



**JAMIA HAMDARD**  
(A Govt. Aided Deemed to be University, NAAC Accredited A+)  
**Centre for Distance and Online Education (CDOE)**  
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**(JH/PS/TENDER-45/SEP-2025)**  
**Tender Document**

**For Design and Development of new website of CDOE, Jamia Hamdard**

<b>Last Date for download the tender document and Submission of tender</b>	5:00 PM, 13 <sup>th</sup> October, 2025
<b>Date &amp; Time of Opening of Tender</b>	11.00 AM, 14 <sup>th</sup> October, 2025
<b>Earnest Money Deposit (EMD)</b>	Rs 20,000
<b>Address and place of Submission of Tender</b>	Director, Centre for Distance and Online Education Jamia Hamdard, Hamdard Convention Centre (First Floor) New Delhi-110062
<b>Tender Document Delivery Mode</b>	Hard Copy (By Speed Post/Hand)
<b>Contact Person at CDOE, Jamia Hamdard (for clarification with queries during the process of tender submission)</b>	Dr. Abudul Majid Farooqi Assistant Professor of Computer Science <a href="mailto:majid@jamiahamdard.ac.in">majid@jamiahamdard.ac.in</a>

The CDOE, Jamia Hamdard reserves the right to change / revised the date of opening the Tender. In such case, the information will be displayed on CDOE webpage.

## **Jamia Hamdard and Centre for Distance and Online Education**

### **Over view about Jamia Hamdard**

Jamia Hamdard was established as Society on 26.04.1989 under the Societies Registration Act, 1860 after the receipt of the Letter of Intent (LoI) for declaring Jamia Hamdard as deemed to be University, issued by the Ministry of Education (Erstwhile Ministry of HRD), Department of Education dated 20.03.1989. Jamia Hamdard has been created after amalgamation of six institutions being run by four Societies (i) The Institute of History of Medicine and Medical Research; (ii) Indian Institute of Islamic Studies; (iii) Hamdard Tibbi College (funded by Delhi Government); (iv) Hamdard College of Pharmacy (affiliated to University of Delhi and funded by UGC); (v) Majeedia Hospital and (vi) The School of Nursing after dissolution of their respective societies on 28.04.1989.

Janab Hakeem Abdul Hameed Sahib had created these societies with a vision to develop it into a distinguished institution, emphasizing modern professional education while prioritizing Unani medicine and Islamic studies. Jamia Hamdard was the brain child of Janab Hakeem Abdul Hameed Sahib and he was the First Chancellor of the Jamia Hamdard who served till his life time.

Jamia Hamdard is one of the Government aided deemed to be University and has been recognized as Minority Institution on 22.09.2014 by the National Commission for Minority Educational Institutions (NCMEI) under Article 30(1) of the Constitution of India. The Jamia Hamdard being a deemed to be University is governed by the UGC (Institutions Deemed to be Universities) Regulations as amended from time to time. Jamia Hamdard over a period of 35 years, Jamia Hamdard has evolved into a premier centre for higher learning, fulfilling the objectives.

The following are the teaching Schools, Centres and off campus of Jamia Hamdard:

1. School of Pharmaceutical Education and Research (SPER)
2. School of Unani Medical Education and Research (SUMER)
3. School of Nursing Sciences & Allied Health (SNSAH)
4. School of Engineering Sciences and Technology (SEST)
5. School of Chemical and Life Sciences (SCLS)
6. School of Management and Business Studies (SMBS)
7. School of Humanities and Social Sciences (SHSS)
8. Hamdard Institute of Medical Sciences and Research (HIMSR)
9. Hamdard Institute of Legal Studies and Research (HILSR)
10. Centre for Distance and Online Education (CDOE)
11. Centre for Media and Mass Communication Studies (CMMCS)
12. Jamia Hamdard Off campus, Kannur (notified by GoI, M/o Education in 2013)

Jamia Hamdard is highly regarded, consistently ranking among the top institutions in India. It has been accredited in the A+ category by NAAC with a score of 3.41 in its fourth cycle and is ranked among the top 50 institutions in the country and First in the Pharmacy category by the NIRF Rankings 2024 of the Ministry of Education. Jamia Hamdard ranks 78th in the management category in the NIRF 2024 rankings. Internationally, Jamia Hamdard is listed in the Times Higher Education QS World University Rankings and ranked 1401+ (2026); QS Ranking by subject (Pharmacy & Pharmacology): 94th globally. Jamia Hamdard ranks 501-520 in 2025 QS Asia University Rankings.

### **About Centre for Distance and Online Education (CDOE)**

In 2004, Jamia Hamdard established the School of Open and Distance Learning, which is currently named as “Centre for Distance and Online Education” (CDOE) to extend educational opportunities through innovative methods. The CDOE utilizes information and communication technologies to enhance the quality and reach of education, especially for those unable to attend on-campus programmes. This initiative aims to empower marginalized groups, including tribal populations and Muslim women, by providing access to new knowledge and skills essential for their development.

