



THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY

(A Central University established by an Act of Parliament)

Hyderabad, Telangana State, India

EFLU/SS/2025/28

Date: 28.10.2025

“Notice Inviting Tender”

AMC for University Website with Cloud Facility

Tender Document

The English and Foreign Languages University invites sealed bids for **AMC of University Website with Cloud Facility**

Details of the Bid

Bid Reference	Tender No.: EFLU/SS/2025/28
Particulars	AMC for University Website with cloud facility at Annexure-A
Last date for Tender Submission	By 06 th November 2025 by 03.00 pm
Date and Time of opening of tender (tentative)	At 06 th November 2025 at 4.00pm
Delivery and Installation period	Immediate from the issue of the Work Order date.
Address for Communication	The Registrar I/c, The English and Foreign Languages University, Hyderabad-500007, Telangana, India.
Contact Details for clarifications	Office of the Dean TI EFL University, Hyderabad, Phone:040- 27689573,
Tender Document, and Terms and Conditions	Available on our website www.efluniversity.ac.in

The tender document shall be dropped in the Tender Box placed at Stores Section or post/courier addressing to The Registrar I/c, The English and Foreign Languages University, Hyderabad-500007, Telangana. The tender documents shall reach within the last date and time or summarily rejected without any reason.

Annexure-A

Specifications:

EFLUniversity's website requires a complete redesign to ensure a uniform, modern, and professional layout across all pages, matching the newly designed homepage.

Alongside design improvements, the website must allow dynamic content updates from a control panel, be hosted securely on the cloud, and maintained continuously under an AMC (Annual Maintenance Contract).

The goal is to make the website user-friendly, visually consistent, secure, and available 24/7 for students, faculty, and stakeholders.

Proposal Goals

1. Redesign all remaining website pages to match the homepage design for a uniform and modern look.
2. Implement a dynamic control panel for easy content updates (notices, circulars, news, events, academics).
3. Host the website on secure cloud infrastructure for scalability and reliability.
4. Conduct regular security checks to safeguard against malware, phishing, and unauthorized use.
5. Enable automated data backup to prevent data loss.
6. Provide a structured AMC plan for continuous support, bug fixing, and design refinements.
7. Facilitate STQC certification whenever required by the University (charged separately as per STQC provider).

Scope of Work

Website Redesign:

- Revamp all existing pages in line with the new homepage design.
- Ensure uniform layouts, typography, and navigation across the site.
- Improve mobile responsiveness and accessibility.

Dynamic Content Management:

- Extend the existing content panel with advanced dynamic features, including:
 - Menu Management
 - Dynamic Page Creation
 - Updated publishing workflows for notices, circulars, news, and events

Hosting & Infrastructure:

- The website will be hosted on a cloud server with the following configuration:
 - vCPUs:4
 - Machine Type: N2/T2D/E2
 - Memory : 8 GB or higher
 - Processor: Intel Cascade Lake/AMD EPYC (Milan or Rome)
 - Storage: 1 TB SSD (Persistent Disk, PD-SSD) or Higher (Remaining content in this Head is same/ no modification required)
- A separate storage bucket will be provisioned for backups, media files, and logs.
- Ensure 24/7 uptime with monitoring tools.
- Optimize hosting resources for performance and cost efficiency.
- Monitoring tools will be able for server health, band width usage, and load handling.

Security & Backups:

- Perform regular vulnerability and malware scans.
- Conduct periodic security checks.
- Enable daily and weekly cloud backups with quick restoration.

Annual Maintenance Contract (AMC)

Scope of AMC

- Website up time monitoring and continuous maintenance
- Regular content updates as provided by the university
- Plugin, frame work, and core module updates
- Bug fixing and disuse resolution
- 24/7 support for technical concerns
- Progressive design improvements each month (~5 pages per month based on time availability)
- AMC includes: uptime monitoring, regular security checks, backups, bug fixing, and support.
- During AMC, Vendor shall provide 24/7 support.

Design Adjustment Inclusion under AMC(Addendum)

To ensure continuous improvement and design consistency, minor and moderate design changes are included under AMC without any extra cost.

This enables EFL University to maintain an evolving, modern, and uniform website throughout the year.

Scope of Design Adjustments

- UI/UX refinements, spacing, and alignment corrections
- Updating banners, typography and visual assets
- Responsive layout adjustments and accessibility improvements
- Uniform styling for all pages as per the new design language
- All design adjustments will be implemented progressively within the AMC schedule, ensuring no disruption to regular website operations.

Execution Plan

- Monthly Implementation: ~ pages will be redesigned or updated each month, based on available AMC time and workload.
- Priority-Based: Critical or high-traffic pages will be prioritized.
- Progressive Delivery: Changes will be distributed evenly across the AMC duration rather than being done all at once.
- Transparency: A monthly update log will be maintained to track progress.

Exclusions

- Major redesigns of the entire website or new feature modules are **not included** under AMC and will require a separate proposal.
- Large-scale Ulover hauls or functional changes will be treated Administration Section **Change Requests (CRs)**.

Resource allocation

Role	No. of Resources	Responsibilities
Back end Developer	01	Frame work upgrade, security enhancements, bugs fixing
Front end Developer	01	Updates all the website pages with new design
QA Tester	01	Conduct rigorous testing of system components, troubleshoot issues, and validate functionality.
Cloud Architect	01	Server set up and hosting optimization
Project Coordinator	01	Communication and project delivery tracking

Payment Terms

- AMC with Cloud facility charges will be paid on quarterly basis, billed after successful services and certified by the Nodal Officer, Website.

STQC Certification

- Assistance will be provided for STQC certification whenever required by the University.
- Certification costs will be borne by the University as per the empanelled auditor's fee.

