

CCRT/3105/12/2019  
**23<sup>rd</sup> October 2019**

**To,  
M/S**

**Notice Inviting Tender**

**Name of Work: Redesign, Development, Testing and Implementation  
Of Centre for Cultural Resources and Training Dynamic Website**

**<http://crtindia.gov.in/>**

Director (I/C), Centre for Cultural Resources and Training, New Delhi invites Comprehensive Rates for Redesign, Development, Testing and Implementation Of Centre for Cultural Resources and Training Dynamic Website from the reputed and experienced contractors/ firms dealing in the software development and implementation as per general terms and conditions, specifications and schedule of work stated in this document.

Tender document and other details can be obtained from our website [www.crtindia.gov.in](http://www.crtindia.gov.in). Amendments, if any, will be notified in the above website. The following is the schedule of events for this tender:

Ernest Money Deposit (E.M.D)	: Rs. 10,000/-
Publishing of tender	: 23 <sup>rd</sup> October 2019
Queries to be raised by	: 31 <sup>th</sup> October 2019
Meeting for pre-bid queries	: 5 <sup>th</sup> November 2019; 11:00 AM
Last date of submission of tender	: 13 <sup>th</sup> November 2019; 05:30 PM
Date of opening of technical bid	: 15 <sup>th</sup> November 2019; 11:00 AM
Date of opening of financial bid	: To be communicated later
Contact Details	: Sh. Rajesh Guleria Consultant IT, IT Cell, CCRT, 15-A, Sector - 7, Dwarka, New Delhi - 110075 Telephone:(011) 25309300 Extn: 314, 386 E-mail:- itcell.crt@gov.in

## **ELIGIBILITY CRITERIA**

Essential qualifications for the tenderer/contractor/bidder:

1. Should have minimum three years experience and technical expertise in undertaking similar works preferably in government departments / semi-government departments / public sector undertakings. Proof to this effect shall be submitted along the technical bid.
2. Should have completed five works of similar type executed preferably in government departments / semi-government departments / public sector undertakings during the last 7 years. Performance certificate issued from the department should be attached along with the technical bid.
3. Should have adequate qualified technical staff.

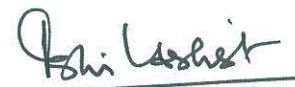
The tender would be based purely upon their capability, competence, capacity, resources, experience and expertise. The tenderer should require submitting documentary evidence(s) in support of the above criteria along with the qualification proposal.

The bidder should submit the following documents along with the tender:

- a) An undertaking in the form of an affidavit on stamp paper of Rs. 100/- (One Hundred Rupees) to the effect that they (Bidder/Firm) have never been black-listed/debarred in any government/semi-government department/ public sector company and has not left any work abandoned during last three years. If any bidder has been black-listed/debarred by any government/semi-government department / Public Sector Company, his bid is liable to be rejected even if the bidder meets the eligibility criteria specified in the bid documents.
- b) An undertaking in the form of an affidavit on stamp-paper of Rs.100- to the effect that the information given in the bid by bidder/firm is true. If any information is found to be false/misleading, the CCRT shall disqualify the bid and has the right to debar the organization/firm from bidding for working on CCRT's future projects.
- c) An undertaking to the effect that the offer is in strict compliance with tender documents and there is no deviation.
- d) Attach photocopies GST No., PAN No and ITR for last three years.
- e) The bidders from outside Delhi may preferably provide their local (Delhi) contact telephone number and address.
- f) Any bid submitted by bidder, if found incomplete in any manner shall be rejected straightway. No dispute or claim of any kind shall be entertained in this regard.
- g) The bidder shall submit the bid to the office of CCRT. The tenderer is to seal E.M.D in first envelop by super scribing it "E.M.D and Firm Name", Technical Bid in second envelop by super scribing it "Technical Bid and Firm Name" and Financial Bid in third envelop by super scribing it "Financial Bid and Firm Name". All three sealed envelopes will be sealed in fourth bigger envelop. Further, the sentence "NOT TO BE OPENED" before (due date and time of tender opening) is also to be printed on the bigger envelope. The fourth outer envelope should have Name, Contact Number, Firm Name and Address along super scribed with "Tender for Redesign, Development, Testing and Implementation of Centre for Cultural Resources and Training Dynamic Website".
- h) Bids received on E-mail will be rejected.
- i) E.M.D for this work which shall be deposited along with the tender in the form of DD/pay order in favour of Director Centre for Cultural Resources and Training, payable at New Delhi.
- j) The tender for the work shall be valid for a period of 180 days from the last date of opening of tender. If the tenderer withdraws tender before the mentioned period or issue of letter of acceptance, whichever is earlier, CCRT shall without prejudice to any

right or remedy is at liberty to forfeit E.M.D deposited as aforesaid. Further, the tenderer shall not be allowed to participate in the tendering process of the work for one year.

