



**Request for Proposal for selection of vendor for designing and development of Bharat 5G Portal**

**Table of Contents**

<b>S No.</b>	<b>Section</b>	<b>Page No.</b>
<b>1.</b>	Disclaimer	2
<b>2.</b>	Introduction	4
<b>3.</b>	Scope of Work	8
<b>4.</b>	Submission guidelines & deadline	17

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5. TCOE India reserves the right to accept or reject all bids, to revise the RFP, to request one or more re-submissions or clarifications from one or more Applicants, or to cancel the process in part or whole. No Applicant is obligated to respond to or to continue to respond to the RFP. Additionally, TCOE India reserves the right to alter the specifications, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP and subsequent presentations and contract negotiation processes. TCOE India may revise any part of the RFP, by providing a written addendum on TCOE India's website till 48 hours before the last timeline for submission of the bids. The bid and all supporting documentation submitted by the Applicant shall become the property of TCOE India.

## **Introduction**

The Bharat 5G portal- an integrated portal is a comprehensive platform serving the interests of startups, industry and academia in quantum, 6G, IPR facilitation and 5G domains. It features the Future Tech-Experts registration portal in collaboration with PANIIT USA, aimed to help and advise the Indian Telecom ecosystem to advance the goal of Atmanirbhar Bharat.

We are seeking proposals from highly qualified and experienced website development companies to design, develop, and implement this web portal. The bidder must be a firm with expertise in the following best practices:

- successful website design
- content strategy
- responsive design
- user experience and usability testing
- information architecture
- website development and deployment
- website hosting
- Security audit and Integration
- Server administration and Maintenance

The bidder should have proven expertise in System Study, Design, Development, Implementation and Maintenance of Website / server /Web Portal / Web enabled applications using the latest available technologies like PHP, Java, .Net, Open Source, CMS etc.

### **1.1 5G Project Objectives and Goals**

- 1.1.1 To build competencies and engagement in 5G and beyond technologies in students and academic fraternity.
- 1.1.2 To enable projects at under-graduation and post-graduation level for students using 5G and beyond environment.
- 1.1.3 To Encourage collaboration between academia and industry to generate and develop 5G use cases.
- 1.1.4 To Provide local access to 5G test setup for Startups and MSMEs around the institution.
- 1.1.5 Prepare Indian Academia and Startup Ecosystem for 6G

## 1.2 Scope of activities under the program

- 1.2.1 Selection of Institutions & empanelment of domestic vendors (NIT)
- 1.2.2 Floating of RFP/Tender, selection of vendors and price discovery for CAPEX & OPEX
- 1.2.3 Installation coordination for setting up of Labs at selected institutions (100+)
- 1.2.4 Oversight and coordination for O&M and utilization of labs(100+) for period of **4 years**
- 1.2.5 Performance monitoring, Remote O&M support, release of installments.
- 1.2.6 Digital platform for networking and utilization of labs,
- 1.2.7 Supporting institution/institutions to host hackathons
- 1.2.8 Knowledge disseminating platform for other institutions/students/startups etc., on use-cases being tested/developed/demonstrated.
- 1.2.9 Database of 5G domestic vendors available, 5G devices (incl IoT), successful 5G
- 1.2.10 Projects/pilots related to Health, Agri, intelligent Transport systems, Industry 4.0 etc
- 1.2.11 Facilitating integration and collaboration with various ministries, domestic companies, licensed service areas (LSAs), local authorities, and other stakeholders.
- 1.2.12 Facilitating intellectual property rights (IPR) discussions and providing a forum for such engagements.

## 1.3 Stakeholders: Beneficiary Institutions

- 1.3.1 Eligibility Criterion for Institutions

The following Indian Entities are eligible to apply for Beneficiary Institutions (BI).

  - i. Academic institutions (Preferred NIRF Ranking and other aspects)  
[As an extension, the following categories may also be invited to host 5G Use case labs as and when decided]
  - ii. Other Institutions
    - a) R&D institutions
    - b) Centres of Excellence under Central Government/State Government / Government Agencies (incl. PPP mode)• Sectoral specific institutions with domain expertise in Health, Agriculture, Transportation, Industry4.0, Fintech, Mining, Smart Cities etc. trying to leverage Emerging Technologies such as 5G/IoT/M2M /
    - c) Evaluation Criterion (Indicative)  
Evaluation Criteria for applicants under the program may include the following:
      - 1. Academic Institutions- NIRF Ranking [Research institutions (within 50/50), Engineering (within 100/200), Medical (within 25/50), Technology and Medical Universities (within 50/100), Overall ranking (50/100)] (Other disciplines are included considering the relevance of 5G use cases in sectors viz. Health, Agriculture, Education, industry4.0, Transportation etc.)
      - 2. Geographic location, benefits to the local ecosystem, expertise to maintain the lab, projected utilization by no. of students/ Start-up/industry community etc.
      - 3. Institution's readiness in providing necessary facilities such as: Space, power

supply, other equipment, tech-manpower (for local maintenance) etc. for establishing, maintenance of the lab.

