



Meghalaya Information Technology Society


NIC Building, Secretariat Hill, Shillong 793 001

No.MITS. 13/2025/02

Dated Shillong, the 03rd April, 2025.

EOI Advertisement:

Meghalaya Information Technology Society, Secretariat Hills, Shillong - 793001 Meghalaya.	
Request for Expression of Interest (EOI) for:	
Design and development of website for the Information Technology & Communications Department, Govt. of Meghalaya	
Date of issue	08 th April 2025.
Pre-Bid Meeting	16 th April 2025.
Last date of submission of EOI	29 th April 2025
How to get copy of EOI document	Details of EOI can be downloaded from https://ditmeghalaya.gov.in/ Corrigendum, Addendum (if any), would appear only on the said web sites and not to be published in any newspaper
Contact information	Director, Information Technology & Communications , Govt. of Meghalaya
Mode of Tender	Offline - Hard Copy

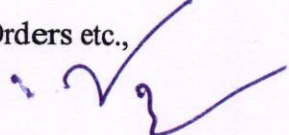

Member Secretary
Meghalaya Information Technology Society
Meghalaya, Shillong.

Memo No.MITS. 13/2025/02-A

Dated Shillong, the 03rd April, 2025.

Copy to: -

1. The Director, Information and Public Relations with a request to publish the above 'EOI Advertisement' in one issue of Khasi, Garo and English local daily positively on the 5th and 7th April 2025.
2. The Director, Information Technology and Communications for kind information and necessary action.
3. The Under Secretary to the Govt. of Meghalaya, IT&C Department for kind information and necessary action.
- ✓ 4. IT&C Department Website.

By Orders etc.,


Member Secretary
Meghalaya Information Technology Society
Meghalaya, Shillong



Meghalaya Information Technology Society

NIC Building, Secretariat Hill, Shillong 793 001

Memo No.MITS. 13/2025/02-B

Dated Shillong, the 03rd April, 2025.

EXPRESSION OF INTEREST (EOI) DOCUMENT

FOR

**Design and Development of Website for Information Technology &
Communications Department**

<https://ditmeghalaya.gov.in/>

EoI No.: MITS. 13/2025/02; Dated Shillong, the 03rd April, 2025

Issued by:

**Meghalaya Information Technology Society
Secretariat Hills
Shillong-793001**

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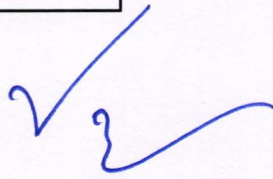
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Notice Inviting Expression of Interest (EOI)

Meghalaya Information Technology Society (MITS), invites Expression of Interest (EOI) from experienced and eligible firms to develop a Dynamic & Interactive website:
<https://ditmeghalaya.gov.in/>

Important information and dates:

Eoi No	MITS. 13/2025/02; Dated Shillong, the 03 rd April, 2025
Name of the Work	Design and Development of Website for Information Technology & Communications Department https://ditmeghalaya.gov.in/
Date of Issue of Eoi	08 th April 2025.
Last date for submission of Clarification queries	16 th April 2025, by 1430 hours
Pre-Bid Meeting	16 th April 2025 , by 1530 hours
Last date & time of submission of EOI	29 th April 2025 , by 1500 hours
Date & Time of Opening of EOI Applications	29 th April 2025, by 1530 hours
Address for Communications/submission of EOI	O/o The Member Secretary, Meghalaya Information Technology Society, Secretariat Hills, Shillong - 793001 Meghalaya
Proposal Submission	Hard Copy


Member Secretary
Meghalaya Information Technology Society
Meghalaya, Shillong.

1. Introduction to the project

The Government of Meghalaya created the Information Technology & Communications Department (IT&C) in May, 2001 with a view of making available the benefits of Information and Communications Technology to all citizens, especially the poor and disadvantaged section of the population, businesses and Government employees and all other stakeholders.

Government of Meghalaya through IT&C Department plans to realize its vision of transforming the state of Meghalaya into one of the most preferred and leading destinations for investments in I.T./I.T.E.S., high-end technology and electronics industry in East India or Northeast Region.

