Annexure IX

Scoring Matrices

Preliminary Evaluation - Profile of bidders - Eligibility - as per 4.13, 6.1, 6.2, 6.3 and 8.5 of the RFP.

S. No.	Name of Agency	1. Basic Info (date of incorporation, office in Mumbai, 3 years exp., WCAG 2.1 guidelines for Levels AA)	2. Turnover (min.1 Crore each for three years i.e. 2021-22; 2022-23; 2023-24)	3. Technical -30 (Technical staff, content editing, designing, digital media)	4. Project Experience (at least 3 current projects handled)	5. Specific Technical info. (strategies for website development, management, hosting)	6. Undertaking for implementation (24x7, 1 personnel in NABARD, 4 hours turnaround & modifications till end of contract)	7. Dummy design (If submitted Home page and inside page designs)	8. Recommendation (May Consider / May not Consider with remarks, if any)

Technical Evaluation (as per 5.3 (3,4,5), 6.1 and 6.3 of the RFP)

Name of service Provider:

Part – A: Based on scrutiny of Bids Submitted

S. No.	Particulars	Description			Minimum Marks	Maximum Marks	Awarded to firm
1	In-house capability for writing and editing (based upon proven capacity along with URLs) – detailed sheet enclosed	0-5 Marks			02	05	
2	Quality of websites designed (based upon the details of sites developed for other clients) - Quality of overall feel: colour scheme, Layout, Animation, ease of navigation & Search engine	0-10 Marks			05	10	
3	Number of years in business	3-4 Year	4-5 Year	Above 5 Year	05	10	
	Marks allotted	5	8	10			
4	Average turnover of last three years	1-5 Cr.	5-10 Cr.	Above 10 Cr.	03	05	
	Marks allotted	3	4	5			
5	Number of staff	30-40	40-60	Above 60	02	05	
	Marks allotted	2	3	5			
Total for Part A					**17**	**35**	

Technical Evaluation (as per 5.3 (3,4,5), 6.1 and 6.3 of the RFP)					
Name of service Provider:					
Part – B: Presentation					
S. No.	**Particulars**	**Description**	**Minimum Marks**	**Maximum Marks**	**Awarded to firm**
1	Understanding about NABARD as an organization	0-5 Marks	**03**	**05**	
2	Understanding about NABARD's web related requirements	0-10 Marks	**07**	**10**	
3	Quality of dummy website created for NABARD	0-10 Marks	**07**	**10**	
4(i)	Quality of dummy website - Home page	0-20 Marks	**13**	**20**	
4(ii)	Quality of dummy website - inside page	0-20 Marks	**13**	**20**	
Total for Part B			**43**	**65**	
Grand Total (Part A + B)			**60**	**100**	

* Total Marks (Technical Evaluation) (100) = scrutiny of documents (35 marks) + presentation (65 marks)

* For the purpose of final evaluation (i.e. Technical + Financial), the marks obtained in the Technical Evaluation will be scaled to a maximum of 70 marks.

*Example if a company ABC in Technical Evaluation scores 75 out of 100, then for final evaluation it will be considered 49 out of 70 marks.

*Financial Evaluation will be of 30 Marks and its weightage will be 30 in final evaluation.

List of categories where trials are allowed:

- Simulators
- Ship's propulsion machinery, radars and sensors, navigation equipment, communication equipment, RO plants, compressors, cranes, boats, Pilotless Target aircraft, pumps, dehumidifiers etc.
- Aircraft engine/generator/flight deck equipment/air conditioning system/radars
- Tank engine/ generator/ air conditioning system
- Bullet Proof Helmet, Bullet Resistance Jacket
- Drones
- All-Terrain Vehicles (ATV)
- **Communication Equipment for Defense:**
    - **Radio Sets:**
        - HF/VHF/FM Manpack Radio
        - Vehicle Radio Set
    - **Tactical Communication Systems:**
        - Software Defined Radio (SDR) Systems
        - VHF/UHF Tactical Communication Systems
        - Handheld Satellite Phones (e.g., Iridium)
        - Combat Net Radio (CNR) Systems
    - **Satellite Communication Systems:**
        - Very Small Aperture Terminal (VSAT) Systems
        - Satellite Phones
        - Mobile Satellite Communication Systems
    - **Command and Control Systems:**
        - Battlefield Management Systems (BMS)
        - Tactical Data Links
        - Encryption Devices (e.g., VINBAX)
        - Surveillance and Reconnaissance Communication:
        - Unmanned Aerial Vehicle (UAV) Communication Systems
        - Ground Control Stations (GCS) for UAVs
        - Remote Video Terminals (RVTs)
    - **Electronic Warfare (EW) Communication:**
        - EW Communication Jamming Systems
        - Communication Intelligence (COMINT) Systems
    - **Network Infrastructure:**
        - Field Deployable Communication Nodes
        - Tactical Communication Switches
        - Mobile Communication Shelters
    - **Navigation and Positioning Systems:**
        - GPS Receivers
        - Navigation Systems for Vehicles and Personnel
    - **Specialized Communication Equipment:**
        - Underwater Communication Systems
        - Special Forces Communication Gear
        - Mountain Warfare Communication Equipment