- k) The tender documents have been uploaded on CCRT website for information and details of the works to be executed in this contract.
- l) The successful tenderer/Contractor, on acceptance of his/her tender by the accepting authority shall have to sign the contract agreement on a non-judicial stamp paper of Rs.100/- within seven days from the date of issue of Letter of Intent.
- m) The successful bidder will have to deposit a performance security which is 10% of the awarded cost of CCRT dynamic website in the form of bank guarantee/F.D in the favour of Director CCRT. The same will be refunded after the contract is over successfully.



Director (In-Charge)  
CCRT, New Delhi

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## **Instructions to Bidder**

Below is a list of special information regarding requirement for the work listed in N.I.T

1. The bidder must be fully conversant with the documents to form part of contract agreement i.e. instructions to bidders, specifications/scope for the particular nature of work.
2. The bidder shall submit the offer under two bid systems i.e. Bid Part-A (technical cum eligibility criteria) & Bid Part-B (Financial).
3. At any time prior to the deadline for submission of bids, CCRT may, for any reason, whether at its own initiative modify the NIT document by issuing clarification(s) and/or amendment(s).
4. The clarification(s) / amendments(s), if any, will be notified on CCRT website before the proposed date of submission of the bid.
5. CCRT will not bear any responsibilities or liabilities arising out of non-receipt of the information regarding amendment(s) in time or otherwise. Bidders must check the website for any such amendments(s) before submitting the bid.
6. All the notices related to this bid will be published and uploaded on CCRT website.
7. Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will result in all such bids to be rejected.
8. The bidder shall bear all costs associated with the preparation and submission of the bid and CCRT shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
9. Any addendum / amendment issued by the CCRT shall be part of the tender documents and it shall be informed in writing. To give prospective bidders time to take an addendum into account in preparing their bids, the CCRT may extend if necessary, the last date for submission of bid.
10. The bidders who are desirous of participating in the tender shall submit their technical solution, high level phase-wise planning, development & implementation methodology, price and other documents to support it in the standard format prescribed in the NIT. The bidders/authorized person shall sign on all the statements, documents, certificates, etc submitted by him to own up the responsibility for their correctness / authenticity.
11. Similarly if any of the certificates, documents, etc. furnished by the bidder are found to be false/fabricated/bogus, the bidder will be black listed and the E.M.D deposited shall be forfeited.
12. The technical bids shall be opened at the time and date as specified in the tender documents. The clarifications, particulars if any required from the bidders will be obtained by addressing the bidders. The technical bids shall be evaluated against the specified parameters / criteria as per tender and the technically qualified bidders will be identified accordingly.
13. The tender document shall be explicitly understood that the CCRT does not accept any responsibility for the correctness or completeness of this schedule. The bidder should however quote his comprehensive rates on Redesign, Development, Testing and Implementation of CCRT dynamic website.
14. All duties, taxes and other levies payable by the bidder as per State / Central Government rules shall also be included in the quoted price as on the date of bid submission and any variation shall be reimbursed / recovered at actual by the CCRT on submission of documentary evidence / bill. The details of the taxes considered shall be clearly mentioned by the bidder in the percentage form.
15. If the tender is made by a firm, it shall be signed by the authorized signatory and power of attorney of the signing authority must be attached with the bid.

