



अंग्रेज़ी एवं विदेशी भाषा विश्वविद्यालय
हैदराबाद - ५००००७
THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY
HYDERABAD – 500 007

EFLU/SS/2025/35

Date: 28.11.2025

“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/2025/35
Particulars	AMC for University Website with cloud facility at Annexure-A
Last date for Tender Submission	By 18 th December 2025 by 03.00 pm
Date and Time of opening of tender (tentative)	At 18 th December 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 document shall reach within the last date and time. The tender document received after the last date – time and or incomplete in any aspect shall be summarily rejected without any reason.

Sealed Tender under the two-bid system (Technical bid and Financial bid) are invited from registered vendors/agencies/companies in India, with at least 3 years of experience in the design, development and website maintenance of academic institutes/university, government bodies and established corporates and MNC. The Bidder should submit its technical and financial bid in two separate sealed envelopes placed in a single sealed big envelope. The financial bid will be opened only of those who will qualify in the technical evaluation of all the offers.

AMC for University Website with Cloud Facility.

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 24x7x365 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 relevant 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 enabled 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 UI/over 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 empaneled 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 30 days of 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.

Minimum Eligibility Criteria:

The Agency should be able to provide a qualified web designing, building and maintenance team, for undertaking this assignment.

The minimum eligibility criteria provided below for ready reference: -

Sl.No	Particulars	Document Reference to be submitted.	Pagenoin submitted document folder
1	The Agency should give details like name, profile, etc. The Agency should be registered with the GSTIN and carry a valid PAN. Proof of the same must be submitted.	1) Copy of GST Registration 2) Copy of PAN Card 3) Details of the Bidder Organization	
2	An undertaking (Self-Certificate) that the agency hasn't been blacklisted by a central/state Government institution and there has been no litigation with any government department on account of IT Services.	Declaration that the bidder has not been blacklisted.	
	An undertaking (Self-Certificate) that the Agency has resources having domain knowledge in the Web Development Governance need to have a documentary proof.	Self-Certificate as a proof.	
4	The bidder should have completed atleast 3 orders or more for website development and maintenance during past five years .	Copies of Work Orders in last 5 financial years and linked satisfactory completion certificates may be submitted as supporting documents for 3 missions at least.	
5	Provide details (educational qualification, experience, expertise) of your team who will be developing/maintaining the website along with the Cloud facilities. (The team members working on this shall have recognized B.Tech/B.E./MCA/M.Tech/M.Sc. Degrees or equivalent in areas of Computers/IT/Electronics.	Copies of relevant documents shall be enclosed as proof on companies letter head.	
6	An average turnover of last 3 financial years should be 5 lakhs or more i.e, 2022-23, 2023-24, 2024-25.	Copies of the relevant documents shall be enclosed (Certified by Chartered Accountant)	

7	The resources of the bidder must be aware with the Guidelines for Indian Government Website (GIGW)	Enclose declaration on Companies letter head.	
8	Copy of the Tender Document Duly signed and stamped on each and every pages	Shall be enclosed	
9	Cloud server should be in India only	Declaration copy shall be enclosed on letter head.	

Note: If any of the above copies/certificates are not enclosed leads to disqualification in technical bid.

Evaluation of Technical Bid

Only those bidders who cross the threshold level (60 Marks) of the technical evaluation shall be considered for the evaluation. Scoring Parameters used for scoring will be based on relevance and nature of past-experience, approach proposed, experience in domain area, experience and skill of core team and success stories (case studies in particular). If anyone doesn't get minimum threshold level score, then such case will be finalized based on committee's decision.

Evaluation of the technical bid will be based on the following parameters

Serial No	Criteria	Max Marks
1	No. of experts and manpower resources having experience in Design & Development/Maintenance of Web Portal/AMC with minimum qualification (B. Tech/B.E/M.C.A/M. Tech/M.Sc. or equivalent) • Above 25 Professionals – 10 Marks • Above 15 upto 25 Professionals – 8 Marks • Min. 15 Professionals – 6 Marks	10
2	No. of websites developed/maintained by the bidder for any State Govt./Central Govt. Department & Educational Institutes in the last 5 Years on website development/AMC of any IITs/IIMs/Central Universities. • Above 6 Projects – 20 Marks • 4-6 Projects – 15 Marks • 3 Projects – 10 Marks	20
3	Average annual turnover during last 3 financial years i.e, 2022-23, 2023-24, 2024-25. • Above 40 Lakhs – 10 Marks • Above 20 Lakh to 40 Lakhs – 8 Marks • Above 10 Lakh to 20 Lakhs – 6 Marks • Above 5 Lakhs to 10 Lakhs – 04 Marks	10
4	Experience • Above 5 years – 15 Marks • Above 4 years upto 5 years – 12 Marks • 3 years to 4 years – 9 Marks	15
5	Certification (CMMI Level 3 and above) for Software Design – 10 Marks Certification (CMMI Level less than 3) for Software Design – 6 Marks	10
6	Should have successfully executed at least 3 websites (in the last 5 years) developments, implementation and maintenance projects excluding hardware (Copy of PO & Proven Experience shall be considered as proof of completion of the project) • 3 projects worth min. Rs. 5 Lakh to 8 Lakh – 10 Marks • 3 projects worth above Rs. 8 Lakh to 10 Lakh – 12 Marks • 3 projects worth above Rs. 10 Lakh – 15 Marks	15
7	Website update and maintenance support (24x7x365) details including uptime	5

	assurance on letter head declaration.	
8	Demonstration of prior work and success stories for reputed Clients (Copies of Appreciation/relevant letters should be enclosed) • No. of Letters – 3 – 10 Marks • No. of Letters – 4 to 5 – 12 Marks • No. of Letters – 5 & above – 15 Marks	15
Total		100

