DR. B.R. AMBEDKAR NATIONAL LAW UNIVERSITY, SONEPAT
(Established by the Haryana State Legislature Act No. 15 of 2012)

REQUEST FOR QUOTATION

Ref. No.: DBRANLU/Gen./2026/IT-96/RFQ/02 Date: 26/06/2026

Subject: REQUEST FOR QUOTATION for Development, Deployment, Server Provisioning, Hosting, and Maintenance of University dynamic Website.

Dr. B.R. Ambedkar National Law University, Sonipat, Haryana is a State University established under Act 15 of 2012. The quotations are invited from the interested company/firm/agency to for Development, Deployment, Server Provisioning, Hosting, and Maintenance of University Dynamic Website of Dr. B. R. Ambedkar National Law University Campus, Rajiv Gandhi Education City, Rai, Sonepat, Haryana 131021.

Eligibility, Scope of Work, Terms & conditions are attached at Annexure – "A".
Additional Terms and Conditions are attached at Annexure-"B".

General Terms & Conditions:

1. The interested company/firm/agency may send their documents and the same must reach in all respect to the office of the Registrar, Dr. B.R. Ambedkar National Law University Campus, Rajiv Gandhi Education City, Rai, Sonipat, Haryana 131021 by post/courier/by hand latest by 5:00 PM on or before 01.07.2026.

Note: The envelope shall be sealed and shall have the superscription "Quotation in Response for Development, Deployment, Server Provisioning, Hosting, and Maintenance of University dynamic Website".

2. The authority reserves the right to reject any or all quotations without assigning any reason thereof.
3. The contract may be extended on a year-to-year basis, subject to the mutual consent of both parties and the satisfactory performance of the contractor during the preceding contract period.
4. L1 will be selected on the basis of the quoted lowest total amount in quotation format and the other suppliers will have to agree by the L1 price.
5. Bidder may please quote their unconditional rates strictly in the quotation format.
6. The price quoted in the quotation format shall remain valid for a period of at least three months from the date of opening of quotation.
7. The acceptance of the material shall be subject to satisfactory report of the concerned branch.
8. The quotation received after due date and time or incomplete shall be rejected out-rightly.
9. The dispute, if any, shall be subject to the jurisdiction of Courts at Sonipat. Any other jurisdiction mentioned in the quotations or invoices of the company/firm/agency shall be invalid and shall have no legal sanctity.

Company/Firm Details

Name of the Firm	
Address of the Firm	
Contact Person Name & Number	
Email Id of the Firm	
GST No. of the Firm	

Stamp & Signature of the Company/Firm

Financial Quotation Format

The financial proposal shall be considered only on the basis of the quoted lowest total amount.

Sr. No	**Item description**	**Quantity**	**Basic rate per unit without GST in figures in Rs P**	**GST in Percentage**	**Total amount without GST in Figures in Rs P**	**Total GST amount in Figures in Rs. P**	**Total amount with GST in Figures in Rs. P**
		A	**B**	**C**	**D=AXB**	**E (GST only)**	**F=D+E**
1	*Website Design, Development and Deployment*	*01 No.*					
2	*Annual Maintenance Contract*	*12 Months*					
TOTAL IN FIGURES							
TOTAL Quoted Rate in Words							

Stamp & Signature of the Company/Firm

(AN AGREEMENT BETWEEN DR. B. R. AMBEDKAR NATIONAL LAW UNIVERSITY, SONEPAT, HARYANA AND THE SUPPLIER)*

Dr. B.R. Ambedkar National Law University, Rai, Sonipat, Haryana (DBRANLU), Enacted under Government of Haryana Act No.15 of 2012 represented through its authorized signatory……..(Name of Officer),…….……. (Designation of Officer) (Which expression shall unless repugnant to the context or meaning there off includes its successors and assigns) here in after referred to as DBRANLU or Owner or the First Party.

And

Firm Name……..having its office at ……through its authorized signatory……. (Name & Post), (which expression shall unless repugnant to the context or meaning there off includes its successors and assigns) here in after referred to as execution Manufacturers/Authorized Dealers/ Distributors/Agent or the Second Party.

