

**TENDER**

**FOR**

**Supply and Installation of Website Development in BIT. Mesra, Campus**

**in the Department of INFORMATION AND COMMUNICATION TECHNOLOGY.**

**BIT MESRA, Ranchi**



**Tender No.: IW/457**

**Tender date: 25 September 2025**

**Last Date of submission: 09 October 2025**

**Office of the Registrar**

**Birla Institute of Technology, Mesra**

Birla Institute of Technology, Mesra, Ranchi invites tender for supply, **Supply and Installation of Website Development for BIT Mesra, Campus**, as per specifications given in the Annexure attached to the Tender.

Tender Reference No.	<b>IW/000457</b>
Last Date and Time for receipt of Tender	25 September 2025 at 1500 Hrs
Time and Date for Opening of Technical Bid	09 October 2025 at 1600 Hrs
Address for Communication	As Stated below in the Instructions to the bidders.
Contact Telephone Numbers, PIC-ICTC	<u>0651-2275444,4522</u>
For technical Details Contact PIC-ICTC: Department of Information and Communication Technology Prof. Dr. Sitanshu Sekhar Sahu	<a href="mailto:pic-icte@bitmesra.ac.in">pic-icte@bitmesra.ac.in</a> , <b>9472760260</b>
<b>Opening of Bids</b>	<b>Technical Bids will be opened on, 10 October 2025 at 1600 Hrs. in the Purchase Office</b>
Price bids	<b>Price bid of only Technically qualified bidders will be opened. Dates will be declared later.</b>
EMD Cost (in form of DD) in favour of "Birla Institute of Technology" payable at Ranchi	<u>Rs.50,000/-</u>

## **INSTRUCTIONS TO BIDDERS**

All interested vendors are requested to send their quotation through E-mail to [dr.purchase@bitmesra.ac.in](mailto:dr.purchase@bitmesra.ac.in) (With Password Protected File) for supply of the above item under two bid systems in the following manner:

- a) I - Technical Bid. Separate File
- b) II - Financial Bid. Separate File

**NOTE: The bid documents are not transferable and the firm's seal and signature of the authorized official must appear on all papers and envelopes submitted.**

**Both the envelopes should be sealed, signed, marked and kept in a bigger envelop superscribed with the Tender Reference No. and Tender notice detail as appended hereunder.**

**TENDER FOR SUPPLY AND INSTALLATION OF WEBSITE DEVELOPMENT IN  
BIT,MESRA CAMPUS**

**TENDER REF. NO: IW/000457, DATE: 25 September 2025**

**LAST DATE FOR SUBMISSION: 09 October 2025 till 1500 Hrs.**

To,  
The Dy. Registrar (Purchase & MM)  
Birla Institute of Technology, Mesra  
Ranchi - 835215.

From: M/s -----  
Contact No: -----  
E-mail ID: -----

The EMD of the unsuccessful bidders will be refunded only after finalization of the tendering process. No interest will be payable on the earnest money. If any bidder withdraws his bid at any point of time during the tendering process, the EMD of the bidder concerned will stand forfeited. BIT Mesra reserves the right to cancel the tender at any time/ stage or relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the bid shall not be entertained. Before submission of the bid, enquiry can be made over through email at [dr.purchase@bitmesra.ac.in](mailto:dr.purchase@bitmesra.ac.in). In case of withdrawal of bids, the EMD of the bidder concerned will stand forfeited.

## ELIGIBILITY CRITERIA

Sr. No.	Must have Criteria/Compliance Points	Comply (Yes/No)	Page number in support of compliance. Deviations (if any) should be mentioned clearly, and details thereof should be indicated.
1.	Minimum 3 institutional websites developed in the past		
2.	Experienced UI/UX designers & developers on team		
3.	ISO/IEC 27001 or equivalent security policy (preferred		
4.	Dedicated project manager with daily communication updates		