4. Institution's readiness and projections in the utilization of the Lab by student / faculty / start-up ecosystem.
5. In the case of CoEs and other institutions, the screening criterion may include Start-up/MSME ecosystem involved with the institution, projected utilization by Vertical specific industries/start-ups/academia, inputs from respective Government Ministries / Departments.
6. Not limited to the above, the Screening Committee may also consider any other aspect/ parameter as deemed fit, in finalizing the list.

#### **1.4 Roles & Responsibilities of Beneficiary Institution**

- a) As part of the program, the beneficiary institution shall provide necessary facilities such as Space, power supply, internet/intranet connectivity, other equipment, tech-manpower (for local maintenance) etc., to ensure successful implementation of 5G use case lab.
- b) The institute shall pay its prescribed contribution to the Implementation Agency(IA) within 3 months of the final selection (Shipping of the equipment begins once the institution makes its payment)
- c) Assets thus procured would belong to the host beneficiary institution.
- d) The institution takes care of the safety, security and utilization of the Lab by students/ faculty/MSME ecosystem etc. IA will extend necessary facilitation in this regard.
- e) The institution may have separate engagements with IA/Vendor etc., to procure other equipment (Devices/ Network elements / Use case accessories) to enhance its functionality.
- f) Institution shall extend connectivity to IA's Portal updating the Labs utilization and shall do value addition as part of knowledge dissemination reg 5G use cases being tested/developed for the benefit of other institutions/students/startups etc.
- g) Hosting of Hackathons with support of IA on requirement basis.

#### **1.5 Roles & Responsibilities of empaneled domestic vendors**

- a) The vendors shall supply the necessary equipment, devices etc. to set up and maintain the Lab on Turnkey basis.
- b) Vendor shall ensure that the 5G equipment to be installed, shall be indigenously designed, developed and manufactured.
- c) Vendors should ensure that IT/OT products and devices shall also be indigenously designed, developed and manufactured wherever available.

#### **1.6 Component of website**

- 1.6.1 Project Information
  - a. Scheme Objectives
  - b. Scheme Details
  - c. 5G Lab details and BSNL POC Policy
  - d. Implementation Mechanism
  - e. Intelligent Interactive Platform of various user agency
  
- 1.6.2 Project Stakeholders
  - a. Implementing Agency.
  - b. Project Monitoring Unit.
  - c. Selection Committee.
  - d. Project Review & Streeting Group (PRSG)
  - e. Beneficiary Institution
  - f. Suppliers
  - g. Users of Lab facilities.
  
- 1.6.3 Beneficiary Institution
  - a. Eligible Institutions Criterion
  - b. Roles & Responsibilities
  - c. Selection Criterion
  - d. Deliverables
  - e. Performance Monitoring
  
- 1.6.4 5G System and Services Supplier
  - a. Empanelment Process.
  - b. Empaneled Supplier.
  - c. Roles and Responsibilities.
  - d. List of equipment.
  - e. Services offered.
  - f. Help Desk.
  - g. Warranty and AMC
  
- 1.6.5 Project Status
  - a. Approval of Project Cost.
  - b. Receipt of payment from Beneficiary Institutions.
  - c. Receipt of payment from DoT.
  - d. Release of Payment to Supplier.
  - e. 5G Lab approved.
  - f. Implementation Status
  - g. List of working Lab
  - h. Facilities available at Lab
  - i. Utilization of Labs
  - j. Reports

k. Dashboard

1.6.6 Technology and Use Cases Information

- a. 5G Technology
- b. Various Uses Cases
  - Health,
  - Agriculture
  - intelligent Transport systems
  - Industry 4.0
- c. Successful 5G Pilot Projects

1.6.7 Networking, Events and Activities

- a. Hackathons
  - Registrations
  - Participating Institutions
- b. Networking Platform (C-DoT Meet can be integrated with this platform)

1.6.8 Admin Dashboard and Management:

- a. Dashboard to access reports, KPIs, status of applications
- b. Admins rights to create user accounts for experts, Technical Evaluation Committee (TEC) groups, committees, evaluation criteria with weightage for each scheme.