- Contamination Monitor

- Fiber Reinforced Plastic Boat with Motor (RIBs)
- Bukhari Improved Version
- Fire Fighting Equipment's as per DGQA specifications
- Victim Location System with Breaching System
- HDPE Boats
- Pontoon Boats
- Medical equipment
- **Engineering and Mining Equipment for Bomb Disposal Units:**

- Modular protection vehicles
- High Altitude Clothing including Snow Boots

SECTION III
SCOPE OF WORK

3.1 Introduction

National Bank for Agriculture and Rural Development (NABARD) is a premier development financial institution established under an Act of Parliament viz. NABARD Act, 1981, as a body corporate having its head office in Mumbai. It has a pan-India presence with 30 Regional Offices and about 420 district development offices. NABARD also has four training establishments for training its own staff and partner agencies and other setups in different cities across India. It has a mission of promoting sustainable and equitable agriculture and rural development through participative financial and non-financial interventions, innovations, technology and institutional development for securing prosperity.

3.2 Scope of Work

3.2.1 Revamping and Maintaining NABARD Website

The service provider will be required to take over the current website and maintain until the new website is launched. The selected Service Provider shall re-design, develop and maintain NABARD's website which must support responsive web design and multi-channel rendering of contents and applications on smartphones, tablets, desktops without duplication of code or logic with visually attractive and easy to navigate.

NABARD reserves the right to amend/ add/ delete/edit any of the following items of the scope of work at the cost of the bidder which shall be binding on the bidder.

Broad scope is to take over, redesign, develop, implement and maintain NABARD website and content management application with Multi-lingual support (all 22 Official Language).

Once the tender is awarded to the service provider, they shall place an experienced professional support staff in NABARD's Head Office within 7 days of awarding, who will be available on all working days of NABARD for coordination, support and maintenance of the website.

3.2.2 Background

The Service Provider would provide end-to-end managed services for development and maintenance of website, The objective of the website is to ensure the following:

1. Providing easy, anywhere and anytime access to NABARD website and its Services 24x7x365.

2. Migrating all existing pages of the website into the revamped website.

3. Introduce new features, functionalities, modules, and workflows.

4. Visually Attractive User Interface (UI) & User Experience (UX).

5. Enhanced Search Capability & Information Architecture.

6. Enhanced Content Strategy & User Engagement.

7. Uniformity across website while ensuring scalability.

8. Information dissemination as provided under in under RTI.

9. Providing the contact detail of the NABARD's all Department and Regional Offices.

10. Providing the status of various projects undertaken by NABARD.

11. Platform of interaction between NABARD and public at large.

12. The service provider will ensure all necessary compliance and certification like GIGW 3.0, STQC ,DBIM 3.0, W3C and WCAG 2.1 level AA guidelines from Government of India or its authorised/ empanelled agencies.

3.2.3 Components

The website shall be revamped within a period of maximum 180 days or earlier, it shall be followed by 01 year warranty post go-live and after expiry of warranty period an Operations and Maintenance (AMC) support for 4 years will be provided by the service provider. From date of signing of contract, the successful Service Provider will take over and handle the existing website and its microsites(Annual Report, GBM website, Grievance Portal and Publication Warehouse), which are currently deployed in NABARD's server and will provide maintenance support, till the revamped website is finally launched. The successful Service Provider is also expected to perform necessary compliances like STQC, Accessibility Audit, GIGW 3.0 etc and also train NABARD Officials as per NABARD's requirement.

SrNo	Particular	Timeline
1	Development of the Project (maximum)	06 Months
2	Warranty Period after go-live	01 Year
3	Annual Maintenance Contract	04 Year
	Total	05 Year 6 Months

3.2.4 Design and Development of Website/ Portal

Proof of Concept: The Bid-submitting agency shall submit a detail project plan with the bid including the following:

a) Project Organization and Management Plan

b) Design, Development, Data Migration, Deployment and Testing plan

c) Pre-commissioning, Operational and User Acceptance Testing Plan

d) Delivery and Installation Plan

e) Training Plan

f) Risk Management Plan

g) Operations and management plan

h) Task, Time, and Resource Schedules

i) Technical Support Plan and Escalation Matrix.

Wireframes and Prototypes: Bidder shall submit wireframes or prototypes for critical pages (e.g., homepage, grievance portal, publication warehouse etc) as part of the technical bid with above proof of concept. Without this bid will not be considered for evaluation of the technical bid.