Now, there is a need that the department website needs to be revamped as per the current technologies, appearance and requirements for its effective usage. This EoI is for the selection of an agency to revamped and develop the IT&C website for a dynamic and responsive design, address security issues, manageability of content while maintaining compliance, especially GIGW 3.0 compliance. The agency should have proven expertise in system study, design, development, implementation and maintenance of website / web

portal web-enabled applications using the latest available technologies like PHP, Java, .Net, Open Source, CMS such as Drupal, among others under the ownership of the IT&C department, Govt. of Meghalaya.

2. Submission of Proposals

This is a two-stage tendering process:

1. 1st Stage: Expression of Interest (EoI)

- a) Agencies need to submit their technical proposals as per the terms and conditions mentioned in this document
- b) Only technically qualified agencies will be invited to the RFP stage as per the evaluation of the proposals

2. 2nd Stage: Request for Proposal (RFP)

- a) This will be a two-envelope system (Technical and Financial bid)
- b) Only agencies obtaining the minimum technical score will be eligible for the financial opening
- c) The QCBS method of procurement will be followed
- d) Further details of the RFP document will be shared later
- e) Selected agency with whom the contract will be signed should submit a performance guarantee of 5% of the contract value

The hard copy of the EoI proposals should be submitted in a sealed envelope to:

O/o The Member Secretary, Meghalaya Information Technology Society, Secretariat Hills, Shillong – 793001, Meghalaya.

3. Scope of Work:

a. Scope of Work

Brief Scope of Work:

1. Understanding the existing website, study, requirement analysis, and to-be approach with respect to developing a new/existing website
2. Design, Development and Maintenance of Web-based applications and integration with other technologies/departmental sites as required
3. Content Management System of the website for progress and current status of IT&C, reports, event photo-shoots, live feeds, social media contents, real time integration with all popular social media platforms and periodic archiving the old contents automatically, among others
4. Agency would be required to provide off-site and on-site warranty, maintenance, and technical support from the date of issue of completion certificate, and annual maintenance of website/ application with onsite technical support as required
5. Comply with the Guidelines for Indian Government Websites (GIGW 3.0) along with mobile compatibility. Refer <https://guidelines.india.gov.in/introduction/>
6. Identify and execute training requirements for successful execution of project along with preparation of User Manual
7. The website must be user friendly and be developed with the latest open-source proven technology, using up-to-date and well-established development tools and software. It should ensure the following:
 - i. Adherence to commonly accepted standards and practices, including W3C compliance
 - ii. Using latest website design technologies with acceptability on all current user technology platforms; browsers, operating systems and client systems.
 - iii. The agency shall also get the website audited by STQC for GIGW compliance
8. The server required for hosting the website shall be provided by the concerned Department. The bidders are required to clearly spell out the hosting requirements in their response.
9. Migration from existing environment and website content to the proposed environment with latest application code and database. The agency shall appoint a single point of contact and should be subject matter/ domain experts to interact with the Department. A techno-functional expert/small team may be deployed initially full time at client location.
10. The portal will have capabilities of onboarding new services. New services should comply with Digital Service Standards notified by Ministry of Electronics

and Information Technology (MeiTY), Govt. of India. Necessary GPR should be proposed by the agency while onboarding any new service.