16. The tender shall contain no alterations or additions, except those to comply with instructions issued by the CCRT, or as necessary to correct errors made by the bidder, in which case all such corrections shall be initialed by the person signing the tender.
17. The bidder shall invariably ensure that the documents to be submitted are as per NIT.
18. The CCRT may extend the date for issue and receipt of tender by issuing an amendment in which case all rights and obligations of the CCRT and the bidder will remain same as previously.
19. Any tender received after the last date and time prescribed in the NIT will be summarily rejected.
20. No tender shall be modified after the last date and time of submission of tender.
21. The tender will be opened as mentioned above and shall be evaluated accordingly.
22. The Tender Opening Committee may call upon any bidder for clarification on submitted information in the form of documents, statements, proof, etc. related to the technical bid. The request for clarification and response shall be in writing and it shall be only on the qualification information submitted by the bidder. The clarification called for from bidder shall be furnished within the stipulated time, which shall not be more than one week. Only clarifications shall be sought maximum one time however no new documents shall be accepted by the CCRT, hence the bidder should go through the tender carefully and submit the bid accordingly.
23. The CCRT will evaluate whether each bidder is satisfying the eligibility criteria prescribed in the NIT and declares them as a qualified bidder. If the technical bid is not satisfying any of the eligibility criteria it will be rejected by the CCRT.
24. In case of any deviations noticed by the CCRT, the same shall be withdrawn. The bid shall be exactly as per the technical specification and terms & conditions of the CCRT. If any bidder fails to withdraw deviations pointed out by the CCRT, the bid will be outrightly rejected.
25. The proposed solution will be required to pass through security audit before pushing new dynamic website to NIC cloud. This will require the solution to pass through threat vulnerability risk assessment by a NIC empanelled vendor only. The test methodology is based on the latest OWASP Standards and Guidelines. The vendor will be responsible for resolving/closing all failures found during this test.
26. If the last date of opening of the technical bid coincides with a holiday, then the next working day shall be the opening date.
27. Bidder shall quote in Indian Rupees only.
28. The bid prepared by the bidder as well as all correspondence and documents shall be written in English language.
29. Any bid without E.M.D will be straightway rejected.
30. The E.M.D of unsuccessful bidders shall be returned/ refunded after finalization of the contract without any interest.
31. For any corrigendum/ amendment notice with respect to this tender, please visit our website [www.ccrtindia.gov.in](http://www.ccrtindia.gov.in) regularly. No advertisement shall be published separately in newspapers in this regard.
32. Prospective Bidders requiring any clarification on the tender documents should send queries to the mail id mentioned in the NIT. CCRT will consolidate all queries with responses. CCRT is organizing pre-bid query session to take on all queries sent earlier as mentioned in the NIT.
33. All disputes arising out of this tender shall be subjected to the jurisdiction of courts of Delhi.

### **Financial Bid Opening**

The financial bids of only those bidders will be opened who are declared technically qualified by the Tender Evaluation Committee.

The price bid of the unqualified bidder will not be opened and thereafter E.M.D deposited will be returned.

In case of any ambiguity, the decision taken by the Tender Evaluation Committee on the tender shall be final.

### **Process to be confidential**

Information relating to the examination, clarification, evaluation and comparison of tender and recommendations for the award of a contract shall not be disclosed to bidder or any other persons not officially concerned with such process until the award to the successful bidder has been announced by the Tender Evaluation Committee.

Any effort by a bidder to influence the processing of the tender or award decision may result in the rejection of his tender.

No bidder shall contact the authority concerned with finalization on any matter relating to its tender from the time of the tender opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the CCRT, it should be done in writing.

Before recommending / accepting the tender, the Tender Evaluation Committee shall verify the correctness of certificates submitted to meet the eligibility criteria and specific requirements. If required, the authenticated agreements of previous works executed by the lower bidder shall be called for verification.

**Technical Bid Evaluation:** Tenderers will be evaluated on the basis of "Minimum Eligibility Criteria" and the criteria for evaluation of Technical Bids will be as given below. Qualifying score will be 60 marks:

<b>S.No</b>	<b>Description</b>	<b>Points</b>
1.	Understanding and Compliance with requirements. It should meet the scope set in RFP	25
2.	Expertise in dynamic web designing and development. 5 dynamic websites design, development and implementation. These shall be evaluated based on information architecture, aesthetic appeal, compatibility and creativity. 9 Points each	45
3.	List of clients you have worked with. (Max 10 Clients will be taken & one point each)	10
4.	Experience of the company (Max 10 years and one point each for each year)	10
5.	ISO Certification or CMMI Level achieved	10

Tenderers whose technical bid meet the minimum qualification criteria may be called for a presentation if required.