1.6.9 Call for proposal for different scheme under the program(Optional)

- a. Designing and development
- b. Admin portal
- c. Login Panel
- d. Evaluation

1.6.10 Tenders (Posting Only)

**1.7 Scope of Work**

This section provides indicative scope of work for Design, Development, Implementation, Training and Maintenance of Web Based application/portal solutions. However, below work is only indicative and would depend upon actual requirements of Purchaser.

1.7.1 Analysis

- a) Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan
- b) Detailed discussions with concerned stakeholders to understand the overall objectives



of the assignment

- c) Understanding of Project Objectives/Requirements
- d) Submission of detailed Project Proposal / Plan Signoff on detailed project plan, activities, timelines etc. from concerned stakeholder

### 1.7.2 Design

- a) Detailed Requirement gathering and analysis includes CMS design. Apart from uploading the contents the CMS will also enable the user to assign specific timeline for the contents to be displayed on the website.
- b) Study and analysis of existing /Similar website and include best practices in draft design.
- c) Carry out a System Study to prepare the SRS and FRS.
- d) Detailed High level and Low-level application designs.
- e) Information Integration and Consolidation.
- f) Client Sign-off for Requirement Analysis.
- g) Preparation of Content Structure/ Information Architecture for the website.
- h) Approval of prototype (design interface) developed by vendor.
- i) Approval on the content gathered by the client department.
- j) Design should comply on all parameters with guidelines issued by Government of India for websites.
- k) Comply with website security guidelines issued by NIC and DIT, GoI.

### 1.7.3 Developing the Website

- a) Coding / Temporary Demo server.
- b) Content Population and content management system.
- c) Provide front-end user interface that allows a user, even with limited expertise, to add, modify and remove content from a Web site.
- d) Application Development and Unit Testing, Integration Testing, System Testing and Functional Testing.
- e) Testing of developed website based upon
  - i. Compliance to applicable guidelines
  - ii. Assess the user objective, achievement etc.

- a) Ensure that the website is GIGW Compliance certified by STQC.
- b) Website components for UAT.
- c) UAT Sign-off by user department.
- d) Modification based upon user feedback.
- e) Sign off on a developed website by the user department.

#### 1.7.4 Training & Workshop

- a) Identify and execute training requirements for successful execution of projects.
- b) Creations of necessary documents and User Manual for training
- c) Workshop (one day) for Beneficiary Institutions shall be conducted for each 4 zonal locations.
- d) Workshop (one day) for Solution Providers shall be conducted for each 4 zonal locations.

#### 1.7.5 Operation and Maintenance support

- a) Provide documentation that outlines the maintenance process.
- b) Support in handover of website to user department.
- c) Support on Training/ Demo on need basis.
- d) Warranty Maintenance / Annual Maintenance of website.

#### 1.7.6 Admin Dashboard and Management:

- a) Admins have a detailed dashboard to access reports and KPIs.
- b) Admins can create user accounts for experts, create Technical Evaluation Committee (TEC) groups, assign experts to committees, and create evaluation criteria with weightage for each scheme.
- c) Admins can check the status of all applications, perform screening and initial evaluation, and assign eligible applications to TEC for further evaluation.

#### 1.7.7 Database, Forms, Reports

- a) Design of database component of the website and its integration with different modules.
- b) Generation of SMS and acknowledgement, wherever required.
- c) Automated/custom generation of necessary reports.
- d) Design and development of the electronic form application in Secure & Usable format.

- e) MIS reporting for various stakeholders as required by the departments, Monitoring and managing the various applications involved, etc.),
- f) printing of submitted application forms by respective departments,
- g) Status Update of individual e-Form application by respective department,
- h) Status tracking by users and Query Service.

#### 1.7.8 Portal Facilitation

- a) Seamless registration for various schemes
- b) Application processing for participants and vendors.
- c) Evaluation of proposals and project submissions.
- d) Management of ongoing projects and schemes.
- e) Contributing to the growth and development of the telecom ecosystem in rural and remote areas of India.

#### 1.7.9 IPR Facilitation and Discussion Forum

- a) User Registration Form
- b) Login panel
- c) Query Management
  - User can submit his query filling up query form selecting problem category, title and description
  - User can view all the submitted queries
  - Once submit the query - User will get ticket no. of his/her query on his/her mail id for future reference
  - Every query will have its own ticket no.
  - User can view all the reply sent by admin ticket no. wise.
- d) Admin panel
- e) user panel
- f) Reports

#### 1.7.10 BSNL POC Policy

- a) Application Form
- b) Login panel
- c) Admin panel
- d) User panel

e) Reports

1.7.11 Sanchaar Mitra Volunteer Program

1.7.12 AI enabled chatbot

1.7.13 Adherence to Web Application Audit / Compliance and Approval / Security Features

## **1.8 Indicative Deliverables**

a) High Level Design/ Architecture Document

b) Performance Test Reports

c) Security Test Reports

d) UI Usability Report

e) Deployment Script

f) User Manual/SOP

g) Technical Manual

h) Data Backup/ Archival Process

i) Requirement Traceability Matrix

j) Source Code

k) Infrastructure design document

l) Development and implementation of the online web strategy with major upgrades in the design and content of the current website.

m) New website hosted and maintained on the new server.

n) Editing and proof reading of the website content.

o) Frequent updates on the website.

p) Prompt and Proper Maintenance of website.

