (including social security), duties, fees, levies, and other charges imposed under the applicable law,.

#### 4. SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

- **4.1** The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person who sign(s) the proposals.
- **4.2** An authorized representative of the firm initials at all pages of the proposal. The representative's authorization is confirmed by a written power of attorney accompanying the proposal.
- **4.3** For each proposal, the consultants shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked "**ORIGINAL**" or "**COPY**" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.
- 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "FINANCIAL PROPOSAL" and warning: "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE".
- **4.5** The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.
- **4.6** After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the evaluation committee. The Financial Proposal shall remain sealed until firms are technically evaluated by the clients.

#### 5. PROPOSAL EVALUATION

#### **Evaluation of Technical Proposals**

**5.1** The evaluation committee, appointed by the Client as a whole, and each of its members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria (typically not more than three per criteria), and point system specified in the Data Sheet. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

#### Public Opening and Evaluation of Financial Proposals; Ranking

- **5.3** After the evaluation of quality is completed, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify the consultants that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than two weeks after the notification date. The notification may be sent by speed post and facsimile, or electronic mail.
- **5.4** The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the quality scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened.
- **5.5** The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), correct any computational errors, and convert prices in various currencies to the single currency specified in the Data Sheet. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed under the applicable law; and estimated as per para. 3.7.
- 5.6 In case of Quality-cum-Cost Based Selection (QCBS), the lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (St) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet:  $S = St \times T\% + Sf \times P\%$ . The firm achieving the highest combined technical and financial score will be invited for negotiations. The values for T & P shall be T 8 and T 8 and T 8 and T 9 shall be T 9 shall 9 sh

#### 6. CONFIDENTIALITY

**6.1** Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposal or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

#### **DATA SHEET**

#### Information

#### Clause Reference

**1.1** The name of the Client is:

**Computer Centre, Ministry of Statistics and Programme Implementation** 

The method of selection is

**Quality-and Cost-Based Selection (QCBS)** 

**1.2** Technical and Financial proposals are requested: Yes

The name, objectives, and description of the assignment are:

- "Improvement and Maintenance of Website (English & Hindi)"
- To examine information available on current website of the Ministry.

(Further details could be seen in attached Terms of Reference)

**1.3** The assignment is phased: Yes \_\_\_ **No**\_√\_

The name(s), address(es), and telephone/numbers of the Client's Official(s) are:

Deputy Director General Computer Centre Ministry of Statistics & Programme Implementation, Govt, of India East Block-10, R. K. Puram New Delhi-110066

TelFax: 091-11-26160652 e-mail: pc.mohanan@nic.in

- **1.4** The Client will provide the following inputs
  - i) The client will provide source code and database structure of the existing website
  - ii) The client will provide soft copies of all the materials required to be uploaded on the web-site.
  - iii) The client will also provide necessary materials for periodical review of work of the agency.
- **1.5** Clarifications may be requested <u>07</u> days before the submission date.

The address for requesting clarifications is

Deputy Director General Computer Centre Ministry of Statistics & Programme Implementation, Govt. of India East Block-10, R. K. Puram New Delhi-110066

TelFax: 091-11-26160652 e-mail: pc.mohanan@nic.in

**1.6** Proposals should be submitted in the following language(s):

#### **English**

- **1.7** (i) Firm/entity may associate with other firm: Yes \_\_ No  $\sqrt{\phantom{a}}$ 
  - (ii) The estimated number of professional staff-months required for the assignment is 12 weeks and should not be more than 15 weeks
  - (iii) The minimum required experience of proposed professional staff is

S.No.	Title	Specific Expertise	Years of
			Experience
1	Project in charge	MCA/M-Tech, BCA/B-Tech in Information Technology with experience in managing IT projects including website design, development & miantenance	4 - 5
1	Web Specialist	MCA/M-Tech, BCA/B-Tech in Information Technology with experience in website design, development & maintenance	4 - 5

(iv) Reports that are part of the assignment must be written in the following language(s):

#### **English**

The officers of the Computer Centre would be associated with the Consultancy agency at every stage of work and regular training/orientation has to be provided to the officers and staff involved in the design, development and maintenance of the web-site.

**2.1** Taxes: [Specify firms liability: nature, sources of information]:

As per the local tax laws.

- 2.3 Proposals must remain valid for <u>90</u> days after the submission date, i.e., until. ------
- 2.4 Consultants must submit an original and **2** additional copies of each proposal.
- 2.5 The proposal submission address is:

Deputy Director General
Computer Centre
Ministry of Statistics & Programme Implementation
East Block-10,
R. K. Puram
New Delhi-110066
TolEax: 001, 11, 26160652

TelFax: 091-11-26160652 e-mail: pc.mohanan@nic.in

Information on the outer envelope should also include:

"Proposal for Improvement & Maintenance of Web-site"

2.6 Proposals must be submitted not later than 3.00 PM on 5.11.2012.

#### **2.7** The points given to evaluation criteria are:

		Points
(i)	Specific experience of the consultants related	35
	to the Assignment	
	Experience in designing and developing	
	a) Web-site using Asp.Net 2008	20
	b) Experience in Web based application using SQL 2005	15
(ii)	Adequacy of the proposed work plan and	15
	methodology in responding to the TOR	
	a) Understanding and interpretation of TOR	5
	b) Activity analysis, expert inputs and scheduling	5
	c) Identification of methodological issues and suggested solution	5
(iii)	Qualifications and competence of the key staff	50
	for the Assignment	
	Project in charge	15
	Web expert	15
(iv)	Experienced in Training capabilities of the expert	20
	Total Points	100