**Selection criteria:**

- The financial bids of only those bidders who achieve 60 and above marks in technical bid would be opened. This will be the Technical Score (TS).
- Financial Score (FS) of the proposals will be determined using the following formula:

$$FS = 100 \times (FL/F)$$

Where,

'FS' is the financial score of an applicant,

'FL' is the lowest Financial Proposal among all and

'F' is the financial proposal of the particular applicant'

- For the purpose of calculation of Composite Score (CS) for each bidder, the weightage shall be 70 % for the Technical Score (TS) and 30% for Financial Score (FS) of the respective applicants. The Composite Score shall be calculated using the following formula:

$$CS = TS \times 0.70 + FS \times 0.30$$

Tenderers will be ranked accordingly to their Composite Scores and will be listed in the order of merit as H 1, H 2, H 3 and so on. The top scorer H 1 would be eligible for award of work.

**Award of Contract**

The Technical Evaluation Committee will recommend to the competent authority for award of the contract to the bidder who is found technically qualified as per the tender requirements and whose price bid is lowest.

The Director CCRT reserves the right to accept or reject any tender or all tenders and to cancel the tendering process at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the reasons for such action.

**Notification of Award and Signing of Agreement**

The bidder whose tender has been accepted will be notified of the award of the work by the Technical Evaluation Committee, prior to expiration of the tender validity period through a letter. This "Letter of Intent" hereinafter called LOI, will indicate the sum that the CCRT will pay to the contractor in consideration of Redesign, Development, Testing and Implementation of the dynamic CCRT Website.

When a bid is to be accepted the concerned bidder should attend CCRT office on the date & time fixed in the LOI to sign the contract. Failure to attend the CCRT office on the fixed date & time, in the written intimation, to enter into required agreement shall entail forfeiture of EMD.

The written agreement to be entered into between the contractor and the CCRT shall be the foundation of the rights and obligations of both parties and the contract shall not be deemed to be completed until the agreement has first been signed by the contractor and the CCRT. The successful bidder has to sign an agreement within a period indicated in LOI from the date of receipt of communication of acceptance of his tender. On failure to do so his/her

tender will be cancelled duly forfeiting the E.M.D deposited paid by him without issuing any further notice and action will be initiated for black listing bidder.

### **Payment Schedule**

The payment of the project will be approved after submission of the deliverables mentioned in the below phases:-

<b>S.No</b>	<b>Phase Name</b>	<b>Percentage of Contract Value</b>
1.	Requirement & Design	20%
2.	Development & UAT	25%
3.	NIC Security Audit	30%
4.	Implementation	10%
5.	Training, Handover & 2 Months Support	15%

Penalty @ 1% of contract value per week or part thereof will be levied for any delay in execution of work as per the time frame mentioned in the NIT document as well as work order being issued.

### **Proposal Requirements**

All our problems and features listed in RFP (RFP\_CCRT\_Website) must be answered. Failure by a company/vendor to answer all these questions may result in the proposal being rejected.

The CCRT has devised the following format to evaluate the competency of the vendors. You are required to compile your responses in the following format and send us in pdf file:-



## **Proposal Part A:**

### **1. Corporate Profile:** Provide a brief overview of your firm's history and philosophy

- State the year the vendor started in the business of selling CMS solutions and web design services
- Vendor / company's headquarter and other offices contact telephone number and address. The bidders from outside Delhi may preferably provide their local (Delhi) contact telephone number and address.
- Provide the total number of vendor's employees and the number of employees in user experience and web design
- List of clients you have worked with one paragraph description
- ISO certified or CMMI level achieved
- Indicate if the company incurred an annual operating loss in the last 5 years

### **1. Executive Summary:**

- Summarize on one page or less the key products and services you are proposing. Explain which RFP requirements these products are intended to meet and the benefits if we use these products and services
- Summarize your overall strategy and approach for delivering dynamic web design and development projects.

### **2. Vendor System Information:**

- Describe a high level technical architecture, software and tools used to develop your proposed solution.
- Describe your security architecture including mitigation solution for OWASP top 10 web application security risks.
- Describe your organization's experience with implementing multi-lingual websites with multi-locations sites
- Identify what uniquely distinguishes your offering from your competitors.
- Describe your implementation approach, project management tools and methodologies for the proposed solution.
- Submit a high level phase-wise development plan which will address requirements, design, development, testing, user acceptance testing , implementation and support with delivery milestones and responsibilities for each party

### **3. Client Examples:**

- Should have minimum three years experience and technical expertise in undertaking similar works preferably in government departments / semi-government departments / public sector undertakings. Provide five examples of responsive dynamic websites your firm has developed along with URL.
- Should have completed five works of similar type executed preferably in government departments / semi-government departments / public sector undertakings during the last 7 years. Performance certificate issued from the departments should be attached along with the tender or provide three client references in your proposal, including a current contact name, organization name, phone number and email.