**Note: Non-Compliance in anyone of the above Must have Criteria shall lead to rejection of Bid.**

**Terms & conditions**

1. **Instructions to the OEM:** Either the Indian Agent on behalf of the Principal/OEM or Principal/OEM can bid but both cannot bid simultaneously for the same item/product in the same tender.
2. **Single Order:** A single order will be processed for entire configuration.
3. **Delivery date etc.:** Time taken for delivery, installation and commissioning should be separately specified.
4. **Bid Submission:** The bids can be sent to us by Hand/ Speed post/ Courier so as to reach the marked address by due date and time. Late bids will not be accepted. The price bids of only those firms will only be opened who are found to be technically qualified after evaluation. The Institute reserves the right to cancel/reject any or all bids without assigning any reason thereof.
5. **Bid document:** The vendor should read the Tender documents carefully before quoting. It shall be deemed that the vendor has gone through the documents carefully and has understood its implication. Any lack of information shall not relieve the bidder of its responsibility to fulfill its obligations under the Bid.
6. **Price:** Prices quoted should be on F.O.R., BIT Mesra, Ranchi on **Door Delivery** basis.
7. **Technical bid:** The technical bid should accompany full technical literature, pamphlets, leaflets of the technical features of the offered and must be submitted for proper evaluation.
8. **Dealers:** Tender specific MAF (Manufacturing Authorization Form) is to be submitted by all interested Vendors, Dealership certificate/ authorization certificate from OEM if the bidder is a dealer.
9. **Similar Installation:** A complete list of Institutes' / Organizations' list wherein the installation has been done and a Performance certificate along with such list where this installation has been done in past three years.
10. **Validity of Quotation:** Quotations should be valid for 90 days.
11. **Declaration:** The bidder should attach a self-declaration stating that he is not debarred/ blacklisted or banned from any University/ Central Government / PSU / State Govt. of India / any other Govt. agencies or any Institute of National / International importance.
12. **GST etc:** Copy of up-to-date GST clearance certificate & GST. registration certificate also indicating the TIN number of the Firm will have to accompany the quotations. Copy of PAN must be submitted of Firm / Company along with the Technical Bid.
13. **Bank Details:** Banker's details of quoting Firm/ Vendor should be clearly mentioned as attached
14. **Delivery:** Immediate
15. **Conditional tenders:** Conditional tenders shall not be accepted.
16. **Late and delayed Tenders:** Late and delayed tender will not be considered. In case any unscheduled holiday occurs on prescribed closing/opening date the next working day shall be the prescribed date of closing/opening.
17. **Rejection of Tender:** **The** tenders are liable to be rejected if the conditions mentioned in the tender documents are not complied with. The tender should be complete in all respects and duly signed wherever required. Incomplete and unsigned offer will not be accepted.

- 18. Liquidated Damage:** If a firm accepts an order and fails to execute the order in full as per the terms and conditions stipulated therein, it will be open to this Institute to recover liquidated damages from the firm at the rate of 1% per week of the order value subject to a maximum of 10% of the order value. It will also be open to this Institute alternatively, to arrange procurement of the required stores from any other source at the risk and expense of the firm, which accepted the order but failed to execute the order according to stipulated agreed upon.
- 19. Payment Terms:** -100% payment will be released after successful installation and commissioning duly certified by the concern authority.
- 20. Termination for default:** Default is said to have occurred: -
- (a) If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by BIT, Mesra.
  - (b) If the supplier fails to perform any other obligation(s) stated in the Purchase Order.
  - (c) If the vendor, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from BIT Mesra (or takes longer period in spite of what BIT Mesra may authorize in writing). BIT Mesra may terminate the contract / purchase order in completely or in part. In addition to above, BIT Mesra may at its discretion also take the following actions: BIT Mesra may procure, upon such terms and in such manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting supplier shall be liable to compensate BIT Mesra for any extra expenditure involved towards goods and services to complete the scope of.
- 21. Acceptance and rejection of bids:** The Institute may accept or reject any or all the bids in part or in full without assigning any reason and doesn't bind himself to accept the lower bid, without thereby incurring any liability to the affected Bidder or bidders. The institute at its discretion may change the quantity / upgrade the criteria / drop any item or thereof at any time before placing the Purchase Order.
- 22. Blacklisting of Supplier: Furnishing of wrong/ambiguous information in the compliance statement may lead to rejection of bid and further black listing of the bidder, if prima-facie it appears that the information in the compliance statement was given with a malafied/fraudulent intent.**
- 23. Clarification of Bids:** Clarifications may be sought by the Evaluation committee of the Institute during the Process of Technical Evaluation. The request for the clarification and the response shall be in writing. There shall be no change in prices or substance of the bid shall be sought, offered, or permitted. The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 24. Waivers:** The Institute may waive off any minor informality non-conformity or irregularity in a bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- 25. Bid responsiveness:** A responsive bid is one in which the bid is substantively responsible i.e., the bid which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Performance Security, Warranty, Force Majeure, Limitation of liability, Applicable law, and Taxes & Duties will be deemed to be a material deviation. The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 26. No Canvassing:** Any effort by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.
- 27. Rejection of Bid:** If a bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- 28. Insurance:** For delivery of goods at site, the insurance shall be obtained by the Supplier in an amount equal to 110% of the value of the goods from "warehouse to warehouse" (final destinations) on "All Risks" basis including War Risks and Strikes.
- 29. Undertaking:** While sending rates, the firm shall give an undertaking to the effect that "the terms/conditions mentioned in the enquiry letter/Tender Notice against which the rates are being given are acceptable to the firm." In case the firms do not give this undertaking, their rates will not be considered.
- 30. Tax liabilities:** Suppliers shall be entirely responsible for all duties, taxes, license fees, octroi, road permits, etc., incurred until delivery of the Goods to the Purchaser as per the Purchase order.
- 31. Termination for Insolvency:** The Purchaser may at any time terminate the P.O by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be