Whereas DBRANLU has invited RFQ No…….. for …….. (Name of the RFQ) dated ……and M/s …… (Firm Name) submitted its proposal in this regard. DBRANLU after considering its offer has decided to engage …… (Firm Name) as executing agency.

Firm Name……(execution Agency) is hereby agreed to take the RFQ No. ……for …… (Name of the RFQ) at the quoted rates, terms and conditions contained the RFQ, Work Order/Purchase Order and duly communication of the above said work.

Now, therefore, in consideration of the mutual covenants herein contained, it is hereby agreed between the parties as follows: -

The agreement shall come into force immediately after signing of this agreement by both the parties and shall remain valid until the final completion of the rate contract inclusive of AMC period or extended rate contract inclusive of AMC period or cancelled earlier by the Dr. B.R. Ambedkar National Law University, Sonipat, Haryana as per the time schedule prescribed in the RFQ document.

All the terms and conditions and technical specifications contained in the RFQ No. …… for …… (Name of the RFQ) dated …… shall be the part of this agreement.

Firm Name…….. (execution Agency) hereby declare that I Shall remain bound and abide by the rates, terms and conditions and technical specifications of the aforesaid as well as RFQ, Work Order/Purchase Order and due communications of the above said work.

In Witness whereof, the parties here to have caused this agreement to be signed in their respective names as of this day and year first above written.

Signed by

First Party: DBRANLU, Sonipat	Second Party:
Signature with seal	Signature with seal
Date &Place	Date &Place

In presence of (Witnesses)

1.	1.
2.	2.

*Note-This Contract is to be signed on Rs. l00/- Non Judicial Stamp paper within 15 days after receiving of LOA/LOI by the bidder/supplier from buyer.

Scope of Work for Development, Deployment, Server Provisioning, Hosting, and Maintenance of University Dynamic Website (www.dbranlu.ac.in)

1. Website Design, Development & Enhancement

- Complete redesign/redevelopment of the University website, wherever required.
- Responsive design compatible with desktops, laptops, tablets, and mobile devices (Android, ios & Windows).
- User-friendly interface with modern UI/UX standards.
- Regular Compliance with Government of India Guidelines for Indian Government Websites (GIGW) as amended time to time and accessibility standards.
- Development and maintenance of all required website modules, pages, and functionalities.
- Content Management System (CMS) with role-based access and audit logs.
- Support for multilingual content, if required.

2. Website Hosting & Infrastructure Management

- Provision, configuration, and management of secure hosting infrastructure.
- Server setup, migration, and deployment support.
- Domain, DNS, SSL certificate, and email-related configuration support.
- High-availability hosting environment with minimum 99.9% uptime.
- Resource monitoring and server performance optimization.
- Minimum Server Infrastructure Requirements

The Service Provider shall provide, configure, host, manage, and maintain the complete server infrastructure required for hosting the University's website. The server shall be dedicated exclusively for the University's website and shall, at a minimum, meet the following specifications:

Parameter	Minimum Requirement
Server Type	Dedicated Cloud Server / VPS (Dedicated Resources)
vCPU	**8 Virtual CPU (vCPU) Cores**
RAM	**24 GB**
Storage	**500 GB Enterprise SSD/NVMe Storage**
Backup Storage	**Minimum 500 GB dedicated backup storage** with automated daily backups and retention as approved by the University
Monthly Bandwidth	**Minimum 2 TB**
Dedicated IP Address	**01 Static Dedicated Public IPv4 Address**

Operating System	Latest stable Linux Server OS (or equivalent, as approved by the University)
SSL Certificate	Enterprise-grade SSL Certificate with timely renewal
Firewall	Enterprise-grade Network Firewall and Web Application Firewall (WAF)
Antivirus / Anti-malware	Enterprise-grade antivirus and anti-malware protection with automatic updates
Backup	Daily automated backups, weekly full backups, and on-demand backups before major updates
Monitoring	24×7 server health, uptime, and security monitoring
Security	DDoS protection, intrusion detection/prevention, brute-force protection, regular security patching, and vulnerability mitigation
Database	Support for MySQL/MariaDB/PostgreSQL or equivalent enterprise database
Scalability	Infrastructure shall be capable of seamless vertical and horizontal scaling to support future ERP integration, increased user traffic, and additional web applications without major downtime.