#### **4. Project Team:**

- Define your development methodology that includes process, project management and team structure that would execute this type of solution
- Define how your process manages or mitigates client changes throughout the life of a project.
- Provide a high level project plan/schedule in calendar months along with resource loading phase-wise. The project has to be completed within 90 days.

#### **5. Documentation:**

- Provide a list of phase-wise deliverables that include requirement specification document, design document (technical architecture, database design, UI interface layouts, etc), source code, QA Plan with test cases, User Acceptance Test Plan, implementation plan, hand over plan, etc.)

#### **6. Software Support and Maintenance:**

- Describe the software support/maintenance service model
- Describe your service call execution and escalation policy
- Does support and maintenance include all future software changes/upgrades

#### **7. Mandatory Documents:**

A list of following documents is required to be submitted along with the proposal in the pdf form.

- An undertaking in the form of an affidavit on stamp paper of Rs. 100/- to the effect that Bidder/Firm have never been black-listed/debarred in any government departments / semi-government departments / public sector undertakings and has not left any work abandoned during last three years. If any bidder has been black-listed/debarred by any government departments / semi-government departments / public sector undertakings, his bid is liable to be rejected even if the bidder meets the eligibility criteria specified in the bid documents.
- An undertaking in the form of an affidavit on stamp-paper of Rs.100- to the effect that the information given in the bid by bidder/firm is true. If any information is found to be false/misleading, the CCRT shall disqualify the bid and has the right to debar the organization/firm from bidding for working on CCRT's future projects.
- Duly signed and stamped of the entire bid document along with its Addendum/ Corrigendum, if any
- Attach photocopies GST No., PAN No and ITR for last three years
- E.M.D deposited in DD/pay order in favour of Director CCRT
- Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the agency (on the letter head of the bidder)
- All other documents, as required in terms of the tender, to claim eligibility

## Proposal Part B:

### 1. Cost

The CCRT prefers a firm quote on dynamic website design, development and implementation. We also want to insure a competitive bid from each potential tenderer.

While submitting the Financial Bid, tenderer should split-up the financial part into below 2 categorizations:-

- Design, Development, Testing (UAT & NIC Security Audit) and Implementation with 2 months support

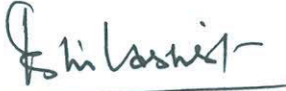
S.No	Work Description	Calendar Duration	Rate	Unit	Amount
1.	Redesign, Development, UAT, NIC Security Audit and Implementation Of the CCRT Dynamic Website	3 Months			
2.	2 months support post implementation	2 Months			
	<b>Taxes</b>				
	<b>Grand Total</b>				

2 months support will include support, training & handover to CCRT IT Cell.

- One Year Annual Maintenance

S.No	Work Description	Calendar Duration	Rate	Unit	Amount
1.	Annual Maintenance Of the CCRT Dynamic Website post above mentioned option	12 Months			
	<b>Taxes</b>				
	<b>Total</b>				

**Note:** Please refer to the pdf file "RFP\_CCRT\_Website" for details

  
Director (In-Charge)  
CCRT, New Delhi  
RG



## ***Request for Proposal (RFP)***

### **Redesign, Development, Testing and Implementation Of Centre for Cultural Resources and Training Dynamic Website**

<http://ccrtindia.gov.in/>

Centre for Cultural Resources and Training,  
15-A, Sector - 7, Dwarka,  
New Delhi - 110075  
Telephone:(011) 25309300 Extn: 314 and 386  
E-mail:-dir.ccrt@nic.in

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## 1. Project Overview

Centre for Cultural Resources and Training hence after referred as CCRT in this document, has issued this Request for Proposal (RFP) in order to select and enter into a contract with a company/vendor to improve the present website <http://crtindia.gov.in/>. The new dynamic website must incorporate latest state of the art technology and should be dynamic, attractive, stylish, aesthetic and built with responsive web design.