The CDOE presently offers a range of academic and career-oriented programmes such as:

1. Master in Business Administration (MBA)
2. Master in Computer Application (MCA)
3. MA in Islamic Studies (MAIS)
4. MA in Political Science (MAPS)
5. Bachelor of Business Administration (BBA)
6. Bachelor of Computer Applications (BCA)
7. Bachelor of Commerce (Hons) (BCOMH)
8. PG Diploma in Dietetics and Therapeutics Medicine (PGDDTN)
9. PG Diploma in Drug Regulatory Affairs (PGDPRA)
10. PG Diploma in Environmental Monitoring and Impact Assessment (PGDEMIA)
11. PG Diploma in Intellectual Property Rights (PGDIPR)
12. PG Diploma in Medical Record Techniques (PGDMRT)
13. Diploma in Professional Arabic (DPA)
14. Diploma in Persian Language (DPI)
15. Certificate in Modern Persian Language (CMPL)

These programmes are designed to prepare students for the competitive job market by equipping them with the necessary knowledge and skills. The university ensures the affordability of its education to benefit economically disadvantaged sections of the society. In summary, Jamia Hamdard, through its various schools and the CDOE, remains dedicated to providing high-quality education and fostering knowledge and skills among diverse socio-economic groups, ensuring they are well-prepared for the globalized economy.

*Mission and Goals of the Centre for Distance and Online Education (CDOE):* The mission of the CDOE is to provide contemporary education and training to meet the challenges of the evolving global scenario. The objectives include helping students develop the ability to apply multidisciplinary concepts and techniques to acquire relevant knowledge in their fields of interest. Jamia Hamdard’s study programmes under CDOE are tailored to meet the learning needs of knowledge seekers, ensuring they can learn at their own pace and convenience. The CDOE is committed to offering professional and job-oriented courses with regularly updated curricula and study materials, integrating information technology tools to enhance learning experiences.

*Targeted Groups of the Centre for Distance and Online Education (CDOE):* The distance and online education programmes aim to reach marginalized and excluded groups, such as tribal populations and Muslim women, who have been largely overlooked by national education initiatives. These programmes provide opportunities for acquiring new knowledge and skills necessary for personal and professional development, thereby fostering inclusive growth and education.

## **Tender Document**

1. Sealed Tender under the two-bid system (Technical bid and Price bid) are invited from registered firms in India, with at least 3 years of experience in the design, development and maintenance of academic institutes of national importance, government bodies and established corporate and MNCs. The tender document can be downloaded from the website of CDOE, Jamia Hamdard (<https://www.jamiahamdard.ac.in/CDOE/CDOE.htm>) under “Tenders” section.

2. **Technical and Price Bid:**

Both ‘Technical Bid’ as well as ‘Price Bid’ are expected to be submitted in conjunction with the same date of receipt. The stipulation that the price bids will be opened only after the technical evaluation of all the offers is done.

3. **Target Audience of Website:** The main purpose of our website would be

- a) The Centre for Distance and Online Education (CDOE), Jamia Hamdard University intends to develop a dedicated Online Academic Website, which will serve as the official digital platform for its distance and online education programs. The platform will be accessible through the University’s designated domain.
- b) The website will cater to the needs of the students support services of Open and Distance Learning and Online Learning students of various Undergraduate, Postgraduate and Diploma Programmes being offered by the Centre for Distance and Online Education, Jamia Hamdard.

4. **Website Design & Development (deliverables)**

- a) A responsive and mobile-friendly user interface
- b) Clean, intuitive navigation structure
- c) Dedicated program pages for each course and faculty
- d) Detailed course curriculum with modular breakdowns
- e) Admission process flow including eligibility criteria, test dates, SOPs, and assessment mechanisms
- f) Transparent fee structure with payment schedule
- g) Program duration and academic calendar display
- h) Notifications and announcements section
- i) Faculty and administrative profiles (e.g., Director, Coordinators)
- j) Showcase of sample certificates and testimonials from alumni
- k) News & events feed
- l) Integrated media gallery (images & videos)

5. **Current Website and webpage**

The learners of CDOE are presently being catered through an external website [www.jamiahamdardonline.in](http://www.jamiahamdardonline.in). Besides, a webpage has been created in official website of Jamia Hamdard. <https://www.jamiahamdard.ac.in/CDOE/CDOE.htm> Both the website and webpage have been developed to satisfy the initial requirements of the CDOE. However, CDOE started offering online MBA, MCA from July 2024 onwards because of which a need has been felt to make our professional course popular and robust besides giving a new learning experience to the students and professionals taking up CDOE flagship programmes through online and ODL mode.

## 6. New Website Functionality Requirements

The website will be based on a Web Content Management System (Open Source WCMS are preferred). The website should essentially have the following features-

- 6.1. Web Content Management System:** CDOE expects an easy-to-use web content management system (WCMS) for its website which can be maintained effortlessly and can be learnt easily by users. All the pages including home page must be editable. The content management system should provide an easy User Interface functionality to create event photo gallery, video gallery and it should have Menu Management i.e. Ability to add, move, delete, modify menus on the site.
- 6.2. Technology:** The new website should use Web 3.0 based tools and open-source software like LAMP architecture, Java script/JQuery, HTML5, CSS3, Open LDAP etc. Following are the advised open-source technologies to be used:
  - Server-Side Scripting: PHP/Java etc.
  - Con.Mgmt. System: Wordpress / Joomla / Drupal etc.
  - Server-Side Database: MySQL /PostgreSQL etc.
  - O.S Platform for hosting: Linux /Windows
  - Any Other Add-On Feature: Only open-source tools will be preferred
- 6.3. Single Sign-On:** The website should support Single Sign-On so that future automations like Recruitments Portal / Placements Portal / Academic Information System etc. can be easily integrated into the website.
- 6.4. Bilingual language support:** It should provide bilingual language support- Hindi and English.
- 6.5. Security of Website:** The website should allow secured socket layer. The website shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.
- 6.6. Navigation:** The navigation system for the website should be intuitive such that people can easily find the required stuff from the website.
- 6.7. Clean and focused design:** Our website must be visually appealing, polished and professional. There should be good use of color. It should have easily readable text, meaningful graphics, quality photography and simplicity in design.
- 6.8. Professional Branding:** Provide attractive branding to the institute through the website. A site must be visually appealing, polished and professional.
- 6.9. Content:** Along with style, our website must have substance and complete information.
- 6.10. Functionality:** Each component of our site should work quickly and correctly. It should be kept simple and well organized. It should have fast-loading pages, minimal scroll, consistent layout, prominent and logical navigation and descriptive link text.
- 6.11. Cross-platform/browser compatibility:** The website should work for all the different kind of browsers and their different versions. It should not break or look different across the different platforms. Website should be responsive and should work perfectly and seamlessly on all devices.
- 6.12. Screen Resolution:** The screen resolution of the website should be high enough so that