Change Requests

Any major new functionality or large-scale redesign beyond the defined AMC scope will be treated as a Change Request (CR).

These will be evaluated separately with mutually agreed timelines and costs.

Termination

Either party may terminate the AMC with written notice if the terms are violated. In such case:

1. The client will compensate the development team for all work completed and any reasonable expenses incurred up to the termination date.
2. Up on termination, all rights granted to the client for the application will cease, and the client must either return or destroy all copies of the application and associated materials.

ANNEXURE– B

Limited Tender FormName of the Procuring Entity: **THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY**

Firm's Reference			Date			
Firm Registration No.(if any)			PAN (attach photocopy)			
TIN/VAT/GST/CST No.		LIMITED TENDER FORM	Address:			
Phone						
Fax						
Email:						
Item-wise Quotation Format						
Sl. No:	Job Description	Price per Unit		Taxes & Duties	Rate inclusive of taxes	Total Value
1	Annual Maintenance Contract for Website					
2	Cloud Facility					
	Grand Total					
Execution Schedule:						
Enclosed Specifications/Drawings/Special Conditions of Contract:						

Item/Tender Specific Conditions of this Tender:

We engage to supply the material(s) to your office and comply the following:

1. Tender schedule and technical specification indicated.
2. Item/tender specific conditions for this tender.
3. Terms and conditions printed overleaf.
4. General conditions of contract signed by me at the time of supplier registration (for registered suppliers)
5. I/we confirm that set off for the ED,VAT/GST, etc. paid on the inputs have been taken into consideration in the above quoted price and further agree to pass on such additional duties assets offs as may be come available in future under VAT/GST, etc.
6. This offer is valid for 90(ninety)days from the date of opening of the tender.
7. That we have not been debarred by any Government/Undertaking.
8. That the rates quoted are not higher than the rates quoted for same item to any Government/Undertaking.
9. That the bid submitted by us is properly sealed and prepared so Administration Section to prevent any subsequent alteration and replacement.

Signature & Seal Place & Date:		Name of Authorized Signatory:	
Address:		Tel.No./Fax.No ./MobileNo. EmailId:	

Terms and Conditions of Limited Tender

1. The quotation must be in the form furnished by Procuring Entity and should be free from corrections/erasures. In case there is any unavoidable correction it should be properly attested. If not, the quotation will not be considered. Quotation written in pencil will not be considered.
2. Quotation will be opened on due date at the indicated venue in presence of the tenderers or their representatives who may wish to be present.
3. The University reserves the right to accept the offer by individual items and reject any or all tenders without assigning any reason thereof and does not bind itself to accept lowest quotations.
4. Participation in this tender is by invitation only and is limited to the selected Procuring Entity's registered suppliers. Unsolicited offers are liable to be ignored.
5. Please quote whether your organization is large scale industry or small scale industry. If you have NSIC/MSE/MSI/DGS&D/GEM Certificates, please attach it to the quotation. Mention your registration details.
6. The prices quoted should be firm till the supplies are completed. Please quote the rates in words and figures. Rates quoted should include all charges. Otherwise, the quotation is likely to be rejected. Price quoted should be net and valid for a minimum period of three months from the date of opening of the quotation.
7. Payment of sales tax is primarily the responsibility of the seller and will not be paid unless the percentage value is clearly mentioned in the quotations. If no indication regarding CST/ST/GST is recorded in the quotation, the CST/ST/GST will be considered Administration Section included.
8. In case your quotation is accepted and order is placed on you, the execution of the job against the order should be made within the period stipulated as per University guidelines. The University reserves the right to recover any loss sustained due to delayed execution of work by way of penalty @ ½% (half percent) of the total value of the job covered in order as penalty per day subject to a maximum of 5% (five percent) unless extension is obtained in writing from the office on valid ground.
9. Dispute clause :Any dispute relating to the enquiry shall be subject to the jurisdiction of the court at Hyderabad only.

Specific Terms and Conditions:

1. The work shall be conducted in accordance with the directions and supervision of the office of the Dean, TI and Nodal Officer, Wesbite, EFL University.
2. The Bidder must ensure confidentiality, integrity, reliability, and fairness at all stages of the process.
3. The Bidder Should not blacklisted by any government, PSU, or academic institution.
4. **Technical Bid:** The Bidder Should submit Company profile, project methodology, infrastructure details, certifications, experience proofs, team composition documents.
5. **Financial Bid:** The Bidder should submit total cost with applicable taxes.
6. The Bidder should submit its technical and financial sealed bids in two separate envelopes placed in a single sealed big envelope.
7. **Earnest Money Deposit (EMD):** ₹55,000/- refundable after successful execution of the work order.
8. **Performance Security:** 10% of the contract value, refundable after successful completion of the duration.
9. Payments will be milestone-based: Quarterly payment after successful work acceptance and completion duly certified by the Nodal Officer, EFLU Website.
10. **Duration:** The contract will be valid for **(2) years**, renewable based on performance and mutual consent, subject to approval of Competent Authority.
 - a. There should not be any increase in prices during the 2 Year Contract period.
11. **Termination:** The University reserves the right to terminate the contract with **30 days' notice** in case of: Non-performance or breach of terms, Security breach, Bankruptcy or insolvency of the vendor, etc.
12. **"Late Bid:** Bids received after closing date will not be accepted."
13. Bidder shall not copy, share, or use data for any purpose other than this project.
14. Bidder shall enter an agreement in Non-judicial 100 rupees stamp paper.
15. Bidder may not reuse or resell any part of the system developed for this tender.
16. The University reserves the right to accept or reject any bid without assigning any reasons.
17. Canvassing in any form will lead to disqualification.
18. Any modification in the tender shall be published on the University website.
19. The bidder must agree to all terms and conditions as stated herein on business letter head.

Sd/-
Registrar I/c