CCRT is seeking proposals from highly qualified, experienced website development companies to design, develop and implement its public-facing website. The chosen strategic partner preferably may be a firm that has experience in managing government/semi government / public undertaking website design projects, and expertise with best industrial practices regarding:

- Successful dynamic website design
- User experience and usability testing
- Information architecture
- Dynamic website development and deployment
- Content management strategy
- Social media integration
- Search engine optimization
- Responsive design
- Multi-lingual with multi-locations

This is a pilot project to choose reliable vendor to meet our all requirements qualitatively. There is a huge business potential for vendor to explore at CCRT. The projects will be executed in phases to meet the CCRT wishful requirements.

The CCRT is pursuing digital transformation so that CCRT turns into technology savvy organization. CCRT is looking for a vendor who could be turned into our technology partner and help us in realizing the CCRT organizational goal in a shorter span of time.

This RFP does not obligate the CCRT to award a contract or complete the project and the CCRT reserves the right to cancel the solicitation if it is considered to be in its best interest.

## 2. Company Overview

The CCRT is one of the premier institutions working in the field of linking education with culture. CCRT has been contributing to the strengthening of the foundation of the nation by making education, culture based and meaningful. The CCRT has its headquarters in New Delhi and three Regional Centres at Udaipur in the west, Hyderabad in the south and Guwahati in the north-east to facilitate the widespread dissemination of Indian art and culture. The CCRT revitalizes the education system by creating an understanding and awareness about the plurality of the regional cultures of India among teachers, students and educational administrators and integrating this knowledge with education.

The CCRT also implements important policies of the Ministry of Culture, like, awarding Scholarship to Young Artists, Junior and Senior Fellowships focusing on "in-depth study/research" on various facets of culture, including New Emerging Areas of Cultural Studies. The CCRT has started organizing training programs on arts management under NICHM Scheme, a new initiative of Ministry of Cultural, Govt. of India. The CCRT is also

implementing Cultural Heritage Young Leadership Program, aimed at promotion of social values and community engagement amongst the youth of the Country.

Please refer to <http://ccrtindia.gov.in/> for details.

### 3. Target Audience

The end users of the site would be:

- School students and teachers
- Students from colleges of performing arts
- Students from colleges of visual arts
- Performing artists
- Visual artists
- Folk artists
- Tribal Artists
- Personal from Ministry of Culture
- Personal from other Government sectors

This information is meant for the website architect, project manager, designers, developers and stakeholders. The type of audience will help to determine everything from functionality to UX and aesthetics.

### 4. Current Website

This is a summary of our present website environment:

- **Present Website:** The website was launched in 2007.
- **Content Management:** The website consists of roughly 60 English web pages managed by in-house IT cell. The site is bilingual that supports English and Hindi.
- **Content Strategy:** We anticipate a reduction of content on the new website and would like vendors to provide best industrial practices and possibly, additional training or consulting services, for content strategy. Vendors should also provide best practices and suggestions for developing content with open source software.
- **Website Documents:** The site contains documents in MS Word, Excel and PDF.
- **Website Platform:** The site has been developed with HTML and CSS.
- **Website Hosting:** The site is hosted on NIC Cloud.

### 5. New Dynamic Website Objectives

The CCRT objectives are bound to promote, foster and preserve Indian cultural heritage and connect it with people via education and developing culture sectors in the country. The CCRT believes that these can be achieved by adopting state of the art technologies and reaching the target audience all over India including the remote rural areas. A dynamic website with optimal design, aesthetic appeal and UX / UI suitable for target audience, would be a great enabler in this endeavour.