the content looks attractive and easily readable.

- 6.13. Search Engine Optimized (SEO):** The website should be optimized for the search engine so that it is appearing high in the search results.
- 6.14. Mobile website:** The website should be working well when opened from the mobile devices and should look attractive in mobile too as many users are using mobile devices to browse through the websites.
- 6.15. Payment Gateway:** Website should be enabled to microsite (Admission, PGP, MDP etc) with payment gateway.
- 6.16. Good search feature:** The website should have good search feature. All the content should be easily searchable from the website itself.
- 6.17. Interaction with administrative team at CDOE, Jamia :** New website design should be approved on the development version and should involve multiple iterations with the CDOE, Jamia Hamdard team.
- 6.18. Good Error Handling:** It should be able to handle failure scenarios well like content not found, link redirection etc.
- 6.19. Import of content:** All applicable content should be imported from current website.
- 6.20. Web Content Accessibility:** Website should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW), refer <http://guidelines.gov.in/> and certified by the Standardization Testing and Quality Certification (STQC), refer <http://meity.gov.in/content/stqc> and be social media enabled.
- 6.21. Performance Optimization:** Back-end performance optimization like DB structure, query optimization to be done to enhance user experience in terms of fast load times and good mobile experience.
- 6.22. Deployment and Hosting:** Vendor will deploy the website on CDOE, Jamia Hamdard Servers or on a designated site in the cloud and will ensure Go-Live readiness in all aspects.
- 6.23. Training of the CDOE, Jamia Hamdard IT Staff:** Vendor will provide training (face-to-face or through remote web conference) to CDOE, Jamia Hamdard IT Staff for the deployment and day-to-day administration of the website.
- 6.24. Testing:** All types of post-development testing to be performed by the vendor (like Beta testing, Load testing, User Acceptance Testing, etc.).
- 6.25. Social media integration:** The website should have good social media integration (share buttons, follow buttons, etc.).
- 6.26. Copyright and Property:** Designed, technical documents and source code is the property of CDOE, Jamia Hamdard. Hence, the vendor is expected to submit all the required documents/ media post go live and after implementation.

## **7. Web Platform Modules**

### **7.1. Admin Panel (Super Admin):**

To Manage the entire portal content and student data:

- a) Course creation and curriculum upload
- b) Program-wise student tracking
- c) Admin control for results, placements, and notifications
- d) Upload certificates, documents, and announcements

## 7.2. Student Portal

Key student features expected:

- a) **Dashboard** – Personalized academic overview
- b) **Marksheet/Result** – Academic performance tracking
- c) **Online Classes** – Access to live/recorded lectures
- d) **PCP Classes** – Scheduled practical sessions
- e) **Placement Cell** – Career support features
- f) **Academics** – Access to course materials & documents
- g) **Student Grievance Portal** – Complaint & support tracking

## 7.3. Additional Technical Integrations

- a) **SMS API Integration** for alerts and notifications
- b) **Email Integration** (for admission updates, account confirmation)
- c) **Secure Hosting & Staging Environment** for deployment (phased rollout)
- d) **Basic Analytics & Dashboard Reports** for admin users

## 7.4. Deployment Process

- a) Step-by-step deployment on Jamia Hamdard's designated hosting environment
- b) Regular validations at each milestone (UI, data flow, access roles)
- c) Final **User Testing (UT)** before go-live
- d) Documentation and handover with user training

## 8. Website Module

The Website Module is the publicly accessible digital front of Jamia Hamdard's online academic platform. It serves prospective students, guardians, and visitors with all essential information and resources related to programs, admissions, faculty, media, and events. It also integrates with the backend panels for leads, downloads, and data tracking.