without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

**Registrar**

### **Price bid**

1. **Bid Price:** The Bid Price should be enclosed in a sealed envelope and properly marked. The Bidder shall indicate on the appropriate price bid, the unit prices and total bid prices of the goods it proposes to supply under the contract.
2. **Bid Currencies:** Prices should be quoted in Indian Rupees for offers received for supply within India and in freely convertible foreign currency for offers received for supply from foreign country.
3. **Where there is no mention of packing, forwarding, freight, insurance charges, taxes etc. such offer shall be rejected as incomplete.**
4. The price quoted shall remain fixed during the contract period and shall not vary on any account.
5. All lots and items must be listed and priced separately in the Price bid. If a Price bid shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Lots or items not listed in the Price bid shall be assumed to be not included in the bid.
6. **Arithmetical errors:** The arithmetical errors will be rectified as follows. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between the figures and words. The amount in words will prevail. If the supplier does not accept the correction of errors, its bid will be rejected.
7. Prices indicated on the price-bid should be mentioned in the following manner:

#### **For Goods manufactured within India**

- i) The price of the goods should be quoted Ex –works.
- ii) GST. and other taxes which will be payable on the goods if the contract is awarded. The details should be mentioned separately.
- iii) The charges for inland transportation, insurance and other local services required for delivering the goods at the desired destination as specified in the price bid.
- iv) The installation, commissioning and training charges including any incidental services, (if any) should be clearly mentioned.

#### **For Imported Goods:**

- i) The price of the goods, quoted on FCA (named place of delivery abroad) or FOB (named port of shipment), as specified in the price schedule form.
- ii) The charges for insurance and transportation of the goods to the port/place of destination.
- iii) The agency commission charges, (if any).
- iv) The installation, commissioning and training charges including any incidental services, (if any).
- v) The terms FOB, FCA, CIF, CIP etc. shall be governed by the rules prescribed in the current edition of the Incoterms published by the International Chambers of Commerce, Paris.

vi) While transshipment will be allowed, part shipment will not be allowed.

**Registrar**

**Annexure- I.**

**Performa for Performance Statement (last three years)**

Sl. No	Name of the Buyer (With full address)	Order No. and date	Full description of the Item and value	PO Value	Delivery Details		Delay reason (If any)	Attach satisfactory performance certificate (from the buyer)	Contact Persons Details and contact No.
					As per P. O.	Supply date			

**Technical Specifications**

**SUPPLY AND INSTALLATION OF WEBSITE DEVELOPMEN IN BIT ,MESRA CAMPUS**

The Institute is in the process of renewing its Microsoft Office 365 licenses for a duration of one year. In this context reputed Microsoft authorized vendors can send in their quotations in sealed envelopes or through email for the following items:

<u>Item Name</u>	<u>Qty.</u>
1. Website Development	1 Nos.
Main Project Background & Objectives	
"BIT Mesra aims to build a dynamic, user-friendly, and highly informative website to serve students, faculty, alumni, and external stakeholders.	
"The website should improve accessibility, showcase achievements, streamline communication, and offer robust content management.	
Scope of Work	
A. UI/UX. B Front-end Development	
B Front-end Development	
C. Back-end Development	
D. CMS & Content Architecture	
E. Integrations	
Deatil Description are attached	

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## Main Project Background & Objectives

- BIT Mesra aims to build a dynamic, user-friendly, and highly informative website to serve students, faculty, alumni, and external stakeholders.
- The website should improve accessibility, showcase achievements, streamline communication, and offer robust content management.