## **1.9 Design Guidelines**

The design of the website should be welcoming, attractive and created by members of the vendor's professional design staff. Specific design guidelines include:

1.9.1 Accessibility: Website design and associated elements should comply with World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content for education/governmental entities.

- 1.9.2 Search Engine Optimization: The website must be optimized for search engines and follow SEO best practices.
- 1.9.3 Navigation and Breadcrumbs-The website should prioritize helping users navigate the site through explicit hierarchy in primary, secondary and tertiary menus and on-page breadcrumbs.
- 1.9.4 Responsive Design: Users will access our website with a variety of devices, including desktop computers, tablets and smartphones. 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.
- 1.9.5 Consistency: Website design must remain consistent throughout all pages to maximize usability, except where differentiating between sections of the website as requested by the User Department.
- 1.9.6 Branding: Design should incorporate key messages, images, content voice/tone, logo, fonts and color palette from the Purchaser graphic style guide to reinforce the Purchaser brand.
- 1.9.7 Easy Updating: Design elements should include background images, photographs, buttons, etc. that are easily updated or changed by Purchaser staff at any time and without incurring additional implementation or update charges.
- 1.9.8 Website Design and Content Ownership: Ownership of the website design and all content should be transferred to the Purchaser upon completion of the project.

## **1.10 System Features**

Based on organizational and user needs, the Purchaser desires a website with the following:

- 1.10.1 Internal Search Function: The website must include a reliable internal search function that searches main site and subsite page content as well as news, events and the contents of files (PDFs). Search should be contained exclusively within the site and not outsourced to an external page hosted by a search provider such as Google.
- 1.10.2 Language Translation: The website should have functionality to have multiple language translations.
- 1.10.3 Google Analytics: The website and subsites must incorporate Google Analytics for recording traffic data.
- 1.10.4 Media: The website should be capable of:
- Embedding video and media with associated embed codes.
  - Uploading multiple images at one time and associate images with specific pages.
  - Altering image properties, including image width, height, alignment from overall website styles.
  - Providing image accessibility options, including specification of alternate text.

1.10.5 Documents: We are looking for a vendor to:

- Analyze our current method of publishing public information documents (such as board agendas, meeting minutes, bids and RFPs, etc.).
- Provide a transparent, user-centric and accessible way to publish and archive public information documents.
- Provide centralized storage of documents of any file type with built-in filtering and search capabilities on the back-end for administrator use.

1.10.6 Calendars

The website should integrate a robust calendar system, preferably Google Calendar.

1.10.7 Forms

The website should have an online form tool for the User Department to develop interactive forms that users can complete and submit electronically.

1.10.8 Emergency Alert

The website solution must have the ability to prominently display an alert message during closures or crisis situations and link to critical information.

1.10.9 News/Blog Tool

The website must have a blog function that can post and categorize news to display on the main site.

1.10.10 Staff Directory

Staff directories on the websites to provide more efficiently and accurately information.

1.10.11 Third-Party Integration

## **1.11 CMS Functionality and Administration**

The vendor's proposed content management system (CMS) should be a web-based application that is both the platform for development and the tool by which system administrators and contributors update the website. The CMS may feature plug-in applications or modules that enhance the functionality of the website, though core features should center around ease of use, flexibility and, for ongoing stability, an established information architecture and hosting environment. The CMS must allow non-technical administrators and content contributors the following abilities:

1.11.1 Content Management

A way to add, edit and move pages and content without the need to utilize a back-end administrative system (i.e. HTML).

1.11.2 WYSIWYG and HTML Editors

The CMS must have an advanced WYSIWYG rich text editor for content updates that, while allowing flexibility for more experienced content contributors, is simple and straightforward for basic users. The solution should also have the capability to view the HTML code of any individual page and directly add or alter the code as necessary.