## 9. Homepage

A professionally designed landing page showcasing:

- a) Slider with key highlights (e.g., “Apply Now”, “Admissions Open”, “Recognized Programs”)
- b) Quick Links: Access to Student Login, Prospectus, Program List, Contact
- c) About Jamia Hamdard Section: University overview and vision
- d) Highlights Section:
  - NAAC Accreditation
  - Industry Recognition
  - Alumni Network
  - AI & NEP 2020 Alignment
- e) Programs at a Glance – Popular programs with quick view access
- f) Testimonials – Student & alumni feedback carousel
- g) Call-to-Action buttons: “Apply Now”, “Download Brochure”, “Enquire Today”

### **9.1. Navigation Menu (Header)**

A clean, responsive, and mobile-friendly navigation system with links to:

- a) Home
- b) About Us
- c) Programs Offered
- d) Admissions
- e) Eligibility & Fees
- f) Academic Calendar
- g) Downloads
- h) Faculty & Admin
- i) Media Gallery
- j) News & Events
- k) Contact Us
- l) Login

### **9.2. Footer Section**

Includes the following:

- a) Contact Details (Phone, Email, Address)
- b) Important Links: Terms, Privacy Policy, RTI, Careers
- c) Newsletter Signup (email collection form)
- d) Social Media Icons: Facebook, Twitter, LinkedIn, YouTube

## **10. Informational Pages & Features**

### **10.1. About Us Page**

- a) University mission, vision, and values
- b) Accreditation & recognition
- c) Message from the Director/Vice Chancellor
- d) Campus overview (text and photo)

## **11. Programs Offered Page**

- a) Program-wise list: BBA, MCA, MBA, etc.
- b) Each program links to a dedicated detail page containing:
  - Overview
  - Curriculum Structure
  - Duration
  - Mode of Learning (Online/Hybrid)
  - Career Outcomes
  - Eligibility

## **12. Admissions Page**



- a) Step-by-step admission process
- b) Application link or guidelines
- c) Application deadlines
- d) Required document list
- e) Fee payment instructions

### **13. Eligibility & Fees Page**

- a) Program-specific eligibility criteria
- b) Fee breakdown:
  - Admission fee
  - Semester-wise fee
  - Refund policy
  - EMI/financial aid info if applicable

### **14. Academic Calendar Page**

- a) Program-wise calendar
- b) Examination dates
- c) PCP/practical session schedules
- d) Holiday list and term timelines

### **15. Downloads Page**

- a) Admission brochures
- b) Curriculum PDFs
- c) SOP templates
- d) ID request forms
- e) Guidelines for classes/exams

### **16. Faculty & Administration Page**

- a) Faculty listing with photos and designations
- b) Directors, Coordinators, Academic Heads

### **17. Media Gallery Page**

- a) Photo albums from campus activities, convocations, etc.
- b) Video gallery (hosted or embedded)

### **18. News & Events Page**

- a) University news and press updates
- b) Upcoming event calendar (seminars, webinars)
- c) Event registration links
- d) Archive of past events

### **19. Contact Us Page**

- b) Embedded contact form with fields:
  - Name

- Email
  - Mobile Number
  - Program Interested In
  - Message
- c) Google Maps integration
- d) Contact information and office timings

## **20. Additional Website Features**

- a) Site-wide Search Bar for pages, programs, and announcements
- b) Multi-device Compatibility: Mobile, tablet, and desktop
- c) Announcement Bar or Pop-up for key notices (e.g., deadlines)
- d) Newsletter Signup integrated with backend database
- e) Google Analytics for traffic and behavior monitoring
- f) SEO Optimization:
- Meta tags
  - Structured data
  - OG tags
- g) Security:
- SSL certificate
  - CAPTCHA on forms
  - Spam prevention filters

## **21. Student Panel**

The Student Panel is a personalized, secure portal designed for enrolled students to manage their academic journey, access educational resources, and stay updated with university activities. Below is the detailed breakdown:

### **21.1. Student Dashboard Overview**

- a) Welcome message and student profile display
- b) Display of current semester (e.g., 5th Semester)
- c) Cumulative CGPA display
- d) Attendance percentage (auto-calculated)
- e) Credits earned indicator
- f) Quick Actions (Shortcuts to key functions):
- View Assignments
  - Submit Assignment
  - Pay Fees
  - Join Class
  - Check Results

### **21.2. Assignments Module**

- a) List of active, upcoming, and completed assignments
- b) Downloadable assignment instructions or templates
- c) Upload portal for assignment submission
- d) Deadline countdown & alerts
- e) Faculty feedback and grades display

## **22. Class Schedule**

- a) Weekly timetable (course-wise view)
- b) Join class button for online sessions
- c) Download or print timetable
- d) PCP (Personal Contact Program) schedule section

## **23. Fee Payments**

- a) Semester-wise fee structure and payment status
- b) Integrated online payment gateway
- c) Auto-generated receipts for completed payments
- d) History log of past payments
- e) Alerts for upcoming fee deadlines

## **24. Online Classes**

- a) Access to scheduled live sessions
- b) List of previously recorded classes
- c) Faculty resource upload (PPTs, PDFs)

## **25. File Uploads**

- a) Upload section for personal documents (ID, certificates)
- b) Document category tagging (e.g., ID Proof, Transfer Certificate)
- c) File status tracker: Submitted / Approved / Rejected
- d) Admin comment/notes (for corrections)

## **26. Notifications**

- a) Academic alerts (exam, assignment, result dates)
- b) System updates and class changes
- c) Push notifications for key events
- d) Read/unread message status

## **27. Events Section**

- a) Upcoming university webinars/seminars list
- b) Event registration links
- c) Archive of past event recordings
- d) Calendar integration

## **28. Results & Marksheet**

- a) Semester-wise performance breakdown
- b) Subject-wise marks and final grades
- c) Downloadable marksheets (PDF)

- d) Internal assessment view
- e) CGPA/SGPA calculator

## **29. Student Profile & Records**

- a) View and update personal details
- b) Course and enrollment information
- c) Change password functionality
- d) Upload profile photo
- e) Download ID card

## **30. Grievance & Helpdesk**

- a) Raise ticket (category selection)
- b) Upload evidence/documents
- c) Track ticket status
- d) Admin resolution feedback system

## **31. Security & Access**

- a) Secure login with credentials
- b) Session timeout for idle users
- c) Option for OTP verification or 2FA (if enabled)
- d) Privacy-compliant data handling

## **32. Admin Panel**

The Admin Panel is the central management system for university administrators. It offers full control over student lifecycle management, course operations, revenue monitoring, academic tracking, support, and performance analytics.