## 6. New Dynamic Website Functionality Requirements

- **Interactive and Engaging Website:** We are seeking to redesign our website to include an intuitive, dynamic, easy-to-use interface that allows visitors to complete their tasks quickly and easily regardless of the device they are using. The solution should also be easy to maintain content and data, streamline business operations and increase productivity.
- **Purpose of New Website:** The new web site should have the following features:
  - Serve the needs of all users by letting them easily find what they are seeking.
  - Promote transparency of government policies by making it easy for us to share and post information.
  - Represent or brand our community for residents, visitors, businesses and elected officials, and showcase our community in a way that highlights why this is a great place to live, visit and do business.
  - Provide a pleasant and delightful experience to all users by making it easy for them to complete their tasks or find what they want in a straightforward manner.
  - Be strategic and nimble, and focus on making our content useful, interactive and engaging. We know that things will change in the future, and we want our site to adapt and remain relevant
- **Customers:** Our customers are our target audience stated above. Our website is our digital front door and our goal is to focus on the needs of our customers.
- **Research Based Design:** We want a site that meets the unique needs of our community, and are not looking for a cookie-cutter or templated solution. Our vendor should employ a strategic research-based and data-driven process to gather inputs, define expectations and design a consistent, user-friendly navigation framework for the website that meets the needs of all users
- **Responsive Site:** Visitors to our site will utilize a wide variety of devices to access our website, including computers, tablets and mobile smart phones. Our new website should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view our site, no matter what device they are using. In case an App on Google/Apple store would be an optimal solution for our smart phone using target audience. This is a part of our additional functionality.
- **Accessible Site:** Our new website should comply with World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines. In addition, the vendor should follow best practices, voluntary standards and guidelines developed by the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI), and train our users in creating accessible content.
- **Compliance for GIGW and other Government guidelines:** The vendor has to complete the formalities for compliance of Government guidelines, security audit through Government technical auditor.
- **Flexible Solution:** The new site should build upon proven and accepted web site development standards while maintaining flexibility to easily scale up and add new functionality over time with minimal cost. The solution should accommodate



existing bilingual (English & Hindi) option and maintain a unique look and feel throughout the website. The design should be Multi-lingual and multi-locations based. Currently we have one web site for HQ but will have soon for our regional offices also.

- **Simplify and Streamline Administration:** The solution should simplify website administration, allowing users of all skill levels to update assigned sections of the website. Streamline business operations and reduce the amount of time that IT spends on enhancing and maintaining the site.

## 7. New Website Wish List

We are providing you optional functionality that is dependent on budget. The proposed design should be flexible enough to integrate our future needs.

The following features in the website are bound to generate value addition to CCRT:-

- Conduct online tests for training, scholarship & fellowships.
- Conduct certifications in the visual and performing arts. This can also raise funds. A payment gateway interface will be required.
- Any person should be able to upload art work in the form of videos, pictures, documents, pdf, etc. This will help in identifying talent from rural areas specially.
- Conduct webinars to promote awareness, knowledge ,training, etc
- Provision for online library to promote Indian art & culture. Koha is one of the most advanced, free and open source integrated library management software (ILMS). It has been used by thousands of libraries across the world. Users are impressed with this software simply because of its features. The software is viable, scalable and ideal for all kinds of libraries.
- Provision for booking seminar halls, scheduling meetings, leave sanction, maintenance tickets and attendance. The site will need an interface with existing ERP or NIC hosted ERP.
- In case an App on Google/Apple store would be an optimal solution for our smart phone using target audience.
- A tool is required to capture data related to trainings, scholarships, fellowships, workshops or any other events where participants from various parts of the country attend. It will capture data of all the participants and it can help us in tracking their growth and achievement at village, school, district, national & international level. This will be a major boost to promote CCRT policies. CCRT can become trend setter.
- These functionalities will improve our values and brand in the Art & Culture domain. CCRT may become one of the key players in the country and subsequently we can venture globally as well.

## 8. Non-Functional Requirements

Non-functional requirements cover all the remaining requirements which are not covered by the functional requirements. They specify criteria that will judge the operation of the web site rather than specific behaviors. These are response time, latency, CPU utilization, memory usage, network usage, CIA, recoverability, etc. These requirements should conform to the industry standards. It should be compatible to the popular browsers like Chrome, Mozilla Firefox, Internet Explorer, Safari and Opera. It should

be able to support Video Content without plug-ins. We are looking for development on Open Source Platform.

## **9. Statuary Requirement**

The purposed solution will be required to pass through security audit before pushing new dynamic website to NIC cloud. This will require the solution to pass through threat vulnerability risk assessment by a NIC empanelled vendor only. The test methodology is based on the latest OWASP Standards and Guidelines. The vendor will be responsible for resolving/closing all failures found during this test.

## **10. Important Guidelines**

- Vendor has to share source code of the website with CCRT from time to time.
- All material/ product and related codes should be property of CCRT and vendor should have no claim over the same in future.
- All content should be stored and kept confidential and vendor should not reuse/ replicate/ transfer the same to anyone else.
- The vendor will have to sign Non-Disclosure Agreement (NDA) with CCRT regarding access to confidential information.
- The vendor should provide all admin and user manuals.