

NORTH BENGAL STATE TRANSPORT CORPORATION
COOCH BEHAR

NIT-69

Memo No : 2778/Website/2022

Date : 14/11/2022

Expression of Interest for development and maintenance of Web-Site of NBSTC.

North Bengal State Transport Corporation intends to invite Expression of Interest (EOI) from the bonafide, resourceful reputed organization/agencies/individuals for proposal(s) for re-design, up-gradation and maintaining Dynamic Web-sites for NBSTC.

Firm should have valid Trade License, PAN, GST registration.

Firm should have experience of developing at least 10 Website in last 3 year and 3 Govt/ semi Govt/ corporation.

EOI for the work may be submitted in two separate sealed covers as under:-

1. First sealed cover super scribed "Technical Bid for re-design, up-gradation & maintaining Web-Site" should contain:
 - (i) Copies of Certificates/Documents to the effect of experience (Annexure-I)
 - a) Copy of the Registration Certificate/Incorporation of the firm/company as the case may be.
 - b) Trade License
 - c) Copy of the PAN Card.
 - d) Copy of the GST Registration Certificate.
 - e) Proof of experience in similar nature of Display of Advertisement Right to be furnished.
2. Second sealed cover super scribed "Financial Bid for re-design, up-gradation & maintaining Web-Site" should contain:
 - (i) Rate in the prescribed format as per Annexure-II.

Proposed Dynamic Internet Web Site

The proposed website will be a mix of dynamic and static web pages integrated with CMS.

The proposed web portal will mainly focus on two areas – aesthetic look & feel and correct information.

The users will get detailed information on NBSTC, tenders, notices, announcement, new initiatives and many more.

The proposed website will have two major interfaces

- Web Portal for NBSTC internal user and for its customers
- Back-Office (CMS) for Portal Administrator for Portal Management

The back-office application will be the backbone of the portal as it will maintain the web portal content dynamically. The Salient Feature of the website:

- ☐ Primary Language will be English.
- ☐ Content Management System (in English)
- ☐ All Browsers Compatible
- ☐ Depot Locator using Google Map

SCOPE OF THE WORK & TECHNICAL SPECIFICATIONS

The following scope of work compiled with technical information will be maintained by the bidder development team during the development and maintenance period.

1. Detailed information on the project will be delivered by the NBSTC. Representative from NBSTC will cooperate with Bidder to prepare an SOW before development activities.
2. The portal will follow optimized designed processes including search engine integration.
3. Portal will display of various activities of the upcoming events, introducing of new Bus Route, Tour information, etc.
4. The Website should be compatible with most of the popular browsers available in the market including IE, Firefox, Chrome, Opera, Safari, and various monitor sizes, CRT/LCD screens, etc.
5. File management facility to be given for uploading / download the files from/into the web application including PDF for selected activities including financial fact, notices, news, tenders, forms etc.
6. Search Engine facility to search files to download/ upload.
7. Links to various State/Central sites, etc. as recommended by NBSTC.
8. **WEBSITE HOSTING:**
 - Website, Web Applications & Portal would be accessible efficiently and securely on a 24x7x365 basis.
 - The hosting service provider shall perform a regular backup of the current live website.
 - The hosting provider will be available for supports on an urgent basis.
 - The Web Site must be protected from any possible malicious activity or threats.
9. The web application or portal should be W3C compliant and Mobile user friendly.
10. Online download of different forms (separate set for internet and intranet users).
11. **DEPOT LOCATOR**

The system will provide a systematic view of all depots including depot code, name, address, contact information, list of bus services etc integrated with Google Map .
12. **Website Colour Options:**

Website page colour and font will be selected/approved by NBSTC only.
13. All pages on the website have a link to the home page.
14. There would be some links which will have "Under Construction / Coming Soon" Pages.
15. The website will have either a "search" box or a link to a "search" page from every page of the Website.
16. All communication for the project should be done through email initially.
17. Text is readable both in electronic and print format and the page prints correctly on an A4/Legal Sized Paper.

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18. The hosting service provider shall provide all possible security measures that have been taken to prevent defacement/hacking of the Website.
19. Guidelines for Indian Government Websites should be followed.
20. **Training and Maintenance Support**
 - a. Two days of operational training to be provided to the selected employee at the NBSTC HO with the help of a user operational manual in PDF format.
 - b. The website modules should have free support/facilitation for 1(one) year from the date of the successful commissioning of the website.

An Overview of the Proposed Website Application

The following are some examples of the proposed website (web application) for NBSTC.