3. Cyber Security & Website Protection

- Website and server security hardening.
- Deployment and management of Web Application Firewall (WAF).
- Protection against malware, ransomware, phishing attempts, brute-force attacks, and other cyber threats.
- Vulnerability assessment and security audits at regular intervals.
- Timely security patch management and updates.
- Intrusion detection and monitoring mechanisms.
- Security incident response, malware removal, and recovery support.

4. Website Monitoring Services

- 24×7 monitoring of website availability and performance.
- Continuous monitoring of server health, resources, and uptime.
- Automated alerts for service interruptions, security incidents, or performance degradation.
- Monitoring and rectification of broken links, website errors, and service disruptions.

5. Backup & Disaster Recovery

- Automated daily website and database backups.
- Periodic full backups and retention policies.
- Secure off-site backup storage.
- Disaster recovery planning and restoration support.

- Website restoration services in case of cyber incidents, server failures, or data corruption.

6. Maintenance & Technical Support

- Preventive, corrective, and adaptive maintenance.
- Regular software, CMS, plugin, and security updates.
- Bug fixing, troubleshooting, and issue resolution.
- Content publishing assistance and website administration support.
- Dedicated technical support through email, phone, and remote assistance.
- Training of designated University personnel for effective use and management of the CMS and integrated services.
- Emergency support for critical issues.

7. API Integrations & Third-Party Services

- Integration, maintenance, and troubleshooting of APIs and third-party services, including ERP systems, admission portals, examination systems, payment gateways, LMS, government portals, and other institutional applications.
- Support for future integrations and reconfiguration of services affected by hosting migration, server changes, infrastructure upgrades, or cybersecurity incidents.
- Development and maintenance of a dynamic website with a robust CMS.
- Provision of a user-friendly WYSIWYG content management dashboard enabling authorized non-technical University staff to manage and update website content independently.
- Ensuring compatibility and seamless integration with existing and future third-party ERP and institutional software systems through standard APIs and interoperable data exchange mechanisms.

8. Website Content & Information Management

- Support for regular content updates and website modifications.
- Creation and maintenance of notices, circulars, tenders, recruitment advertisements, announcements, and event-related sections.
- Image, document, and media management.
- Archival and retrieval of historical website content.

9. Compliance & Regulatory Requirements

- Compliance with GIGW guidelines and other applicable Government standards.
- Adherence to CERT-In advisories and cybersecurity best practices.
- Compliance with accessibility requirements and applicable data protection standards.
- Implementation of audit trails and administrative logs.

10. Reporting & Documentation

- Monthly uptime and performance reports.
- Security monitoring and incident reports.
- Backup and restoration reports.
- Vulnerability assessment and security audit reports.
- Documentation of website architecture, hosting infrastructure, backup procedures, and security configurations.

11. Training & Knowledge Transfer

- Training of designated University officials for content management and administrative functions.
- Provision of user manuals, technical documentation, and standard operating procedures.

12. Service Level Requirements

- Minimum website uptime: **99.9%**.
- Critical Security Incident response within **30-90 minutes**.
- Critical Service Outage within **4 hours.**
- Major issue resolution within **12 hours.**
- Routine issue resolution within **24 hours**.
- Daily backup and continuous security monitoring.

OTHER CONDITIONS FOR MANDATORY COMPLIANCE:

13. *Online Fee Payment System Integration & Support*

13.1 The vendor shall provide technical support, maintenance, monitoring, and integration services for the University's existing online fee payment system and any future payment gateways adopted by the University during the contract period.

13.2 The scope shall include:

- Integration and seamless operation of the existing EduQfix fee payment platform and/or if any new payment gateway and related payment services with the University website and ERP systems.
- Troubleshooting and resolution of payment gateway-related issues, including transaction failures, redirection errors, callback failures, SSL-related issues, API communication problems, and reporting discrepancies.
- Support for admission fees, academic fees, examination fees, hostel fees, application fees, and any other online payments introduced by the University.
- Assistance in implementation, configuration, migration, or replacement of payment gateway services whenever required by the University.
- Coordination with payment gateway service providers, banks, ERP vendors, and other stakeholders for issue resolution and service continuity.
- Ensuring secure integration and compliance with applicable cybersecurity standards, RBI guidelines, and industry best practices.
- Maintenance of API integrations and payment workflows following website migration, server migration, hosting changes, disaster recovery activities, software upgrades, or infrastructure modifications.
- Periodic testing of payment gateway functionality to ensure uninterrupted availability of online payment services.