- 1.11.3 Content Preview  
Content publishers must have the ability to preview changes prior to publishing.
- 1.11.4 Content Scheduling  
Content added to the site, whether as part of page content or plug-in applications or modular elements, should feature delayed posting and automatic expiration abilities.
- 1.11.5 Menu Updates  
Content publishers should be able to add and update menu items if assigned the appropriate permission level.
- 1.11.6 Built-In Breadcrumbs  
The CMS should automatically create and update on-page breadcrumbs when content is added, edited or removed from the site.
- 1.11.7 Granular Permissions  
The CMS should allow permission levels to be attributed to groups to which users can be added in order to assign permissions to subsets of site content.
- 1.11.8 Approval Workflow  
Administrators should be able to define the workflow (i.e. content approvals), assign the workflow to content groups and content types, and assign users to workflow rules.
- 1.11.9 Versioning  
CMS should retain previous versions of page content and allow administrators to restore to previous version.
- 1.11.10 Graphics Administration  
Administration of photos and graphics, with the ability to add new photos and graphics and assign those elements to specific areas of the site.
- 1.11.11 Site Search Statistics  
Access to site search statistics, including the ability to filter searched terms by date and time, which can also be exported.
- 1.11.12 User-Friendly URLs  
System should allow for creation of user-friendly short URLs.

## **1.12 Technology/Platform Requirements**

- 1.12.1 Browser Support  
The website shall support all mobile and desktop versions of the following browsers released within the last five years: Apple Safari, Google Chrome, Microsoft Internet Explorer and Edge, and Mozilla Firefox.
- 1.12.2 SSL Certificates  
Vendor must provide and maintain SSL certificates to encrypt data contained in site transmissions.
- 1.12.3 Hosting Service  
Vendor will provide high availability hosting for the new website with:
  - a) Storage capacity for all current web content and growth over the next 4 years.
  - b) Upstream network capacity to maintain page responsiveness during large usage spikes.

#### 1.12.4 Page Load Time

The solution should ensure that pages load on an average of 1.5 seconds or less.

#### 1.12.5 Web Environments

Vendor will provide with a sandbox website to test implementation of new content, features and functionality. Vendor should also have a process in place for development and testing of future releases before they are pushed to the production site.

#### 1.12.6 Service Level Agreement (SLA)

Vendor will provide an SLA with a minimum of 99.95% uptime month to month, and adjusted cost structures for failure to meet the SLA.

#### 1.12.7 Site Security

Site should utilize industry best practices for web facing security and access controls.

#### 1.12.8 Documentation

Clean source code using current industry standard languages, frameworks and sitemap.

### 1.13 Maintenance and Support

#### 1.13.1 Support Service Level Agreement

The Vendor's CMS, including all associated features and modular applications, must have qualified and available support included as a part of ongoing services to maintain the website. In all submitted proposals, vendors should provide a Service Level Agreement that details guarantee of customer support as well as a service escalation process.

Agreement should include:

- **Site Deployment:** Vendor should outline the process for site deployment. Should conduct user testing to validate design and functionality prior to launch. Mention time and resources required of the Purchaser to test and proof the website prior to launch.
- **Training and Documentation:** Vendor should outline the services available for training administrators and content managers both at site launch and ongoing.
  - Vendor must provide step-by-step documentation for common actions in the CMS such as adding pages, editing text, etc.
  - Does vendor have video tutorials available.
  - Vendor to offer scheduled or periodic training sessions for new users.
- **Issue and Enhancements:** Vendor should outline the services available for the Purchaser to report bugs, ask questions, and request enhancements.
  - Purchaser should have access to live support via email, phone or an online ticketing system.
  - Vendor to offer any ongoing services to help the Purchaser monitor the health and usefulness of our website, such as site analytics review and analysis.
  - Vendor to offer any ongoing services to aid the Purchaser in keeping our website fresh and engaging (i.e., to refresh or add design elements).



### 1.13.2 CMS Service Level Agreement

While website content updates are to be managed by the Purchaser through the CMS, the Vendor must commit to regular maintenance and updating of the CMS and associated applications for the purposes of keeping the existing software secure and up-to-date as well as introducing new functionality and applications. In all submitted proposals, Vendors should provide a Service Level Agreement that details guarantee of upgrades and the dedicated process for improving the CMS.

- 2. Submission guidelines & deadline:** Please submit your proposal in electronic format (PDF) by **24:00 of 21st August 2024** through email to **neetu@tcoe.in** with a copy to **pankaj@tcoe.in**. For further enquiries, bidders can reach out to the above mentioned TCOE India representatives.

*"Any other work assigned by the Ministry related to the website, as well as any other activities deemed essential, may be added."*

Kindly Note-Website should be user friendly and more dynamic (Use of AI and Machine learning)