### **32.1. Admin Dashboard Overview**

- a) Total student count (active/inactive breakdown)
- b) Pending admissions requiring action
- c) Total revenue generated and pending payments
- d) Active faculty and staff stats
- e) Quick view of recent activities (admissions, payments, submissions)
- f) Highlighted pending tasks (e.g., approvals, grading)

### **32.2. Student Management**

- a) View all registered students with filters (program, semester, status)
- b) Approve/reject student registrations
- c) Edit student information (contact, course, documents)
- d) Enrollment and program status management
- e) Deactivation or suspension of student accounts

### **32.3. Course Management**

- a) Create and update academic programs
- b) Define course modules and semester structure
- c) Upload course descriptions, PDFs, and related documents
- d) Assign faculty to courses
- e) Manage program duration, credits, and learning mode

### **32.4. Assignments**

- a) View submitted assignments
- b) Grade and provide feedback
- c) Set assignment deadlines and visibility dates
- d) Upload assignment instructions/templates
- e) Auto-notify students of new assignments or grading status

### **32.5. Fee Management**

- a) Define program-wise fee structure
- b) Monitor fee collection per student or batch
- c) Generate payment receipts
- d) Track pending dues and send reminders
- e) Export fee reports for accounting purposes

### **32.6. Class Scheduling**

- a) Schedule weekly or semester-wise classes
- b) Assign faculty and subjects
- c) Integrate online class links (Zoom/Google Meet)
- d) Reschedule or cancel classes with notification

### **32.7. Results & Grades**

- a) Upload and manage exam results
- b) Subject-wise grade entry interface
- c) Auto-calculate CGPA/SGPA
- d) Downloadable report cards and semester summaries
- e) Enable/disallow student result visibility

### **32.8. Support Tickets**

- a) View and respond to student grievance tickets
- b) Assign tickets to specific departments (e.g., finance, academics)
- c) Track resolution time and satisfaction score
- d) Maintain logs of complaint history

### **32.9. Analytics & Reports**

- a) Student enrollment trends by year/program
- b) Financial reports and fee collection trends
- c) Academic performance analysis (avg. CGPA, pass/fail rate)
- d) System usage metrics (active users, most accessed features)

### **32.10. Settings & Configuration**

- a) Update academic year/calendar
- b) General system configuration (logo, website links, theme)
- c) Manage email/SMS notification templates

### 33. Development Environment

The proposed solution will be developed using a modern, scalable, and secure technology stack suitable for high-traffic academic platforms.

Component	Technology Stack
Web Application	: ReactJS (Frontend) + .NET Core (Backend)
Database	: PostgreSQL
Backend Framework	: .NET Core 8+ (Web API)
Frontend Framework	: ReactJS 18+
Architecture Pattern	: MVVM (Model–View–ViewModel)
API Communication	: RESTful APIs
Authentication	: JWT-based Authentication + Role-based Access
Deployment Server	: NGINX (for reverse proxy & hosting frontend)
DevOps Ready	: Docker-based deployment (optional), CI/CD via GitHub Actions
Hosting Platform	: Client-provided VPS / Cloud (AWS, Azure, or on-premises)

### 34. Security Architecture

Security is a critical pillar in the design and development of any educational platform, especially when handling sensitive student data, academic records, personal documents, and financial transactions. Our approach ensures **security-by-design**, integrating multiple layers of defense and industry-standard practices throughout the development lifecycle.

#### 34.1. Application Security Goals

- a) Prevent unauthorized access to student and admin portals
- b) Secure sensitive data (student details, marks, documents, fees)
- c) Ensure secure API and database interactions
- d) Meet compliance standards (e.g., GDPR, UGC Data Guidelines)

#### 34.2. Security Features and Controls

##### 34.2.1. Identification, Authentication & Authorization

- a) JWT-based Authentication
- b) Role-Based Access Control (RBAC)
- c) Support for 2-Factor Authentication (2FA) (optional)
- d) Auto logout on session timeout

#### 34.3. Input & Output Validation

- a) Input sanitation to prevent:
  - SQL Injection

- Cross-site Scripting (XSS)
- Cross-site Request Forgery (CSRF)
- b) Strict validation of all fields at both frontend and backend
- c) Output encoding to prevent HTML injection

#### **34.4. Database & API Security**

- a) Use of parameterized queries and ORM (Entity Framework)
- b) HTTPS-only API communication using TLS 1.2/1.3
- c) Rate Limiting & Throttling to prevent brute force attacks
- d) Encryption of sensitive data at rest and in transit
- e) Database-level roles and privileges enforced

#### **34.5. Cryptographic Controls**

- a) Passwords stored using bcrypt hashing
- b) Option to enable encryption for PII (e.g., Aadhaar, phone numbers)
- c) Use of secure tokens for resets and verification

#### **34.6. Logging & Monitoring**

- a) Centralized logging using Serilog / ELK Stack / Seq
- b) Audit logs for every login, critical data change
- c) Alerts for suspicious activity (multiple failed logins, unusual usage)