## Scope of Work

### *A. UI/UX Design*

- Clean, modern layout optimized for desktop, mobile, and tablet (responsive design)
- Customizable homepage with visual highlights, quick links, and featured content
- Visual consistency with Institute branding (colors, logos, font families)
- Accessibility compliance (WCAG 2.1 AA level)
- Wireframes/mockups for approval before development

### *B. Front-end Development*

- Technologies: React.js / Angular / Vue.js or similar
- Fast-loading pages, optimized images, and smooth transitions
- Client-side validation and dynamic content rendering
- Integration of animation libraries (AOS.js, GSAP, etc.) for engaging interactions

### *C. Back-end Development*

- Preferred stack: Node.js with Express / Django / Laravel / Headless CMS (Strapi, Sanity) or similar
- Role-based access control (admin, editor, student, faculty)
- Secure authentication (OAuth, JWT)
- Dynamic form builder and file uploader with admin review panel
- Clean and modular API structure for future mobile app integration

Additionally a full CMS based approach may be proposed using Drupal 10/11, Wordpress, Joomla etc.

### *D. CMS & Content Architecture*

- Simple admin dashboard to:
  - Publish news, circulars, and events
  - Manage courses, faculty, and student achievements
  - Upload documents, photos, videos, forms
- SEO-friendly URL structures, meta management
- Reusable content blocks and widgets

### *E. Integrations*

- Google Maps API (for location)
- YouTube embed for lectures or promotional videos
- Cloud-based storage (if required)
- WhatsApp chat plugin / Contact forms with email triggers
- ERP / LMS integration (optional)

### Basic Modules to Be Included (not limited to this)

Module	Description
Homepage	Banner slider, quick facts, latest events
About Us	Vision/Mission, history, message from Functionaries
Academic Departments	Details of departments, programs, labs, faculty profiles, Publications
Admissions	Eligibility, brochures, online form download
Students' Section	Timetable, results, notices, clubs & events
Research & Innovation	Ongoing projects, publications, patents
Alumni Portal	Success stories, reunion updates, registration form
Placements	Recruiters, placement stats, testimonials
Contact Us	Form submission, map, phone/email info
Downloads	Forms, brochures, academic schedules
News & Events	Filterable updates with attachments
Media Gallery	Photo & video archives in grid/slideshow formats
Careers/Recruitment	Vacancies, online application form
Deans portals	Dedicated to workings of the offices of the Deans

Additionally, requirements as circulated by UGC need to be incorporated.

### Enhanced Role-Based Authentication & Content Moderation System

#### *System Goals*

To empower designated faculty/staff with controlled access to update and manage specific sections of the website, ensuring:

- Accountability per department/role
- Streamlined content updates
- Security through access segregation

#### *User Roles & Permissions (not limited to this)*

Role	Access Level
Super Admin	Full control of all modules, roles, and system settings
Admin	Manage major pages, assign roles, monitor user activity
Department Editor	Manage department-specific pages, news
Faculty	Manage own profile page
Content Reviewer	Moderate submitted content before publishing

Role	Access Level
Contributor	Create content drafts (events, news, notices)
Viewer	Read-only access, no editing permissions

### *Features Required*

- **Role Management Dashboard** Create/edit/delete user roles and assign permissions dynamically
- **Permission Matrix for Pages & Menus** Assign access rights to:
  - Main menu sections (e.g., “Academics”, “Departments”)
  - Submenus (e.g., “Computer Science & Engineering”, “Mechanical Engineering”)
  - Individual pages (e.g., “Faculty List of Civil Engineering”)
- **Page Ownership & Logging**
  - Show page owner info for accountability
  - Maintain history of edits, reviewers, and publish status
- **Approval Workflow**
  - Contributor → Reviewer → Admin
  - Notifications on status changes
  - Option for auto-publish or timed publishing
- **Audit Trail & Logging** Track login attempts, page edits, permission changes with timestamps