3.2.5 Scope of Content

NABARD website will be the primary source of information for the Citizens and other stakeholders. It is thus important that comprehensive, correct and up to date information is made available over the portal. NABARD website will have following type of contents.

A) Primary Content

Primary content shall be original content that is; the site caters to the needs of a variety of visitors comprising government officials, bankers, financial professionals, research scholars, research organizations, print and electronic media, NGOs, community-based organizations, farmer collectives, college students as well as common persons.

This will include information about the NABARD, various details, schemes & programs of the NABARD, documents, form however not limited to these only. The information shall be collected by the successful service provider from the NABARD Office within one week of the date of Work order.

B) Secondary Content

Secondary content is generated from the assortment, packaging of primary content to suit the requirement of different audience, events and occasions examples of such content are advertisements/banners/spotlight/media gallery/related sites. Mechanism to ensure that all outdated announcements are removed from the website or moved to archive.

C) Tertiary content

Tertiary content to provide supplementary information that enhances the primary and secondary content on the website. This includes FAQs, glossaries, user guides, policies

and additional resources that support user understanding and engagement. It ensures comprehensive coverage of topics, aiding users in navigating and utilizing the website effectively.

3.2.6 General Requirements

Services: NABARD envisages providing multiple services to the stakeholders through the portal. These will include:

1. **Complaint Management:** Should have options for registering complaints/grievance/feedback online. Citizen Complaint – it should be Bilingual, Printable with Logo & as a letter head, email facility, Report generated.

The entire grievance/ complain management needs to be revamped as a separate sub-website where the visitor can register his/her grievance into the portal by providing details as per format. On submission it will generate a reference number which the user can use to track down the progress related to the complain.

An internal complain management dashboard shall be built to track, manage, forward inter-departmental, dispose the complain and compliance received including provisioning of analytics and MIS-report.

2. **Search:** Citizen and portal users should be able to search within portal. The portal should provide metadata and full text search based on search functionality/ For providing search functionality the Portal should comply within defined processes for defining metadata, managing metadata schema changes and master data changes. Search must allow the archived content to be included (or excluded). Advanced search facility based on multiple filters should be provided. Search option should be Multi-lingual.

3. **Digital Asset Management:** NABARD wishes to create a centralized repository where all external published documents (Published outside NABARD) are available at a Single Click. External Publications like Newspaper clips, Article Published in External magazine or coffee table book, Screenshot of Retweet, Tagging, Comments of Honourable Dignitaries, VVIP's, Credible Institutions of National and International level with respect to NABARD, Radio Announcement, Comments, weblinks, Blogs to be catalogued in an organized manner. Uploading of these documents by the user will have options to make it visual to public or contain in form of internal with standard protocols and specification.

Publication Warehouse: NABARD has an existing publication warehouse (an internal web portal) which contains internal and external publications prepared by NABARD. This sub website portal is to be revamped and upgraded featuring recently published,

category of publication, publication summary, multi-optional search features like search by name, date, size, department, office/department etc.

These above both Digital Asset Management & Publication warehouse should have translation services one will be able to view the translated document of the uploaded content.

4. **New Modules/Features:** To make NABARD's Website more user interactive, NABARD has decided to introduce new modules into the website, which must designed and incorporated into the project. The list of features is listed as follows:

- **E-LMS**: Featuring as knowledge hub for NABARD, BIRD Lucknow website to be hyperlinked in the primary website where the visitors can visit the website for educating themselves.

- **Key Facts:** – It will highlight top 5-7 Key achievement of NABARD or its ventures in a financial year in a very concise manner.

- **Mobile App** – A mobile App for NABARD will be a progressive mobile app which will be developed to feature the Major Notification, Circular, Publication, Reports, Events, Media, Speech, Latest Achievement, Livestreaming of designated official's meetings and webinars.

- **Chatbot** – NABARD has an in-house AI-powered chatbot, which needs to be customised to feature on NABARD's revamped website. The customized digital virtual assistant, named "Vidya" or 'can be changed later' will be featured as a minimized floating icon that expands upon visitor interaction. The chatbot will be connected via an API provided by NABARD. The selected agency is expected to coordinate with the officials or assigned personnel to implement the chatbot services effectively.

- **Calendar**: Yearly Official Wall/desk Calendar designed and published by NABARD, will be available for the visitor's in PDF downloadable format.

- **Legal Framework** – NABARD's website should prominently feature a "Legal Framework" tab which must contain all relevant documents related to the topic with copy of the document to be featured with option to download in PDF.