Home Page

Web site home page will have scroll news, links to the corporation info, addresses, Product details, and the links to different inner pages like:

- **Home: Logos**, Chairman's photo and Message, MD's photo, Notice board, Route chart (PDF Download), Helpline Number, Greeting Banners, Quick links, etc. ; External Links
- **About us**: Description with Images, Management (Board, Officers etc.)
- **Depot Locators** : Divisions and Depots information.
- **Fleet / Traffic** : Route Information.
- **Tourism**: Tourism information, PDF Download and Call now button, WhatsApp Button
- **Tender**: Tender Uploading / downloading System.
- **Notice**: Notice uploading system from admin panel.
- **Contact Us**: Contact information with Google map, Contact form.
- Scope for Retired for retired employees Life Certificate.
- Grievance & Suggestion.

The "Home Page" will necessarily provide all the above links as well as showcase the site.

About Us / Organization Details

The "About Us" page will show the following related contents:

- Brief Overview of the Company.
- Mission and Vision
- Corporation Objectives
- Corporation Overview / Profile
- Message of Chairman and Managing Director.
- Misc.

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This section will all be static pages and having no links to the database. However, a "BACKOFFICE" interface will be available for uploading of relevant files (these files need to be of the same name) at a definite folder location in the Application Server. All the contents and their design will have to be separately done by WEB designers and then uploaded through the "BACKOFFICE" interface to be replaced with the same file name in the Application Server.

Fleet / Traffic Information :

This link will open to all the services with links to their respective categories. This section will address the following areas:

- Bus services
- Chartered Services
- Online Ticket Booking
- EITM Booking
- MIS

Content parts will be dynamic and will be shown from the database. To get these contents entered and edited by the user, a "BACKOFFICE" interface for the same will be provided. Here all the different contents related to the Projects can be securely entered, edited and status reported by authorized users.

Depot Locator

This link will open a page connecting to a search of depot information. This will be a dynamic page and will be managed using CMS.

Tenders

This page will open list of current and old tenders sequentially, should be linked Database.

Notices

This link will open a page connecting to NBSTC notices. This will be a semi-dynamic page and will be managed using CMS.

Contact Us

The "Contact Us" page will show the following related contents:

- Branch Name, Address, Contact Numbers.
- Google Map locator
- Email-Id

This section will all be static pages and having no links to the database. However, a "BACKOFFICE" interface will be available for uploading of relevant files.

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Website Images & other contents

All text contents and images will be provided by NBSTC.

Scope for Retired for retired employees Life Certificate :

A downloadable form with prescribed data format will be available on Web-Site. Concerned employees will have to download & fill the form with sign & stamp as per norms & upload the same in on the web-site.

Grievance & Suggestion : A prescribed format should be available for Grievance & Suggestion. Concerned person should fill up & upload the same. In the admin panel options should be available for reply/ answer. A remarks status like pending / replied should be available.

Hosting Services

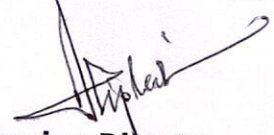
Regarding the Web application hosting facility, bidder will use the existing URL (nbstc.in).

<ul style="list-style-type: none">• Fully Managed Servers	<ul style="list-style-type: none">• Linux / Windows O.S. server
<ul style="list-style-type: none">• 99.95% Uptime Guarantee	<ul style="list-style-type: none">• 24x7 Technical Support
<ul style="list-style-type: none">• Web Application Firewall	<ul style="list-style-type: none">• OWSA Top 10 Protection
<ul style="list-style-type: none">• Intrusion Detection and Prevention	<ul style="list-style-type: none">• Dual Active Power Lines & Diesel Generator Power Plant
<ul style="list-style-type: none">• DDoS Attack Protection	<ul style="list-style-type: none">• Carrier Neutral with 3 Major Telco's
<ul style="list-style-type: none">• Access Based Entry to avoid any Attack or Sabotage	<ul style="list-style-type: none">• Cloud HA, Zero Downtime with Global Load Balancer
<ul style="list-style-type: none">• Low Latency, Less Hop Count, Congestion Controlled, Uncompressed Bandwidth	<ul style="list-style-type: none">• ASP.NET 3.0, 3.5 or PHP 5.x or Python• SQL Express / MySQL
<ul style="list-style-type: none">• Zend Optimizer v3.x	<ul style="list-style-type: none">• C-Panel or Plesk or VPS
<ul style="list-style-type: none">• Windows Media Compatible• ODBC Support	<ul style="list-style-type: none">• DSN Connection String• IIS 7.0

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Notes:-

- (a) Technical Bids will be opened on 21 / 11 / 2022 at 4-00 p.m immediately after the closing time for the receipt of the quotations.
- (b) The financial bid of only those parties will be opened who will qualify in the Technical Bid. Financial Bid is scheduled to be opened on 22 / 11 / 2022 at 11-00 a.m.
- (c) Interested agencies may visit the site on any working days to have a clear idea before submission of the bid.



Managing Director
NBSTC; Cooch Behar