### *Technical Specifications*

- Access control implemented via RBAC (Role-Based Access Control)
- Backend support using ACL libraries (Node.js: casbin / Django: django-guardian) etc.
- Encrypted password storage with bcrypt/scrypt
- Authentication via JWT or OAuth2
- Admin interface for role assignment and audit tracking

## Multi-Campus Microsite Architecture

### *Objective*

To build a **centralized main website** with **extension campus-specific microsites**, each reflecting the overall design aesthetics of the Institute but with **independent admin control and content management capabilities**.

### *Architecture Overview*

- **Main Website** Central hub showcasing Institute-wide information, governance, admissions, placements, etc.
- **Microsites per Extension Campus** Individual subdomains (e.g., campusname.institute.ac.in) or subdirectories (institute.ac.in/campusname) Each microsite shares design elements (header, footer, layout) but can have:
  - Campus-specific faculty and department info
  - Campus events, notices, galleries
  - Localized contact and inquiry forms

### *Key Requirements*

#### *Design Consistency*

- All microsites must follow a unified UI/UX framework
- Shared style guide: typography, layout grids, logos, color themes
- Responsive design across devices and browsers

### *Independent Admin Control*

- Each campus has its own dashboard, limited to its microsite
- Admins can:
  - Create/edit pages
  - Approve content submissions
  - Publish campus-specific updates and events
- Roles and permissions scoped to individual microsites (Super Admins can override if needed)

### *Routing & Hosting Strategy*

- Subdomain or directory-based routing strategy
- SSL enabled for all microsites
- Shared hosting environment or containerized deployment (Docker/Kubernetes) for scalability

### *Synchronization Options*

- Optionally push global content (admissions, governance updates) from the main site to microsites
- Synchronize branding assets across microsites in real time

### *Technical Specifications*

Feature	Description
Content Isolation	Each microsite stores content independently in scoped DB or CMS instance
Shared Template Engine	Common layout/templates with modular override options
Role-Based Access per Microsite	RBAC limited to each campus (no cross-campus admin rights unless elevated)
Single Sign-On (Optional)	SSO via OAuth2 or LDAP for campus admins
Multi-site CMS Support	Use of multi-tenant systems like WordPress Multisite / Strapi / Drupal
Audit Logs	Per-campus activity tracking and content history logs

### *Deliverables (Extension Campuses)*

- Microsite architecture and deployment blueprint
- Individual CMS dashboards and credentials
- Content migration support for campus data
- Training for local admins
- Security audit per microsite

## Homepage Features Addendum

### Hero Image Carousel (Banner Slider)

#### Features Required

- Full-width carousel area at the top of the homepage
- Auto-sliding with configurable interval speed
- Manual navigation (left/right arrows & swipe support on mobile)
- Custom captions overlaid per image with call-to-action buttons
- Support for multiple image formats (SVG, PNG, JPG)
- Optional video support for motion banners (compressed for performance)

#### Admin Control

- Admin panel module to:
  - Upload/replace carousel images
  - Add captions and links
  - Schedule banner visibility (e.g., event-specific banners)

#### Technical Specs

- Lightweight library (e.g., Swiper.js, Flickity) for animation performance
- Responsive behavior with priority loading
- Accessibility compliant: ARIA labels, keyboard navigation

## Mega Menu Navigation System

#### Structure

- Horizontal top-level navigation bar featuring dropdown mega menus
- Each mega menu showcases:
  - Categorized links in multi-column format
  - Thumbnail/icon indicators (optional)
  - Featured links or news blocks (e.g., “Admissions Open”)
  - Campus switcher if microsites are included

#### Role-Aware Menus

- Menu visibility governed by role-based permissions
  - E.g., Student menu shows “Timetable,” “Results,” while Admin menu shows “Manage Events”
- Microsite-specific menus with shared templates

#### Implementation

- CSS-driven structure with JavaScript-enhanced animations
- Graceful fallback for devices with reduced JavaScript support
- Touch-friendly design for mobile dropdowns
- Configurable via Admin Dashboard

## Intelligent Chatbot Integration

#### Objective

To deploy a conversational AI chatbot on the Institute website that can interact with visitors in real-time, answer frequently asked questions, and assist with navigation and information retrieval in both English and Hindi.