- **NABARD's History & Milestones** - NABARD wishes to feature its historical achievements and milestone on its website since inception of NABARD, this historical timeline is proposed to be infographic in style with caption of the key achievement for the year

- **Previous Chairman** – The website should Include the previous chairman's details possibly with their photograph, tenure, and short detailed description of the chairman's tenure.
- **Chairman's Memorial Lecture/Speech/ Media Interaction** – Chairman NABARD speech, media interactions, lectures must be featured in high quality for the visitors in its respective section with caption and metadata.
- **Chairman's quotes** – Chairman in his interactions at various platforms shares his valuable thoughts and views, these quotes must be framed in most interactive manner which will be featured in homepage of the website and social media handles.
- **Text to Speech Features** – The website should have feature of Text to speech option at least in English & Hindi language, which complies with World Wide Web Consortium (W3C), Web Content Accessibility Guidelines (WCAG) 2.1 level AA. This will enable people with visual impairments access the website using assistive technologies, such as screen readers. The information of the website is accessible with different screen readers.
- **Multiple Language Support** – As per notification of Government of India, there are 22 scheduled official languages, the website should have a feature that will provide option to view the website and its contents in all 22 official languages.

5. **Sub-Website**: Existing modules on the current website including Project locator, Infographics, Career, Student Internship Scheme, Grievance/feedback, Circular, Publication Warehouse, Financial Reports, Case studies, and others to be redeveloped utilizing the existing data in the project itself. Publications shall be presented in creative format, which contains information in infographics style with feature to read the content in summarised manner.

- The Service provider shall be capable of integration of NABARD's pre-existing or other applications to the project using Application Programming Interface (API) to display specific customized output in public domain (for e.g. project status).

Change Management Process- Post Go Live

- NABARD may, depending on its strategic and business requirements, decide to make modifications, alterations and additions from time to time to the Project. In such an event, NABARD shall provide a detailed proposal or scope of work to the Service Provider specifying such requested changes ("Change Request").

Service Provider shall evaluate each Change Request. The rates and charges payable for executing the Change Requests shall be determined on basis of man-days cost. Based on this calculation, the Service Provider shall submit to NABARD, a written response for such Change Request within 3 (three) Business Days following receipt thereof ("Change Request Response").

- Service Provider's Change Request Response shall include a statement of the availability of the Service Provider's personnel and resources, as well as any impact the proposed changes will have on the Contract Price, Deliverables of this RFP or the Contract, as the case may be. NABARD, if necessary, through a designated committee, may use its reasonable efforts to accept, reject, or propose modifications to each such Change Request Response within 15 (fifteen) Business Days following receipt thereof. The Service Provider shall agree to co-operate with such committee and furnish any further information as may be required by the committee to accept, reject or propose modifications to the Change Request Response.

- Any Upgrade or Enhancement in relation to the Solution or any Services required to be rendered by the Service Provider shall not be deemed to be modifications, alterations and additions to the Project requiring a Change Request to be made by NABARD. All Upgrades, Enhancements and Services shall be undertaken by Service Provider at its own cost, as per the terms hereof.

- Since the Contract Price is determined mutually by parties, any payment to be made for any Change Request will be determined on basis of man-days cost.

6. **Content Management**: Content Management Module – Updating content to be centralised. An experienced qualified professional from the successful service provider's company will be required to be placed in NABARD, Head office to manage the daily updates and up-keep of website. Contents must be in Unicode format. Content Management System should have following features or capabilities:

- Content Authoring, Publishing, Delivery, Content Storage Management, Content exit and Archival

- Should have preconfigured generic templates and workflows for the content management Distributed authorship of portal content across divisions.

- Separation of content from presentation, which allows authors to focus on content rather than web design.

- Management of revision, approval, publishing and archiving processes in an easy and automated manner.

- Centralized template management for consistency within portal.
- Content repurposing for different audiences and different interfaces.
- Facilitated metadata generation and management, which enables effective content discovery.
- Content storage management of all types of content; text graphic, audio, video etc.
- In context contribution, purview, updates and approvals.
- Email notifications for automated content edits and reviews.
- Native content conversion to web formats.
- Both dynamic and scheduled publishing models.
- CMS should be able to generate content feeds.
- CMS should be able to be integrated with any workflow systems, which supports e-forms.

7. The service provider shall integrate with Website Analytics tools for real-time tracking of user behaviour, traffic sources, and content performance.

3.2.7 Feedback: Should have options for online filling the feedback form. Necessary field such as contact detail i.e. Name, address, City, Pin code, State, e-mail, Phone no. & Comment Box should be available It should be Bilingual, Printable with Logo & as a letter head, e mail facility, Report generated.

