

## **Employer's Requirement – TOR**

NHSRCL wishes to engage an agency for Designing, Developing & Maintaining the official website ([www.nhsrcl.in](http://www.nhsrcl.in)) for a period of three (03) years. The website should be designed in a way to further accommodate changes or new modules with respect to operations/commuters functionality in future.

The agency while maintaining the existing website has to develop the new website within six (06) months from the date of issuance of LOA.

### **The scope of work includes:**

#### **1. Design and develop a dynamic, secure, responsive, multilingual, and accessible website in compliance with GIGW 3.0/latest version guidelines**

- i) Evaluation of existing website and redesigning the website with suitable navigation, having compatibility with Microsoft Edge/Safari/ Chrome/Firefox browsers
- ii) The agency shall provide the necessary support to facilitate the website's migration to a different server at another Data Centre or cloud platform, if required without any additional cost
- iii) The website to be developed shall meet the security requirements of NHSRCL and must be GIGW 3.0 / latest version compliant. At the launch of the newly developed website, same shall be security audited from CERT-IN empanelled agency. All expenses towards first security audit will be borne by the bidder
- iv) The site design must be cross-browser and cross-OS compatible up to the most recent browser/OS versions. Support for different platforms like Desktop, Tablet or Notebook, Mobile, etc. will be required
- v) Bidder is advised to examine/access the existing NHSRCL website and ensure the migration of all current content to the newly redesigned and developed website. New website should have updated Content Management System and provision to remove/deactivate/add content
- vi) Successful bidder shall submit a stagewise timeline for redevelopment of the website along with the name and contact details of a nodal officer, who will be responsible for coordinating with NHSRCL
- vii) Successful bidder shall submit three (03) design options for the homepage within 15 days of commencement of work. Revisions to be carried out within 2 days after receiving the comments from NHSRCL. Website should be flexible enough to accommodate any of these changes immediately



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- viii) Bidder shall be responsible for overall coordination and logistics with website server hosting service provider for any requirements that may occur from time to time
- ix) Website should be optimized in terms of Search Engine Optimization. All SEO parameters like site health, errors, warnings, keywords, ranking, backlinks, hits/visits, bounce rate etc. should be kept in mind while redesigning the website and all parameters should be optimized. Bidder will be responsible to keep the NHSRCL official website in top results based on specific main keywords.
- x) Bidder shall have expertise in developing and managing graphical content (including text, graphics, animation, web applications, software etc.) resulting in an eye-catching website, with a pleasant and appealing color- codes portraying activities of NHSRCL
- xi) The website should be implemented in multilingual format (English, Hindi, Gujarati, Marathi and Japanese) from the day of launch. The home page of the website should provide option for switching to other language version of website with single click
- xii) All the necessary licenses/subscriptions/services of the 3rd party software/services required for the solution is the bidder's responsibility during the contract period. Ownership of all the software license, etc. will be in the name of NHSRCL throughout the contract period. All required software must be genuine and certified by bidder themselves upon delivery. The bidder shall guarantee that the software part supplied to NHSRCL are licensed, legally obtained and will not require any further licensing costs, other costs or any other software purchase to meet the above-mentioned guarantees
- xiii) The new developed website shall be in full compliance with the latest version of Technical Guidelines on Software Bill of Materials (SBOM) issued by CERT-IN
- xiv) Conducting & coordinating security audits and STQC certification as per the guidelines issued by the Government of India from time to time. The bidder shall be responsible to get the website audited by any CERT-in empanelled security auditors. Cost associated with the security audit post launch of the new website will be borne by NHSRCL. Bidder shall seek approval of the cost prior to commencement of the audit.
- xv) It will be the responsibility of the bidder to ensure that the website is free from all vulnerabilities and bugs. All the modules being developed for the website should go through a mandatory QC and QA testing
- xvi) Addressing of key vulnerabilities outlined in the OWASP Top 10 at regular intervals
- xvii) The source code/object code/executable code and compilation procedures of the software solution should be provided to NHSRCL after successful deployment of new