## Core Capabilities

- **FAQ Handling**
  - Dynamic answer delivery from an editable FAQ database
  - Categories: Admissions, Academic Calendar, Contact Info, Hostel Queries, Placements, etc.
- **Conversational Flow**
  - Multi-turn dialogue capabilities
  - Greeting messages and fallback responses
  - Context-aware suggestion prompts
- **Live Chat Escalation (Optional)**
  - Hand-off to designated live support for sensitive queries
  - Email and contact form fallback if no operator is available

## Technical Features

Feature	Description
Platform	Compatible with open-source bot frameworks (e.g., Rasa, Botpress) or integrations with Microsoft Bot Framework or Dialogflow
Admin Controls	Add/edit FAQs, monitor interactions, view analytics
NLP Support	Natural language understanding for varied phrasing
Bilingual Mode	Hindi-English toggle; Hindi response templates editable via admin panel
Integration	ERP queries (e.g., exam dates, fees status) via secure API (optional)
Frontend Embedding	Widget available on homepage, contact page, and microsities
Accessibility Compliance	WCAG-compatible bot interface and keyboard navigation
Analytics	Monitor common queries, missed responses, user feedback

## Security & Privacy

- GDPR-like compliance for data handling
- Optional chat transcript download for admin review
- Auto-clear sensitive information after session timeout

## Deliverables

- Full chatbot deployment across primary site and microsities
- Editable FAQ console and training guide
- Admin dashboard for bot configuration and monitoring
- Performance tuning with training dataset updates
- One round of customization and refinement post-launch

## Desirable Addendums for the entire site

## Dashboards & Analytics

- Add an **Admin Dashboard** with:
  - Quick-glance stats: page visits, active users, pending approvals
  - Top-performing content or news items
  - User activity overview (last logins, contributions)
- Integrate **Google Analytics** or **Matomo** for deep insights

## Content Workflow Enhancements

- **Approval Workflow** Define steps like: Draft → Review → Publish
  - Email/SMS notifications on action status
  - Scheduled publishing (with calendar picker)
- **Versioning Support** Maintain previous versions of content/pages with restore options

## SEO & Performance Optimization

- **SEO Modules:** Auto-generated sitemaps, structured data via JSON-LD, meta tags, canonical URLs
- **Performance Tools:** Lazy loading, CDN support, cache mechanisms, asset compression
- **Lighthouse Benchmarks:** Performance, Accessibility, Best Practices scores ≥90

## Mobile Experience

- While mobile-first development is emphasized, expand with:
  - Touch gesture support (sliders, galleries)
  - Progressive Web App (PWA) readiness for offline view and better engagement
  - Enhanced accessibility (contrast checks, screen reader optimization)

## Downloadable Resources Enhancement

- Dynamic listing of downloadable PDFs/forms/reports
  - With tagging, search, and expiry controls
  - Option to track downloads per user (optional)

## Testing & Compliance

- Add a **Testing Matrix** in the final phase:
  - Browser compatibility across Chrome, Firefox, Safari, Edge (latest + previous)
  - Device testing across iOS, Android, tablets
- Include **Penetration Testing** summary and periodic re-audit recommendation post-launch

## Documentation Deliverables

- Suggest requiring:
  - Admin operation manuals segmented by user roles
  - CMS architecture documentation
  - API reference guides for ERP integrations
  - Design style guide (fonts, logos, color palette) for future branding consistency

## Technology & Performance Requirements for the Project

- Must follow best practices in security, scalability, and accessibility
- Responsive design compatible with all modern browsers
- Load time < 2 seconds on 4G connections
- Lighthouse performance and SEO scores > 90
- Built on a modular framework for future upgrades

## Deliverables for the Entire Project

- Sitemap & wireframe approval documents
- Design assets (SVGs, images, icons, mockups)
- Source code, deployment scripts, database schema
- User manual or training video for admin panel
- SSL installation & final hosting setup
- Bug-free, production-ready codebase

## Vendor Eligibility Criteria

- Minimum 3 institutional websites developed in the past
- Experienced UI/UX designers & developers on team
- ISO/IEC 27001 or equivalent security policy (preferred)
- Dedicated project manager with daily communication updates