Scope of Work(Development) Summary:

SrNo	Particulars	Category
1	Primary/ Secondary/ Tertiary content	Revamp & Upgrade
2	Reports/ Publications/ Project Locator/ Infographics	Revamp & Upgrade
3	Case studies/ Success Stories/ NABARD in News	Revamp & Upgrade
4	NABARD's History/ Milestones/ Key Facts	New Initiative
5	Chatbot/ E-LMS/ Text to Speech/ Calendar	New Initiative
6	Multiple Language Support/ Legal Framework	New Initiative
7	Previous Chairman/ Chairman's Lecture/Speech/	New Initiative
8	Chairman Media Interaction/ Quotes	New Initiative
9	Use of AI for summary of publications/ Translation	New Initiative

3.2.8 Outlook: The website shall allow choice of themes, skins, pages and page layout. Here Themes means light/ dark/ gray scale / colours in existing website, Any colour required as per Government of India guidelines & Compliances like STQC,

Accessibility Guidelines, GIGW, DBIM and any other if required by NABARD in future.

3.2.9 Technical Requirements

1. The ownership of entire data hosted in NABARD's corporate website, in all forms including text, data, graphics, animations, audio/video content, etc., rests only with NABARD. The selected service provider is expected to have capabilities to create Contents related to website like Text, Visual and Audio-Visual, Images and anything else specified by NABARD in future.

2. Similarly, the ownership of all source codes of software used for the purpose of hosting the content on NABARD's corporate website would rest with NABARD.

3. Copy of the source code shall be submitted to NABARD for maintenance in repository on an annual basis or when there is major change/ update.

4. NABARD reserves the right to change the service provider for development or maintenance of the project with one-month notice period at any point of time.

5. Hence the source code along with other software/data required to migrate the entire website from the current service provider to another would have to be provided to NABARD whenever the same is asked for by NABARD.

6. Website should be developed with nabard.org extension.

7. The website will be hosted in-house NABARD servers. The service provider should develop the website to be compatible with the following software development stack prescribed by NABARD:

Operating System	Windows
Type of DB	Relational
Database	MS SQL Enterprise Edition
Web Server	Apache / J Boss
Frontend	Any Latest Modern Technology (e.g., React, Angular)
Backend	Any Latest Modern Technology (e.g., Node.js, Spring Boot)
Hypervisor Compatibility	AVH on Nutanix Platform

8. The Virtual Server will be created on Nutanix Platform as per the configuration mentioned by the service provider. The service provider is required to mention the Server Configuration details including number of Cores, RAM and Storage Space required for each VM, App and DB Severs separately. NABARD will

ensure Server along with Windows Server OS license and Anti-Virus security license. The service provider needs to buy licenses related to application and DB software.

9. The project (website) that will be built by the selected service provider shall be hosted in-house servers of NABARD as specified above but it must be ensured from future perspective that it shall have the possibility to migrate to cloud or hybrid environments. Ability to deploy the platform on containerized environment is preferred.

10. Web pages are displayed in HTML format with scope for links to details wherever available.

11. The Service Provider shall ensure proper version control, which should be in place for managing source code and track changes.

12. The Service Provider will provide all licenses that should be compatible with Nutanix server.

13. Material is sent in MS-word, MS-Excel (charts & tables), .pdf, etc. The display is in html/pdf and excel formats. Photographs are sent in JPEG or other formats. Videos are sent in MP4, AVI or WMV formats. Tables and accounting related data are maintained in MS-Excel format.

14. The bidder shall ensure the following without any failure:

Uptime: Minimum 99.9% uptime for the website.

Response Time: Maximum 4 hours for critical issues, 8 hours for non-critical issues.

Resolution Time: 24 hours for critical bugs, 48 hours for others.

Page Load Time: Maximum 3 seconds for 95% of pages under normal conditions.

15. Website should run independent of IP Address i.e. IP Addresses should be not be hard coded in the source code/configuration.

16. Websites should be IPv6 compliant.

17. Website should be able to open in all six ways. for example

    a) https://www.nabard.org

    b) http://www.nabard.org

    c) www. nabard.org

    d) https:// nabard.org

    e) http:// nabard.org

    f) nabard.org

18. Website should be running on SSL i.e. http request should automatically get redirected to https.

19. Website should be compatible to run on multi server environment for load sharing (if required)

20. Website should be compatible for accessibility from any device, any Operating System and any browser.

21. Platform used for Website such as OS, DB, Java, etc. software should be minimum N-1 where N is the latest version prevailing.

22. CAPTCHA should be present for web pages with form field such as feedback form.

23. Logging to be enabled for Web Server / DB Server.

24. Password should not be hardcoded in any website configuration files or stored in plain text.

25. Passwords should be properly hashed and salted to reduce the effectiveness of password cracking.

26. Website should be in compliance with below standards:

- e-Governance Standards of Government of India:
    a) Technical Standards for Interoperability Framework for e-Governance (IFEG) in India Version 1.0
    b) MDDS- Demographic Standards
    c) Character Encoding
    d) Standard Font.
    e) Policy on Open Standards for e-Governance

- Framework for Mobile Governance

- SMS / Mobile Gateway established by CDAC may be used.

