

**Expression of Interest (EOI)**

**For**

**Development of Dynamic Website**

**to**

**PUNJAB WATER SUPPLY & SEWERAGE BOARD**

**(PWSSB)**

**Punjab Water Supply & Sewerage Board**

**Plot No. 1B, Sector 27-A, Madhya Marg**

**Chandigarh**

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## 1. Important Dates/ Information

S.No	Information	Details
1	Name of the Assignment	“EOI for Creation of Dynamic Website of PWWSB”
2	About the Assignment	Creation of Dynamic Website for Punjab Water Supply & Sewerage Board (PWWSB).
3	Name of the Tender Inviting	Punjab Water Supply & Sewerage Board (PWWSB), Punjab
4	Cost of this EOI Document	Rs. 5,000/- (Rupees Five thousand only).
5	Date of Publishing of Notice Inviting Tenders (NIT) and release of EOI	31st Aug, 2017 EOI can be downloaded from the PMIDC Website.
6	EMD in favour of (Non- Refundable)	Bidders will have to pay the cost of this EOI through Demand Draft in favour of “Chief Executive Officer, Punjab Water Supply & Sewerage Board”, payable at Chandigarh.
7	Query If Any Contact Person:	Mohit Verma (EE, QC) : 91-9988864965 Rahul Sharma (AM, IT): 91-9501700349
8	Last Date and Time for Submission of Proposals	25th September 2017 , by 5.00 PM

## 2. OBJECTIVES

- Consistent & quality content
- Service quality standards and maintenance (be able to support what works and what doesn't) minimum period six months
- Reduce dependency on staff, connect people with next step or each other
- Capture member information for better care
- Provide more self-serve features
- Online Complaint Monitoring system
- Feedback & Grievance Section
- Downloadable Document Section (RTI, RTS, Formats for availing PWSSB services, Important notification & Govt. Orders)
- Careers, Recruitment Notices, Expressions of Interests, Other emoluments

## 3. GUIDING PRINCIPLES

- Easy navigation
- Clearly identified options

## 4. PROJECT SCOPE

1. Create an integrated web site that projects a consolidated and consistent image.
2. To portray image of progressive, firmly grounded department serving the needs of the

- community.
3. To increase visibility of our services options.
  4. To provide features that makes the Department internal working separate with public domain.
  5. To ensure training and technical support is in place to maintain the site.
  6. Give people the ability to bypass the phone to contact the Department.
  7. Measure traffic.
  8. Security Audit of the Website
  9. uploading website on Punjab State Data Centre (PSDC) server including testing
  10. Video Linking on you tube.

- Project management services to support website development projects
  - Initiating
  - Planning
  - Design
  - Development
  - Test
  - Implementation
  - Stabilization
- Graphic design services
  - Develop custom website designs and interfaces, adhering to established standards and guidelines
    - Website layouts – homepage, secondary and tertiary pages, etc.
    - Logos
  - Provide and/or purchase on behalf of the customer, photographs and images for use in design of websites

**5. Eligibility Criteria**

- The Bidder must have experience of Creation of Dynamic Websites.
- Must have a team of Professional of 10 employees with one of which is in IT background.
- Bidder should have Valid PAN, GST No.

<b>Configure, install, administer and support the following content management systems.</b>	
Check the box for each content management solution needed.	
<b>Content Management Solution</b>	
DotNetNuke	<input type="checkbox"/>
Drupal	<input type="checkbox"/>
Adobe Contribute	



<ul style="list-style-type: none"> <li>○ Search capabilities/functionality</li> <li>○ Web analytics</li> <li>○ Transaction based services (e.g., payments, etc.)</li> </ul>	
<b>FUNCTIONAL AND QUALITY ASSURANCE TESTING</b>	
<ul style="list-style-type: none"> <li>● Conduct user acceptance testing</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Conduct accessibility testing to the State OCIO Guidelines</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Functional and quality assurance testing on website. Includes: <ul style="list-style-type: none"> <li>○ Browser support</li> <li>○ Operating systems</li> <li>○ Screen resolutions including responsive for mobile</li> <li>○ Assistive technologies</li> <li>○ Color blindness</li> <li>○ Text sizing</li> </ul> </li> </ul>	<input type="checkbox"/>
<b>POST TESTING DEVELOPMENT AND FIXES</b>	
<ul style="list-style-type: none"> <li>● Provide resolution for all defects identified during the testing phase</li> </ul>	<input type="checkbox"/>
<b>DOCUMENTATION DEVELOPMENT</b>	
<ul style="list-style-type: none"> <li>● Document test results and provide final report to customer</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Content management user documentation</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Training documentation</li> </ul>	<input type="checkbox"/>
<b>TRAINING</b>	
<ul style="list-style-type: none"> <li>● Provide training to customer on maintaining website features and functions</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Provide training and/or knowledge transfer for: <ul style="list-style-type: none"> <li>○ Use of content management system(s)</li> <li>○ Use of other software or tools in support of website</li> <li>○ Administration functions including, but not limited to, user access/password resets</li> </ul> </li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Provide regularly scheduled training on new functionality/features and/or software <ul style="list-style-type: none"> <li>○ As needed</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>○ Monthly</li> <li>○ Quarterly</li> <li>○ Yearly</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>WEBSITE MAINTENANCE</b>	
<ul style="list-style-type: none"> <li>● Provide file and database backup and restore assistance</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Purchase and maintain/renew software subscriptions on behalf of clients</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Provide software upgrades to support customer website functionalities</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Provide content management system security updates and/or upgrades</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Provide disaster recovery response times and assistance</li> </ul>	<input type="checkbox"/>

*Kalish Verma*  
*29/8/17.*  
**EE, Quality Control (PWSSB)**

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**SE, Quality Control (PWSSB)**  
*(Signature)*