#### **34.7. Secure Code & Dependencies**

- a) Avoid use of unverified third-party jQuery/CSS/JS libraries
- b) Continuous code scanning via Snyk or GitHub CodeQL
- c) Frontend and backend code linting & vulnerability checks

#### **34.8. Configuration & Deployment Security**

- a) Environment-based configuration files (no hardcoded secrets)
- b) API secrets, DB credentials managed via environment variables / secrets manager
- c) Regular security patching of OS, NGINX, PostgreSQL, and runtime environments
- d) Secure CI/CD pipeline with code signing and staged deployment

#### **34.9. Hosting & Network Security**

- a) NGINX as reverse proxy with SSL termination
- b) Firewall protection, IP Whitelisting, and DDoS protection via Cloudflare (optional)
- c) Daily/weekly encrypted backups of database
- d) Option to restrict access to admin panel via VPN or IP range

### **35. Compliance & Privacy Standards**



- a) Designed in alignment with:
  - GDPR (General Data Protection Regulation)
  - UGC/National Academic Data Policy
  - ISO/IEC 27001 principles
- b) Data minimization and retention policies implemented

### **36. At the Bottom of the Home Page**

- Hindi Version Right to Information
- Publications Library
- NIRF
- Webmail Features
- Campus Tour
- Internal Complaints Committee
- Terms & Conditions
- Privacy Policy
- Copyright Policy
- Hyperlink Policy
- Accessibility
- Statement Feedback
- Help
- Disclaimer About this Site, Terms of Use

### **Timeframe for the Website Development**

<b>Proposal Stage</b>	<b>Activity Plan</b>	<b>Indicative Timelines</b>
Stage 1	Vendor Selection and Intimation	Within 10 days after closing date
Stage 2	Contract Award	Within 10 days from the vendor selection
Stage 3	Sample Template Design Submission	2 weeks from the date of contract award
Stage 4	Website Design, Development, Deployment and hosting (Including bug fixing and continuous integration)	4 weeks
Stage 5	Maintenance and Support	Ongoing for 2 years from the date of award of contract

The completion of each stage needs to be approved by the website committee and the work on the next stage can only begin after the previous stage has been approved. Each stage deliverable needs to be presented before the IT committee of CDOE, Jamia Hamdard for the final approval.

**Signature with Stamp of Bidder**

**Date:**

### **Proposal Requirements**

<b>Sl No</b>	<b>Particulars</b>	<b>Document Reference for Compliance</b>	<b>Page no in submitted document folder</b>
<b>1</b>	<p><b>Information regarding the Technology to be used for the website design &amp; development strategy, and how the requirements provided in the section: “New website functionality requirement” given in this document is being planned to be fulfilled.</b></p> <p>Explain in short how individual functionality would be met.</p>		
<b>2</b>	<p><b>Information about Website Development Experience</b></p> <p>A. The Bidder must have at least three years in the web site design and development.</p> <p>B. The bidder is expected to have completed at least three web site development projects during the last three years for reputed educational institution or organization.</p> <p>C. The Bidder will have to give proof of such work.</p>		
<b>3</b>	<p><b>A self-declaration Certificate regarding fraudulent and corrupt practices should be enclosed</b></p> <p>Bidders should not have ineligibility due to corrupt and fraudulent practices</p>		
<b>4</b>	<p><b>Information about Hosting and Cloud Service</b></p> <p>Provide information about web hosting and cloud service provider (server should be in India)</p>		
<b>5</b>	<p><b>Information about Support and maintenance of website during the warranty period:</b></p> <p>Information regarding 24x7 Technical staff support should be given to ensure the necessary support to CDOE, Jamia Hamdard during the warranty Annual Maintenance Contract period (Document should be attached.)</p>		
<b>6</b>	<p><b>Information regarding Registration:</b></p> <p>Registration No of the bidder firm along with the Local Sales Tax (LST), Goods and Services Tax (GST), Work Contract Tax (WCT) No and the PAN number allotted by the concerned authorities</p>		
<b>7</b>	<p><b>Proof of Earnest Money Deposit</b></p> <p>The tenderer is required to submit the Earnest Money Deposit (EMD) of Rs 20,000 by way of demand draft drawn in favor of Jamia Hamdard, New Delhi. The said earnest money will not bear any interest and will be refundable only after finalization of the contract awarding process. Tender without EMD will be summarily</p>		

	rejected.		
8	<b>Information regarding Testing and Quality Certification:</b> Certification by the standardization testing and Quality Certification (STQC) should be provided to ensure that proper quality would be maintained.		
9	<b>Proof of registration with the National Informatics Centre Services Inc</b> The vendor should be registered in National Informatics Centre Services Inc. (A Government of India Enterprise under NIC, Ministry of Electronics & Information Technology)		
10	<b>Information about Annual Maintenance Contract:</b> Information about the Annual Maintenance Contract of the website including maintenance, updates, and minor modifications expansions and installing patches in the application (if required).		
11	<b>Details about your team</b> Provide details (educational qualification, experience, expertise) of your team who will be developing the website		
12	<b>Terms and Conditions of your work</b> Provide details about the terms and conditions of your work		

**Signature with Stamp of Bidder**

**Date:**

### **Evaluation of Technical Bid**

Only those bidders who cross the threshold level (60%) of the technical evaluation shall be considered for the evaluation. Scoring Parameters used for scoring will be based on relevance and nature of past-experience, approach proposed, experience in domain area, experience and skill of core team and success stories (case studies in particular).