- e-Governance standards of Government of India (egovstandards.gov.in)

- Guidelines of Indian Government Website (GIGW 3.0)

- WCAG 2.1 level AA, W3C

- STQC certification

- Digital Brand Identity Manual 3.0

- The Digital Personal Data Protection Act 2023

- The website must comply with Rights of Persons with Disabilities Act 2016, rules notified through gazette notification dated 15th June 2017 Chapter VI, Rule no 15 & 16. and Accessibility Audit certification from Government of India empanelled agency will only be considered.

- For development of Multi-lingual website like English/Hindi standard words which are frequently used is available on https://rajbhasha.gov.in website
- Be able to operate on various Operating Systems like Windows, LINUX, MAC etc.
- The pages should be printer friendly i.e. all the pages shall be displayed and printed upon demand by user
- The selected service provider shall integrate the services of "Bhashini," a tool developed by MeitY, Government of India, for translating website content into all 22 official languages and transcribing videos and speeches of dignitaries published on the website.
- Any costs incurred for availing Bhashini's services shall be paid by the vendor to Bhashini as per the actual billing amount. These costs can be claimed by the service provider when submitting bills to NABARD, accompanied by original supporting documents.
- In view of the above point, the service provider shall not claim any additional services or management fees beyond the actual bills provided by Bhashini for its services.

3.2.10 Training & Hosting of Website:
- ❖ Detailed description of the developing team needs to be shared by the Service Provider company prior to starting the development of the website.
- ❖ Any Training or handholding that would be required for this project will be provided by the Service Provider without any additional cost and travel/lodging expenses, etc. of the Service Providers's representatives will be borne by the developer/Service Provider organization. It will be mandatory to provide training manuals or documents to NABARD and their officials by the Service Provider. The training will be held in NABARD office in Mumbai/ Regional office/ Training centres.
- ❖ Training shall be conducted whenever notified by NABARD to the service provider, to conduct training session for the target personals (eg: NABARD staff, content managers, consultants, regional office staff) where training can be in any format (in-person, virtual, self-paced e-learning) for 2 to 5 days.
- ❖ Intellectual Property Rights (IPR) of the source code will vest solely with the NABARD. However, such a system will not be allowed to misuse by quoting same project or sub-sections of this project to other departments or Regional

Offices of NABARD, As Corporate Communications department, NABARD may provide the same free of cost to other Departments or Regional Offices of NABARD.

- Hosting of Websites, use of Official Email IDs and other Cloud based services and compliance with security audits norms specified by Government of India. Use of private email IDs of officials is strictly prohibited for feedback, comments, etc. private email IDs of official will not be provided.
- Adoption of Technical Standards for Interoperability Framework and other standards published by Government of India.

❖ Level 0 Check to be complied by the developer for GIGW compliance and address Top-10 vulnerabilities as per OWASP.

3.2.11 Back-up and audit of website

a. The service provider will be responsible for adopting secure development practice which prevents the project from hacking, phishing or such related events.

b. Each service provider should prove his ability to provide the following technical services/ meet the technical expectations in a clear manner in the same sequence as specified below:

   i. Should have expertise in configuring, installing and maintaining licensed software required for proper hosting of website with latest anti-virus with all critical updates to be installed in the server.

   ii. All software should be regularly patched/updated.

   iii. The service provider should use SLA metric for back-up and maintenance.

   iv. Service provider should have a governance structure in place to report to NABARD's team on daily, weekly and monthly basis and the solution should allow downloading of standard and custom reports on the monitoring status.

   v. Service provider should do 24X7X365 security monitoring of NABARD's website applications developed by them (coding point of view) to detect attacks and alert about suspicious events that may lead to breach of security.

   vi. NABARD shall conduct disaster recovery drills from time to time, which shall be supported by the service provider whenever notified by NABARD, during the contract period.

Vulnerability Assessment and Penetration Testing

   vii. NABARD regularly undertakes periodic checks and VAPT exercises to identify any vulnerabilities in the project. The Service Provider shall make

suitable changes as per the recommendations emerging from VAPT within the contract period at no additional cost to NABARD, it is also expected from the service provider that they will coordinate with the stakeholders during the process and the vulnerabilities so identified may be fixed by the Service Provider within the predefined timeline as follows:

Sr. No.	Severity	Impact	Resolution Time	Penalty
1	Critical & High category Vulnerabilities	Exploitation could result in elevated privileges. Exploitation of the vulnerability likely results in root-level compromise of servers or infrastructure devices. Exploitation could result in significant data loss or downtime.	Within 1 (One) days of intimation	Payments for the release shall be made only upon fixing of all the reported vulnerabilities
2	Medium Category Vulnerabilities	Exploitation provides only very limited access to attacker.	Within 3 (Three) days of intimation	
3	Other Category Vulnerabilities	Very little impact on the NABARD's or any of its client's business or operations.	Within 5(Five) days of intimation	-

viii. **NABARD shall carry out retesting** after remediation to confirm closure of vulnerabilities

ix. The service provider shall ensure Black-Box, White-Box and Grey-Box Testing to make sure that the project is free from external and internal vulnerabilities

3.2.12 Security Audit

1. Website Security Audit:

   a. For any sub-website or micro website developed under this project, the Security Audit of website shall be done by the service provider, no additional cost will be paid.

   b. The entire website needs to be Security Audited by the Empanelled Security Auditors of Standardisation Testing & Quality Certification Directorate, Ministry of Electronics and Information Technology, Government of India. Cost for Security Audit for entire website (including all sub-site/ microsite)

should be part of the proposal as cost of the same will be borne by the service provider.