13.3 In the event of any website migration, server migration, restoration from backup, hosting changes, cybersecurity incidents, or infrastructure upgrades, the vendor shall be responsible for

restoring and ensuring proper functioning of all payment gateway integrations without additional cost to the University.

14. Vendor Eligibility & Preferred Certifications

The University shall give preference to vendors possessing the following certifications and qualifications:

- ISO/IEC 27001 Certification for Information Security Management Systems (ISMS).
- Compliance with STQC (Standardisation Testing and Quality Certification) guidelines applicable to Government and Public Sector websites.
- Demonstrated experience in managing websites of Universities, Educational Institutions, Government Departments, Autonomous Bodies, Courts, Public Authorities, or similar organisations.

15. Data Protection & Privacy

15.1 Definition

For the purposes of this contract, "University Data" means all data, content, personal information, records, documents, communications, and digital assets pertaining to students, faculty members, employees, applicants, alumni, visitors, contractors, and other stakeholders of Dr. B.R. Ambedkar National Law University, Sonepat.

15.2 Vendor Obligations

The vendor shall:

- Act solely as a data processor on behalf of the University.
- Process University Data only for the purposes necessary for performance of this contract.
- Implement appropriate technical and organisational safeguards against unauthorised access, disclosure, alteration, loss, destruction, or misuse of University Data.
- Restrict access to authorised personnel strictly on a need-to-know basis.
- Ensure all personnel handling University Data are bound by confidentiality obligations.
- Not sell, transfer, share, analyse, monetise, publish, or disclose University Data to any third party for any purpose whatsoever.

15.3 Breach Notification

In the event of any cyber incident, security breach, ransomware attack, malware infection, unauthorised access, or personal data breach affecting University Data, the vendor shall:

- Notify the University's IT Cell and Registrar in writing within six (6) hours of becoming aware of the incident.
- Provide preliminary incident details and containment measures.
- Fully cooperate with the University during investigation, remediation, and statutory reporting requirements.

- Comply with CERT-In directions and applicable provisions of the Digital Personal Data Protection Act, 2023.

15.4 Data Return & Secure Deletion

Upon expiry, termination, or completion of the contract:

- All University Data shall be returned in a mutually agreed format within thirty (30) days.
- The vendor shall permanently and securely delete all copies of University Data from its systems and backups.
- Written certification confirming secure deletion shall be provided to the University.

16. Sub-Contracting Restrictions

The vendor shall not assign, transfer, delegate, or sub-contract any portion of the services without prior written approval of the University.

17. Confidentiality

17.1 The vendor shall treat as strictly confidential all information received from the University, including but not limited to:

- Student records.
- Employee records.
- Financial information.
- Infrastructure details.
- Security configurations.
- Credentials and access information.
- Strategic, academic, administrative, and policy-related information.

17.2 Such information shall not be disclosed, copied, published, shared, or used for any purpose other than performance of contractual obligations.

17.3 Confidentiality obligations shall survive expiry or termination of the contract for a minimum period of five (5) years.

17.4 The vendor shall not use the University's name, logo, photographs, website screenshots, project details, testimonials, or association with the University for marketing, publicity, portfolio display, or promotional purposes without prior written approval of the Registrar.

18. Confidentiality Undertaking

Every bidder shall submit a signed undertaking on its official letterhead confirming that:

- No University data shall be disclosed, sold, shared, transferred, or used for any unauthorised purpose.
- The University's name, logo, or identity shall not be used for promotional purposes without written permission.
- All University data shall be returned upon contract completion and securely deleted from vendor systems.

- Any breach of confidentiality or data protection obligations may attract legal proceedings under applicable laws including the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, CERT-In directions, and other applicable statutes.

  Submission of this undertaking shall be mandatory. Failure to submit the undertaking may render the bid liable for rejection.