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- website. The bidder will be responsible for updating all available patch/ updates to the website
- xviii) The bidder will provide necessary support during deployment of SSL certificate, domain renewal
- xix) User Manual and Technical Manuals along with Source Code must be provided to NHSRCL by the bidder after successful deployment of new website
- xx) The developed website shall be visually appealing and easy to navigate. It shall be ensured that user shall reach the desired information in not more than three clicks required to find any information available on NHSRCL website
- xxi) It must be ensured that the website be resolution independent, i.e., it should adjust itself automatically as per the screen resolution of the website visitors for example 1024\*768, 1200\*800, 1920\*1080 etc.
- xxii) The developed website should have professional look and feel. This will be done in consultation with NHSRCL so that all expectations related to the overall aesthetic, content presentation structure and content organization structure shall be achieved. While preparing designs it must be ensured that the designs are made as per the GIGW guidelines
- xxiii) The website should be developed based on a defined information architecture & modern UI/UX design
- xxiv) The website should have a hierarchical sitemap to facilitate easy navigation for users and search engines
- xxv) The search feature should enable search based on keywords, text based search, file names, tags, metadata, and the file's text content regardless of content location and format
- xxvi) The bidder must ensure that the expired contents need to be removed from the main website after necessary approval from NHSRCL
- xxvii) The bidder should implement an Auto Archival System on the website, which shall transfer the expired content in archives section when it reaches expiry date as stipulated by NHSRCL
- xxviii) NHSRCL Social media feed shall be prominently displayed on the website and shall have link to the social media platforms (like YouTube LinkedIn, Facebook, X etc.).
- xxix) Access to Visually Impaired: The contents of the website should be readable using any Screen Access Reader Software for Visually Impaired users



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- xxx) The bidder will provide reports, vital statistics and analysis of the website (not more than 5 slides) on monthly basis or as per NHSRCL's requirement via email. A report of the site consisting of following information to be submitted with following details:
- Total no. of hits on the website and for each link displayed on home page
  - Page- wise break up of hits. URL's of 10 pages receiving maximum hits and all pages with no hits
  - Pages visited maximum time -top 10
  - Pages visited minimum time – lowest 10
  - Reports in bar/graph/chart format wherever required
  - Downtime/Uptime report of website
  - Page last updated status for all web pages
- xxxii) **Development and Implementation of New Modules:** Additional modules may need to be developed and integrated into the website after the launch of redeveloped website in the future. Any such development of new module will be carried out at an additional cost. Such additional cost shall be approved by NHSRCL in each case before commencement of the module development. However, changes in the module already available on the website is to be done during redevelopment of the website at no additional cost to NHSRCL

**Definition of Module:** Module is an application/ program which has the functionality for but not limited to:

- Input Data (alpha and numerical)
- Uploading image (pdf, jpg's, small videos less than 5 MB etc.)
- Fields for various entries like date/calendar, tables, text for remarks, currency etc (approx. 70-80 input fields)
- Search and tabulation options
- An option to print and download the PDF file
- Facility to download all uploaded files and data in excel or any other suitable formats
- Creation of dashboard/admin panel, pie charts/bar diagrams etc.
- CAPTCHA and email authentication

## 2. Maintenance

- Maintenance and website update on regular basis shall include any further redesign, addition of pages (graphics, text, flash), digitization and internet coding of video clippings and updating the same, addition of new features and any other work of minor nature
- Work of minor nature are defined as the activities like modification of web page layout, adding columns/fields, links to other website, creating more CMS profiles, addition of menus on home page, adding feeds/links to social media platforms etc.
- Provision of addition of up to 50 webpages in addition to the webpages created during development phase