2. Security Audit Certificate to be mandatory without security audit the development will be considered incomplete. Source code of the website has to be submitted by Developer to NABARD. Documentation of Source Code along with Administration/User Manuals needs to be submitted.

3. Any vulnerability found during the security audit, service provider has to close the same accordingly and ensure complete security audit done successfully.

4. The website will be hosted in-house in NABARD servers. The developer has to follow NABARD's rules and Regulation. In case of any issue regarding hosting of website DIT & CCD should be duly informed.

3.2.13 Audit & Compliance

i.   The selected service provider must ensure compliance with the latest Government of India regulations as outlined in this document.

ii. All audits and compliances must be completed during the project's development phase, ensuring all norms are met before deployment of the project to the server.

iii. The Service Provider shall maintain an audit trail of all changes to the website (e.g., content updates, code deployments) for accountability.

iv. The financial bid shall include cost related to compliance and audit during submission of bid, as NABARD will not consider any separate bill or vouchers outside the submitted financial proposal.

v.   Any new guidelines issued by the Government of India after deployment of first version of the project into the server, the service provider must ensure compliance mandatorily meet with these new notifications.

vi. In case any new compliance or audit requirements arise in the future i.e. after deployment of first version for the project into the server that incurs additional costs, the service provider may take prior approval from NABARD.

vii. Only the approved work will become the part of the project which may be billed as per approved terms and conditions by NABARD.

3.2.14 Inspection and Testing

The inspection of installation of services shall be carried out to check whether the services are in conformity with the mentioned in the tender. The service provider will test all operations and accomplish all adjustments (tuning) necessary for successful and continuous operation of the systems to the satisfaction of the NABARD.

The Project will be treated as complete only if:

- UAT is completed

- Handover to NABARD, when it is completed

- Final Source code along with Security Audit Certificate of the project along with detailed documentation and IPR is being transferred to Corporate Communications Department, NABARD (hereinafter referred as 'Department') as it will be NABARD's Property.

- **Project Governance Framework**:

- Regular status meetings (e.g., weekly / monthly) shall be held with the selected service provider to review the development and maintenance of the website

- Steering committee with NABARD and vendor representatives shall be formed to oversee progress.

- Milestone-based reviews to track deliverables on time.

3.2.15 Copyright

Any software, hardware, data, awards, certificates, patent, etc. shall be absolute property of NABARD. The Successful service provider will transfer to the Department, all Intellectual Property Rights in the Software developed. The service provider shall relinquish to the Department, with the source code of the developed project within 120 days from the date of acceptance of the project. The source code supplied to the Department shall at all times be a complete, accurate, and upto date copy corresponding exactly to the current production release of the software.

3.2.16 Operational Acceptance

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the project:

I. Service provider shall host the built project for User Acceptance Testing at NABARD data centre.

II. The integration should be completed before the official launch of the application.

III. In the go-live phase, service provider will have to manage and roll out a beta stage where the project will be made available and restricted only to the users in the department through an appropriate mechanism on the web, and conduct user acceptance testing of the System based on test cases developed by the service provider in consultation with NABARD Officials and validated by NABARD Officials. Based on the test results, required changes will be carried out and

tested. Post this, NABARD website will be officially launched and operational acceptance will be completed.

IV. The selected service provider should conduct load and stress testing to support a minimum of 10,000 concurrent users during peak events.

The selected service provider must agree to above criteria for complete system acceptance and further agrees that:

a) It will provide without additional charge to NABARD and in a timely manner, all additional services and products not identified and accounted within the proposal as may be necessary to correct all problems which are preventing acceptance.

b) In order to accept the project, NABARD must be satisfied that all of the work has been completed and delivered to NABARD's complete satisfaction and that all aspects of the system perform acceptably. The functional/logical acceptance of the system will only be certified when the proposed system is installed and configured according to the design and that all the detailed procedures of operating them have been carried out by the service provider in the presence of NABARS's authorized/nominated official.