**Evaluation of the technical bid will be based on the following parameters:**

<b>Serial No</b>	<b>Particulars</b>	<b>Weightage</b>
1	The bidder must display through understanding of the requirements of the project. The bid will be evaluated on the following components - understanding of the Proposed Solution, Information regarding the Technology to be used, website design & development strategy, and how the requirements provided in the section: “New website functionality requirement” given in this document is going to be satisfied	40%
2	Average annual turnover during last 3 financial years - Above 40 lakhs – 10 - 20 Lakhs to 40 lakhs - 8 - 10 Lakhs to 20 Lakhs - 6 - Up to 10 lakhs - 04 Marks	10%
3	Experience - Above 5 years - 5 - more than 4 years and less than equal to 5 years - 4 - more than 3 years and less than equal to 4 years - 3	5%
4	Certification (CMMI Level 3 and above) for Software Design	5%
5	Should have successfully executed at least 3 websites (in the last 5 years) developments, implementation and maintenance projects excluding hardware (Copy of PO & Proven Experience shall be considered as proof of completion of the project)  - 3 projects with 10 lakhs and above- 5 Marks - 5 projects with 20 lakhs and above- 8 Marks - 7 projects with 35 lakhs and above - 10 Marks	10%
6	Website update and maintenance support (24 x 7 x 365) details with number of dedicated manpower for this project	10%
7	Demonstration of prior work and success stories for reputed clientele	20%
	Total	100%

**Signature with Stamp of Bidder**

**Date:**

### **Financial Bid Format**

<b>Serial No</b>	<b>Item Description</b>	<b>Amount</b>	<b>Tax</b>	<b>Total</b>
1	Cost of creation of Web Content Management System based website of CDOE, Jamia Hamdard			
2	Annual Maintenance Contract of the website including maintenance, updates, and minor modifications expansions and installing patches in the application (if required).			
	1 <sup>st</sup> Year			
	2 <sup>nd</sup> year			
	Total			

Company Name:	
Name & Designation:	
Date & Place:	
(Company Seal)	

### **Signature with Stamp of Bidder**

**Date:**

**Note:**

- In the financial bid format, the rate shall be quoted in Indian Rupees in figures and words in case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency.
- The bidder should quote for the entire tender as a package, and the comparative statement will be made as per package only.
- The bidder should quote for the entire tender as per the given tender specification. Bidder who does not quote for all the specification, as per the given tender specification, is subject to disqualification.
- Sealed hard copy of Technical Bid should be reached on or before the due date of e-tender to the following address to:

**Director,  
Centre for Distance and Online Education,  
Hamdard Convention Centre, First Floor,  
Jamia Hamdard, New Delhi-110062 India**

### **Evaluation of Bid**

Financial proposals of only those companies who are technically qualified shall be opened on the date & time specified in the presence of the Bidders' representatives who choose to attend. CDOE, Jamia Hamdard will use Cost Evaluation under **Combined Quality Cum Cost Based System (CQCCBS)**, the technical part will be allotted weightage of 60% of the total while the financial part will be allotted weightages of 40%. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up using the formula given below

$$\text{Overall Score} = \frac{\text{Technical Bid Score}}{\text{Score of Best Technical Bid}} \times 60 + \frac{\text{Price of lowest Financial Bid}}{\text{Price of Financial Bid}} \times 40$$

Example calculation of this scoring is given below:

<b>Tenderer</b>	<b>Score of Technical Bid (out of 100)</b>	<b>Price of Financial Bid (Normalized to 100)</b>	<b>Overall Score</b>	<b>Overall Rank</b>
Company A	95	90	95.55	1
Company B	85	85	91.33	2
Company C	70	95	77.89	4
Company D	75	80	87.37	3

### **Terms and Conditions**

1. The specifications given in the tender documents should be strictly followed.
2. The Tender should be neatly typed. The rates should be quoted in words and figures without any over writing/ erasure. Any over writing/ erasure will render the Tender invalid.
3. The tenderer should attest all corrections (no corrections/overwriting allowed in rates) by affixing the authorized signatory's signatures and each page of the tender should be signed by the authorized signatory.
4. However, the GST, wherever applicable should be shown separately at the prevailing rate. If it is decided to ask for Custom duty or any other levy as extra, the same must be specifically stated. In the absence of such a stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained. This University is not liable to pay any other charges over the above the rates quoted.
5. The firm should have annual turnover of not less than Rs.50 lakhs.
6. Tenderers are required to submit the following documents along with the Tender application without which the tender shall not be treated as valid.
  - (a) Photocopies of up-to-date GST clearance certificate and Pan Card.
  - (b) Photocopy of Trade License.
7. The successful tenderer will have to deposit 5% of the total order value as Security Money in the form of Performance Bank Guarantee or FDR in favor of the Registrar, Jamia Hamdard, New Delhi. The PBG shall remain valid for at least 60-days beyond the contractual period of 3-years. No interest will be payable on PBG. The PBG may be forfeited on deductions may be made in case of violation of terms and conditions laid down in this tender document.
8. **Jamia Hamdard will deduct an amount of 0.25% from all the bills for "Jamia Hamdard Relief and Welfare Fund".**
9. Any notification for changes in specifications/terms shall be through corrigendum/ addendum which shall only be notified on [www.jamiahamdard.ac.in](http://www.jamiahamdard.ac.in)
10. Successful bidder shall draw out a complaint redressal system in consultation with the authorities of the university duly supported with a written approval.
11. The record of complaints so received and redressed shall be protected and subjected to inspection by the Jamia's representative as and when asked.
12. In case of site visit, the deputed engineers /support staff are required to carry company's identity Card. On each visit, the deputed engineer/support staff shall mark their attendance in the, HAH-CIT.
13. Except where otherwise provided in the contract, all questions disputes relating to meaning of terms, conditions and instructions therein before mentioned and as to any other question, claim, right, matter or thing whatsoever in any way advising out of or relating to the contract instructions, orders or the execution or failure to execute the same whether arising during or after the cancellation, termination, competition or abandonment of the contract shall be dealt with as mentioned here in after. If any dispute is not resolved in the ordinary course of business, the Parties shall in good faith attempt to resolve the Dispute through negotiation by their representatives. If a Dispute cannot be resolved by negotiation within 1 (one) month of commencement of negotiations, the Dispute may be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act 1996." All disputes, if arise during the contract period shall be referred to a mutually appointed arbitrator and will be subject to Delhi Jurisdiction only.
14. Force Majeure, shall have the meaning as an event that is beyond the reasonable control of either Party and includes fires, flood, earthquakes, element of nature or acts of God, war, explosion, acts of terrorism, governmental action, change of regulation, riots, insurrection, strikes or labour