Signature with Stamp of Bidder Date

Evaluation of Financial bid:

Only those firms whose technical bids are accepted, financial bids will be opened and work order will be awarded to the firm who quoted the Lowest price (L1).

ANNEXURE– B
(To be printed on Letter Head of the Tenderer)

Financial Bid Form

Name of the Procuring Entity: **THE REGISTRAR, THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY**

S.No.	Job Description	Amount (per year)	GST (per year)	Total (per year)
1	Annual Maintenance contract for Website			
2	Cloud Facility			
	Total (INR):			
Total Amount in Words:				

Company Name:	
Name & Designation: (Authorized Signatory)	
Date & Place:	
GSTN:	
Company Seal	

Signature with Stamp of Bidder

Date:

Note:

- 1) The bidder should quote for the one-year term in Indian Rupees in figures and words. In case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency
- 2) The bidder should quote for the entire tender as per the given tender specification. Bidder who does not quote for all the specification, as per the given tender specification, is subject to disqualification.

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. The prices quoted should be till the supplies are completed. Price quoted should be net and valid for a minimum period of three months from the date of opening of the quotation.
5. In case your quotation is accepted and order is placed with 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.
6. **Dispute clause:** Any dispute relating to the enquiry shall be subject to the jurisdiction of the court at Hyderabad only.
7. Either on termination/end of the contract the Vendor should submit the Website and Cloud Data without any modification to our University (Performance Bank Guarantee will be released only after successful data transfer to our University).
8. **DISPUTE SETTLEMENT AND APPOINTMENT OF ARBITRATOR:** All dispute or differences whatsoever arising between the parties out of or relating to the work and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiation shall be settled by referring the dispute to The Registrar, The English and Foreign Languages University, Hyderabad, who may either himself decide the dispute as Arbitrator or appoint some other person as arbitrator to adjudicate the same, who shall be unconnected with EFL University, Hyderabad. The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996. By consent of parties the jurisdiction of all other courts are exculpated and the court at Hyderabad alone shall have jurisdiction. The language of Arbitration shall be English. The venue of Arbitration proceedings shall be Hyderabad as the case may be.

Specific Terms and Conditions:

1. The work shall be implemented, executed and conducted in accordance with the directions and supervision of the Office of the Dean, TI and Nodal Officer, Wesbite, EFL University, Hyderabad.
2. It shall be the sole responsibility of the Bidder to ensure confidentiality, integrity, reliability, and fairness at all stages of the process.
3. **Earnest Money Deposit (EMD):** The Bidder without fail is required to submit EMD for Rs.55,000/- refundable after successful award of contract. EMD should be in favour of The Registrar, English and Foreign Languages University, Hyderabad. EMD shall be in the form of Demand Draft/Banker's Cheque(valid for 90 days and payable at Hyderabad). The EMD exemption will be allowed for MSME registered firm/vendors and for which a copy of certificate has to be essentially submitted along with the tender.
4. **Performance Security:** 10% of the contract value shall be provided in favour of The Registrar, English and Foreign Languages University, Hyderabad, which shall be valid for 26 months and payable at Hyderabad. The Performance Security will be refundable only after the successful completion of the project.
5. **Payments will be milestone-based:** Quarterly payment after successful work acceptance and completion duly certified by the Nodal Officer, EFLU Website.
6. **Duration:** The contract will be valid for **Two (2) years** from the date of agreement signed.
7. **Price:** The price quoted shall be fixed as quoted in tender/as per work order and no increase in prices shall be acceptable during the Two(2) years period of contract effective from date of signing of contract.
8. **Termination:** The University reserves the right to terminate the contract at **30 days' Notice** in case of Non-performance or breach of terms, Security breach, Bankruptcy or insolvency of the vendor, etc.
9. **Late Bid:** Bids received after closing date will not be accepted/considered.
10. Bidder shall not copy, share, or use data for any purpose other than this project.
11. Bidder shall arrange and enter an agreement on Non-judicial 100 Rupees stamp paper with the University.
12. Bidder may not reuse or resell any part of the system developed for this tender.
13. The University reserves the right to accept or reject any bid without assigning any reasons.
14. Canvassing in any form will lead to disqualification.
15. Any modification in the tender shall be published on the University website.
16. The bidder must agree to all terms and conditions as stated herein on their business letter head.

Sd/-
Registrar I/c