3.2.17 Operations and Maintenance

After the successful operational acceptance, i.e. Post Go-live of the project the selected service provider shall maintain and support the project for 5 years, which shall be as follows:

i. Warranty should be provided for 01 year after Go Live.

ii. After expiry of the warranty mentioned in 3.2.17(i), the service provider shall maintain and support for 04 years under AMC.

iii. Resolution of errors/bugs (if any), software updates, changes in the software that may be necessary due to legal/statutory changes etc.

iv. Providing all project updates and patches released by the hardware OEM, update and patch management, resolution of any issues/problems with the hardware etc

v. Deploy adequate facilities management personnel to maintain the Portal as per the service level requirements including servicing/updation and maintenance of IT assets.

vi. The selected service provider shall provide a dedicated project manager (required to be deployed full time) during the period of the contract that should

be present for discussions, important meetings and should act as one-point contact for NABARD.

vii. An Experienced resource personal mandatorily need to be onsite on all working days of NABARD for maintenance of portal.

3.2.18 Data Migration

1. Service Provider will be completely responsible for end-to-end Data Migration from Legacy System to proposed solution and execution of design, development, and testing of all data extract, transform and load (ETL) activities.

2. Ensure use of best practices, processes, and standards for effectively carrying out data migration activities, Prepare data migration plans including migration risk, milestones, quality and other related details.

3. All necessary tools / queries / scripts required for extraction, transformation and migration must be provided by the Service Provider. No additional cost shall be paid for data migration beyond financial proposal.

4. The Service Provider is expected to import historic web & mobile analytics data from existing Web Analytics solution into the proposed on-premises Analytics Solution. The service provider is expected to migrate data before go-live of the project.

5. To facilitate understanding of the data in the Legacy application, Bank shall make available necessary support (manpower and knowledge of formats) of the existing vendor, or representative of the Bank.

6. Existing documents on the website contains existing Links/URLs redirection. Once the migration is completed, this URL redirection to new URL should be mapped accurately.

7. The service provider is expected to provide an archival solution within the proposed application for the historical / archived data. The necessary configuration and implementation of the archival solution shall be the responsibility of the service provider. The service provider shall be responsible for complete data cleansing and data validation exercise of the data migrated from the legacy systems.

8. NABARD reserves the right to data migration by respective stakeholders of proposed solution and any gaps/ discrepancies found during the functions of application are to be rectified by the service provider.

9. The service provider should provide facility for capturing the data through data entry module/ screen, which arises out of the gaps between proposed solution and present system.

10. The data entered through such screens is to be validated (maker and checker) and it is to be uploaded by the service provider.

11. The service provider should ensure that all required fields available in the existing system and required for the solution are properly migrated.

12. The service provider is required to certify completeness and accuracy of migrated data, transaction history, and balances at each data migration instance.

13. It is clarified that the ownership of data shall always remain with NABARD and the service provider shall be responsible to maintain complete confidentiality of the same. Service provider shall be responsible for all loss, inaccuracies, and discrepancies in data arising out of data migration.

14. The Service Provider should ensure that while applying software updates / upgrades / patches and in the version migration, the developed as well as the customized solutions is properly migrated to such higher versions or extended versions. It is the Service Provider's responsibility to ensure that any customization is compatible with upgraded applications / modules.

15. The Total data volume for existing NABARD website are as follows

SrNo	Particular	Volume
1	Existing Project (English + Hindi website)	746.01 GB
2	Existing Database	14.85 GB
3	Existing File types	.pdf, .xls, .xlsx, .doc, .docx, .cs, .css, .js, .jquery, .sql, .jpg, .jpeg, .png, etc

3.2.19 Exit Management

1. The Service Provider at the end of SLA or termination of SLA before planned of the contract period for any reason shall successfully carry out the exit management and transition of this project to NABARD or its specified agency to NABARD's satisfaction.

2. The Service Provider shall undertake to complete the following as part of the exit management and transition, complete the updating of all project documents and other artefacts and handover the same before transition.

3. If the NABARD decides to take over the operations of the project on its own or identifies or selects any other agency for providing support services on this project, then Service Provider shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the entire project, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the project, conducting Training sessions etc.

4. The exit management and transition will be considered complete based on approval from the NABARD.

5. Exit Management will include a detailed exit management plan with but not limited to:

    a) **Knowledge Transfer:** Comprehensive documentation and training for NABARD staff or the new vendor.
    b) **Data Handover:** Formats and timelines for transferring all data, source code, and configurations.
    c) **Transition Support:** 3-month support period post-contract to ensure a smooth transition.

6. Plans for communication with the new service provider, NABARD Officer/staff and any related third party as when necessary to avoid any impact on the NABARD 's operations as a result of undertaking the transfer;

7. The Service Provider shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

8. During the exit management period, the Service Provider shall use its best efforts to deliver the services.

9. This Exit Management plan shall be furnished in writing by the Service Provider to the NABARD within 90 days from the Effective Date of the Agreement.