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The minimum technical score is **80** points:

- 2.8 The common currency for price conversions is: Rupees
- **2.9** The formula for determining the financial scores is the following:

Either Sf =  $100 \times Fm/F$ , in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration

The weights given to the technical and financial proposals are:

$$T = 0.70$$
 and  $P = 0.30$ 

The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (St) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet:  $S = St \times T\% + St \times P\%$ . The firm achieving the highest combined technical and financial score will be invited for negotiations.

3.0 The assignment is expected to commence on 1st December 2012

#### **SECTION 3. TECHNICAL PROPOSAL**

- 3A. Technical Proposal submission form.
- 3B. Firm's references.
- 3C. Comments and suggestions of consultants on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 3D. Description of the methodology and work plan for performing the assignment.
- 3E. Team composition and task assignments.

#### 3A. TECHNICAL PROPOSAL SUBMISSION FORM

FROM: (Name of Firm)	[Location, Date] To: [Name and address of Client]
	Deputy Director General Computer Centre Ministry of Statistics & Programme ia ast Block-10, K. Puram, New Delhi-110066.
Dear Sir/Madam,	
Subject: Hiring of Consultano	cy Service for Improvement & maintenance of Web-

We, the undersigned, offer to provide the services for the above mentioned project in accordance with your Request for Proposal dated < Date > and our Proposal. We are enclosing Proposal, which includes the Technical Proposal and a Financial Proposal sealed in two separate envelopes.

site (English & Hindi)

If negotiations are held during the period of validity of the Proposal, i.e., before < Date >, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand, you are not bound to accept any Proposal, you receive.

Yours faithfully, (Authorized Signature) Name and Title of Signatory: Name of Firm: Address:

#### **3B. FIRM'S REFERENCES**

## Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:	
Location within Country:		Professional Staff Provided by Your Firm/entity(profiles):	
Name of Client:		No. of Staff:	
Address:		No. of Staff-Months; duration of assignment:	
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services	
Name of Associated Consultants, if any:		No. of Months of Professional Staff Provided by Associated Consultants:	
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and broad functions performed			
Narrative Description of Project:			
Description of Actual Services Provided by Your Staff:			

## 3C. COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:	
1.	
2.	
3.	
4.	
5.	
On the data, services, and facilities to be pro	
vided by the Client	
1.	
1.	
1. 2.	
<ol> <li>2.</li> <li>3.</li> </ol>	

#### **Consulting Firm's Name:**

3D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

#### 3E. TEAM COMPOSITION AND TASK ASSIGNMENTS

#### 1. Technical/Managerial Staff

SI. No.	Name	Position	Task
1.			
2.			
3.			
4.			

#### 2. Support Staff

SI. No.	Name	Position	Task
1.			
2.			
3.			
4.			

#### **SECTION 4. FINANCIAL PROPOSAL**

#### 4A. FINANCIAL PROPOSAL SUBMISSION FORM

To: Deputy Director General Computer Centre Ministry of Statistics & Pi East Block-10 R. K. Puram New Delhi - 110066

Dear Sir / Madam,

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is exclusive of the local taxes, which we have estimated at [Amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., < Date >

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours faithfully,

(Authorized Signature)
Name and Title of Signatory
Name of Firm
Address

#### **TERMS OF REFERENCE (TOR)**

#### 1 Background

**1.1** The Ministry of Statistics and Programme Implementation has a web-site (<a href="http://www.mospi.gov.in">http://www.mospi.gov.in</a>) uses to dissemination official statistics and other information for public at large and interested users, The website follows the guidelines for Government websites.

#### 2 Objective

**2.1** The project aims at Improvement & Maintenance of the website of the Ministry which is designed & developed using Dot Net 3.5 with Visual Basic & C# . Utmost care should be taken while improvement & maintenance so that the site should be impressive, user-friendly, dynamic and entirely scalable for future needs and comply with Govt. guidelines. The website maintenance, management & necessary improvement should be based on the existing database driven technology using MS SQL Server 2008 or higher version for speedy uploading, retrieval and its regular management .

#### 3 Outline of tasks

- **3.1**The Agency will provide the following services / support :
  - (i) To understand the existing website along with the concerned source codes and the associated database thoroughly and with clear grasp.
  - (ii) To examine the roles, features and performances of every component of the current website and suggest / prepare list of changes & strategies ( immediate / far reaching) for the improvement and better maintenance.
  - (iii) To maintain the existing / improved database for maintaining contents of the website in a structured form. The provision need to be kept for Hindi and English version of website.
  - (iv) To associate one full time competent officer conversant with the latest technologies of website design to meet the daily need of maintenance, redesign & improvement of website on regular basis.
  - (v) To ensure the transfer of latest requisite knowledge & skill to the website team of members of the Computer Centre on regular basis in view of the convenience in maintaining and upgrading the website without any failure.