19. Technical Submission Checklist

The Technical Bid shall contain the following documents:

1. Certificate of Incorporation/Registration.
2. GST Registration Certificate.
3. PAN Card.
4. Audited Financial Statements for the last three financial years.
5. Work Orders and Completion Certificates of at least two educational institutions.
6. Details and CVs of key personnel for website development, infrastructure management, and cybersecurity.
7. ISO/IEC 9001 /or 27001 Certificate (if available).
8. Acceptance of Service Level Requirements and Technical Specifications.
9. Signed Data Sovereignty & Confidentiality Undertaking.
10. Declaration regarding sub-contracting.
11. Compliance matrix against the Scope of Work.
12. Any other documents specified by the University.

All payments shall be subject to satisfactory progress and certification by the IT Systems Monitoring Officer (ISMO) or any other authority designated by the University. The vendor shall complete the work in all respects within the stipulated timeline. In case of delay, unsatisfactory performance, or failure to meet the agreed requirements, the University may withhold payments and take appropriate action as decided by the Competent Authority.

20. Ownership & Exit Management

- The University shall retain complete ownership of the website, source code, database, content, credentials, domain records, configurations, and all digital assets.
- The vendor shall provide full administrative access and credentials to the University.
- Upon expiry or termination of the contract, the vendor shall facilitate smooth migration and handover of all website data, source code, backups, documentation, and configurations without additional cost.

Annexure 'B'

Additional Terms & Conditions

A. Penalty, Liquidated Damages, and Performance Bank Guarantee (PBG)

The following penalty and guarantee structure shall apply to ensure adherence to service levels and project timelines. All penalties specified herein represent a genuine pre-estimate of loss and are not by way of a penalty.

1. Performance Bank Guarantee (PBG)

1.1 Submission: The Service Provider shall submit an unconditional, irrevocable Performance Bank Guarantee (PBG) in favour of Registrar, Dr. B. R. Ambedkar National Law University, Sonepat, from an Indian Nationalized Bank equal to **10% of the total annual contract value** within 15 days of signing this Contract. The PBG must remain valid until 180 days after the expiry of all contractual obligations.

The Performance security in other form viz, FD/Term Deposit Receipt, shall not be accepted. If the supplier shall not submit the performance security within 15 Days from the date of receipt of work order and if there is delay in submission of performance security, work order may be cancelled or as decided by the competent authority.

1.2 Invocation: The University shall have the absolute right to encash and forfeit the PBG, in whole or in part, if the Service Provider fails to pay any accumulated liquidated damages, abandons the contract, or commits a fundamental breach that leads to contract termination.

1.3 Replenishment: If any portion of the PBG is drawn down by the University, the Service Provider must top-up and replenish the PBG to its original 10% value within 15 days of receiving written notice. Failure to do so will constitute a material breach, allowing immediate termination.

2. Chronic Default and Termination

- The University reserves the right to terminate this Contract for default immediately, without any liability, and forfeit the full PBG if:
- Accumulated penalties exceed **20% of the total annual contract value** within any single contract year; **OR**
- The Service Provider triggers the maximum monthly penalty cap (50%) for **two (2) consecutive months**.
- If bidder violates any of the provisions of the terms and conditions of the proposal or fails to fulfil the all terms and conditions, requirements or indulges in any such

activities would jeopardize the work, Submitting false/ misleading information/ declaration/ documents/ proof/ etc, University may "FORFEITED" the Performance Bank Guarantee either fully or partially, as decided by the University, and /or "banning" the supplier for participating in any job for a period of two years. The decision of the University shall be final and shall not be called upon to question under any circumstances.

3. SLR Penalties and Deduction Mechanism

3.1 Calculation & Cap: Penalties shall be calculated on the applicable monthly service fee and deducted directly from the subsequent monthly invoice. If invoice amounts are insufficient, the University may recover the balance by invoking the PBG.

3.2 Response & Resolution Penalties: Delay calculations begin immediately upon the expiry of the designated SLR Breach Point from the time the ticket is logged.