disputes. Bidder shall not be liable to the other for any breach or delay in the performance of its obligations hereunder if and to the extent that such breach or delay is caused due to a Force Majeure event. Upon occurrence of a Force Majeure event, the non-performing Party shall be excused from further performance of its obligations until such Force Majeure Event ceases to prevent or hinder the performance of those obligations, save and except the obligation of JH to pay the Bidder for the services already performed.

15. In the event of a bidder backing out before actual award or execution of agreement, JH will have right to forfeit the EMD.
16. In case the successful tenderer (L-1) declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
17. The agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner except with the specific approval of Jamia Hamdard.
18. In the case of the lowest is more than one, then it would be at the discretion of JH to decide the L1.
19. Successful bidder must submit/execute an agreement on non-judicial stamp papers duly attested 1st class Magistrate with UNIVERSITY before taking up the job to follow up the Terms and Conditions.
20. Jamia Hamdard reserves the right to reject any / all the tenders without assigning any reason whatsoever.

**Pricing:**

- The prices are to be quoted as per the tender document and also to mention the amount as total package with Taxes.
- All duties, taxes and other levies payable by the vendor shall be included in the total price.
- Vendor should quote only for the specified requirements in the tender. No change in the design/development or deviation from the tender documents will be permitted.
- Website Design & Development should be completed within 30 days of awarding the order.
- The Supplier should ensure smooth hosting of the Servers at CDOE, Jamia Hamdard webpage (<https://www.jamiahamdard.ac.in/CDOE/CDOE.htm>).
- The supplier has to deploy qualified manpower for the installation and commissioning of the webhosting.

**Payment Terms:**

- 100% payment will be released, only after successful installation and commissioning of the Website.

**Design & Development:**

- The final payments will be made based on the completion certificate and total works done.
- Website AMC payment will be released on the completion of each quarter.

**Procurement Rights:**

- CDOE, Jamia Hamdard reserves the right to conclude the purchase with entire or partial bill website design & development as mentioned in the price schedule.

**Late Bids:**

- Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

**Disqualification:**

- Proposal not submitted in accordance with the document.
  1. During Validity of the proposal, or its extended period, it's any, the bidder increases his quoted prices.
  2. Proposal is received in incomplete form.
  3. Proposal is received after due date and time.
  4. Proposal is not accompanied by all requisite documents.
  5. Information submitted in the tender proposal is found to be misrepresented, incorrect or false accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

### **CDOE, Jamia Hamdard's Right to Terminate the Process**

- CDOE, Jamia Hamdard may terminate the tender process at any time and without assigning any reason. CDOE, Jamia Hamdard makes no commitments, expressed or implied that the process will result in a business transaction with anyone.
- This tender does not constitute an offer by CDOE, Jamia Hamdard. The bidder's participation in this process may result in CDOE, Jamia Hamdard selecting the bidder to engage in further discussion and negotiations onwards execution of a contract, if necessary. The commencement of such negotiation does not, however, signify a commitment by CDOE, Jamia Hamdard to execute a contract or to negotiations. CDOE, Jamia Hamdard may terminate negotiations at any time without assigning any reasons.

### **DISPUTEMENT SETTLEMENT AND APPOINTMENT OF ARBITRATOR**

All dispute or differences whatsoever arising between the parties out of or relating to the work and the resulting agreement or the breach thereof that cannot be settling by good faith and negotiations between the parties within 60 days of the commencement of negotiation shall be settled by referring the dispute to The Director, CDOE, Jamia Hamdard, who may either himself decide the dispute as Arbitrator or appoint some other person as arbitrator to adjudicate the same, who shall be unconnected with CDOE, Jamia Hamdard. The proceedings will be governed by the provisions of the Arbitration & Conflation Act 1996.

By consent of parties the jurisdiction of all other courts are exculpated and the court at Delhi alone shall have jurisdiction. The language of Arbitration shall be English. The venue of Arbitration proceedings shall be Delhi as the case may be.

Place: (Signature of the bidder with seal)

Name: Seal :  
Address:  
Contact No. :  
E-mail:

**Signature with Stamp of Bidder**

**Date:**