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- iv) Checking and removal of dead and broken links from the website
- v) Update and maintain both Live and Test servers, periodic backups, and coordination with website server hosting service team to resolve the issues promptly in case of downtime
- vi) The website must be available 24 x 7 x 365. The security and integrity of the database and the website has to be maintained under all circumstances.
- vii) The bidder has to take the backup of website on monthly basis. Website backup to be submitted to NHSRCL in the form of CD/pen drive or external hard disk along with the monthly invoices.
- viii) The translation of web pages in all languages is the sole responsibility of the agency. The translation of any other document in PDF format shall be provided by NHSRCL. The records of updation in web contents in all languages should be maintained by the agency
- ix) Bidder shall carry out proof-reading of all contents of the website for English, Hindi, Gujarati, Marathi & Japanese before publishing. In case of designing or adding new webpages, a Test Link shall be shared with the concerned NHSRCL official and necessary approval to be taken before final update on Live Server
- x) Edit, optimize and incorporate content in the form of text, photographs, animation, images and videos etc. provided by NHSRCL on the website in English, Hindi, Japanese, Gujarati and Marathi pages
- xi) The data for website update will be provided to the agency by NHSRCL. It will be the responsibility of the agency to map information in templates, pages under different sections. Such text might also need to be augmented with graphic design in order to present the material and maintain it in the most effective manner. Graphic design, if required, will be provided by NHSRCL
- xii) Flexibility to modify the existing design/layout when a major event has to be published
- xiii) Ensure a minimum uptime of 99.5% for website, updating any changes within one hour in urgent situations as communicated by NHSRCL
- xiv) Conduct quarterly preventive testing and maintenance, submitting reports to NHSRCL along with a confirmation that such testing and maintenance work has been completed
- xv) Conduct quarterly vulnerability assessments and penetration testing to identify and mitigate risks, threats, and bugs. Submit reports to enhance the security. The bidder is responsible for doing the fixes on the website based upon the feedback received
- xvi) Perform scheduled maintenance after office hours as determined by NHSRCL
- xvii) Content Management System (CMS) shall be developed using latest technologies and should be accessible from various modern browsers on various operating systems such as



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Microsoft Windows, Linux and MacOS. User should be able to create, update, publish/unpublished and delete the data through CMS

- xviii) The agency will be responsible to provide support for the website during office hours (0900Hrs - 1730Hrs), with the ability to undertake urgent updates on holidays and after office hours as required
- xix) The agency will strictly follow the instructions from time to time by the NHSRCL officer in charge. Deliberate negligence of the task assigned, misuse and/or abuse of information or causing damage to the website may lead to cancellation of the contract and imposition of any penalty as deemed fit

**Penalty Clause:**

Service Level Agreement (SLA) for bug fixes are as follows :

| Nature of defect | Maximum resolution time | Penalty  |
|------------------|-------------------------|--|
| Critical         | 1 hour                  | For Critical & High Priority defects:<br>0.5% of monthly invoice amount in each case but not more than 5% of the total invoice amount<br><br>For Low priority: A written warning to the agency |
| High priority    | 06 hours                |  |
| Low priority     | 24 hours                |  |

**Description of priority**

**Critical:** Any defect due to which website is non-functional/non accessible to users

**High priority:** Any defect due to which large number of modules of website are non-functional/non-accessible to users

**Low priority:** Any defects which are mostly cosmetic in nature and affects only individual module/few users



### **General Terms and Conditions**

1. The bidder should be having proven expertise in System Study, Design, Development, CMS, Implementation and Maintenance of Website/Web Portal/ Web enabled application, using latest available technologies.
2. Vendor will provide all information related to the project as and when asked for by NHSRCL.
3. If any dispute arises between NHSRCL and the vendor with reference to the terms of the service contract/continuation/discontinuation of the contract, NHSRCL is free to take a decision and their decision would be binding on the bidder.
4. After completion of contract, the vendor will hand over all the data and other information to NHSRCL and will provide complete handholding support for 15-20 days at no additional cost
5. No advertisement, notice banner, logo, information of any company other than NHSRCL shall appear on NHSRCL's website, except when specifically indicated by PR team of NHSRCL.