Phase I:

Website Development (30 Days)	**Timeline / Breach Point**	**Penalty**
Delay in commencement of work / UI/UX design and prototype after issuance of Work Order	Beyond 10 days	₹2,000 per day of delay
Delay in completion and deployment of the fully functional website (including testing, security audit, CMS, data migration, integrations, and Go-Live)	Beyond 30 calendar days from the date of Work Order	**0.5% of the total Contract Value per day of delay**, subject to a maximum of **10% of the Contract Value**
Failure to deploy the website after final approval	Beyond 2 working days	₹2,500 per day of delay

Phase II:

The AMC shall commence immediately upon successful Go-Live and final acceptance of the website. The bidder shall quote the AMC charges separately on a monthly basis. The AMC shall include all support, server provisioning, maintenance, security monitoring, bug fixing, updates, patches, backups, uptime obligations, and Service Level Requirements (SLRs) as specified in the Contract, without any additional cost.

In the event of any Critical Security Incident, Critical Service Outage, or any emergency requiring immediate attention, the Service Provider shall provide services strictly within the stipulated SLR timelines on a 24×7 basis, regardless of weekends, public holidays, or other non-working days, and without any additional charges. Failure to do so shall attract an additional penalty of 0.5% of the monthly AMC value for each such incident, without prejudice to any other penalties applicable under the Contract.

Issue Category	**SLR Breach Point**	**Penalty for Delay Beyond SLR**
Critical Security Incident (Security breach, malware attack, unauthorized access, data leak, website defacement, ransomware, etc.)	Response: 30 minutes – 90 minutes	₹1,000 per hour
Critical Service Outage (Website inaccessible, server down, database failure, DNS failure, SSL failure, etc.)	Beyond 4 hours	₹750 per hour
Major Functional Issue (Core feature failure, CMS inaccessible, ERP/API integration failure, payment gateway failure, login failure, etc.)	Beyond 12 hours	₹300 per hour
Minor/Routine Issue (UI defects, formatting issues, broken links, content updates, minor design changes, non-critical bugs)	Beyond 1 Business Day	₹100 per day

Note: The total cumulative amount of SLR and uptime penalties imposed on the Provider by the University may be capped at 15% of the total contract value.

3.3 Liquidated Damages for Delay: If the Provider fails to complete the website design, launch, or key project milestones within the agreed schedule, they shall pay the University **0.5% of the total contract value** as liquidated damages for every week of delay.

3.4 Liquidated damages for Substantial breach:

a. In the event of a Substantial Breach, the University shall levy fixed liquidated damages equivalent to **10% of the total contract value**.

b. The University shall have the immediate right to recover this amount by encashing and forfeiting the **Performance Bank Guarantee (PBG)** and deducting any remaining balance from pending vendor invoices.

c. A "Substantial Breach" means any material failure by the Provider to meet core obligations, including but not limited to:

- Total abandonment of the project before completion.
- Unauthorized disclosure or leak of university or student data (Data Breach).
- Hosting or critical website unavailability lasting longer than 48 consecutive hours.
- Failure to resolve a critical security vulnerability within 3 business days of notification.

Continued…

B. PAYMENT TERMS

Phase-I: Website Design, Development & Deployment

The payment for Phase-I shall be released strictly subject to satisfactory completion of the respective milestones, certification by the University, and compliance with all contractual obligations.

Milestone	Payment Release
Successful development, testing, deployment, and Go-Live of the website within the stipulated period of 30 days, along with submission of source code, documentation, credentials, backups, and successful User Acceptance Testing (UAT)	25% of the total Contract Value
Successful, uninterrupted, and satisfactory operation of the website for a continuous period of 03 (Three) months from the date of Go-Live, without any major glitches, security incidents, or unresolved defects, and after certification by the University	50% of the total Contract Value
Successful, secure, and satisfactory operation of the website for 01 (One) year from the date of Go-Live, with compliance to all Service Level Requirements (SLRs), uptime commitments, and maintenance obligations, duly certified by the University	25% of the total Contract Value

Phase-II: Annual Maintenance Contract (AMC)

The Annual Maintenance Contract (AMC) shall commence immediately after successful completion and acceptance of Phase-I. The bidder shall quote the AMC charges separately on a monthly basis.

Payment towards AMC shall be released quarterly, based on the quoted monthly AMC rates, subject to satisfactory performance and certification by the University.

***** Penalties, if any imposed, shall be deducted from the invoice for the period/phase in which the breach occurred.