11. **Training:** The agency shall provide hands-on training to designated staff in basic website management, so that simple publishing and editing can be performed independently. The training manual should be updated each time a new module/functionality/upgrade happens on the system
12. **Security:** The agency shall ensure that the web portal is security audited security audited by a CERT-IN empanelled agency prior to Go-Live. The agency to provide the following security features:
 - i. Protection against defacement and hacking of the application
 - ii. Design and updates should incorporate security features to protect the site from Session Hijacking, SQL Injection, Cross Scripting, Denial of Service etc.
 - iii. The application design and development should comply with Open Web Application Security Project [OWASP] top 10 principles
 - iv. Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system
13. Provide on-going website technical maintenance support, updating applications as the new versions become available and helping to change and improve features and website structure on request for the duration of the contract. On the GO-LIVE of new website, the existing website shall be taken down.
14. Technical Maintenance Support for 24x7 days. Any support, if necessary, may be extended by the selected agency
15. Final content shall be published on the portal as per the directions of the department. Any issues or mistakes found out at a later stage shall be sent back to the agency for correction, the same must be corrected and updated on the portal by the selected agency at no extra cost. Penalty as per SLA shall be applicable
16. The selected agency should also be able to build/design different improved functionalities for different services of the Department as and when required at no additional cost
17. The agency shall prepare and submit a detailed data migration plan for migrating content from existing portal to the newly developed portal
18. Any additional content that is added to the portal shall also form a part of the project
19. Requirement Analysis (front end and back-end related activity)
20. Define/update the components/information flow of the website as per the requirements of the IT&C Department
21. Provide the work-plan for design, development, implementation, training and maintenance of customized web-based application/portal solutions/ web designing.

22. Provide designing interface/ mechanism for mobile-based application

Indicative deliverables:

The following are the indicative deliverables and will change during the RFP stage. The agency is free to provide any feedback/suggestion on their proposal during the EoI stage.

1. High-Level Design/ Architecture Document including Product Design (Wireframes & prototype)
2. Performance Test Reports
3. Security Test Reports
4. UI Usability Report
5. Deployment Script
6. User Manual/SOP
7. Technical Manual
8. Data Backup/ Archival Process
9. Requirement Traceability Matrix
10. Source Code
11. Infrastructure design document
12. Development and implementation of the online web strategy with major upgrades in the design and content of the current website
13. Editing and proofreading of the website content
14. Development of new content and frequent update for the website
15. Prompt and Proper Maintenance of the website
16. UI/UX Audit report and Product Plan
 - Manual Audit
 - Automated audit
 - Evaluation compliance
17. Research reports
18. UX4G compliance report (Self UX health check tool published at UX4G.gov.in)
19. Any enhancement or any certification/ compliance required as per the regulatory authority/requirement
20. API Provisioning: Develop APIs / Webservices to talk to various applications with an aim to route information between applications through Data Exchange Layer
21. Operation & Maintenance for 3 years

Note: *The ownership of all source code of the website and the entire data hosted on the website, in all forms including data, audio/video content, graphics, text, animations etc., rests only with the Department of IT & Communicationss, Govt. of Meghalaya.*

4. Eligibility Criteria

Interested Agencies/Firms should provide information demonstrating that they have the required qualifications and relevant experience to deliver the services. The eligibility criteria are listed below:

Sl. No.	Eligibility Criteria	Documentary proofs to be submitted
1	The Agency must be incorporated & registered in India, under the Indian Companies Act /Societies Registration Act/Trust Act /any other Act in India and should be in operations in India for minimum of 3 years	Registration certificate
2	The Agency/Firm should have an average annual turnover of INR 50 Lakhs in the last three years (FY 2021 - 22;2022 - 2023 and 2023 - 2024 to be enclosed)	CA audited balance sheet/Turnover certificate duly signed by the CA
3	The Agency/Firm should have minimum of 3 years of experience of web site development	Work order/Purchase order/Experience letter duly certified by the client
4	The Agency/Firm should have experience of working on cross platforms and must have experience of developing and designing website for at least 5 websites and at least 1 Government department/entity	Work order/Purchase order/Experience letter duly certified by the client
5	The agency should have at least 3 UI/UX designer with certification having at least 3 or more years of experience in UI/UX platforms	Experience certificate/ Undertaking in this regard to be submitted along with the CVs/ Engagement letter from HR/authorized official
6	Manpower Details: Technical resources available with the firm with expertise on the platform and requirements as per the scope of work	Undertaking in this regard to be submitted along with the CVs/ Engagement letter from HR/authorized official
6	Should have a local registered office in Shillong/ local clients in Meghalaya/current engagement in Meghalaya, in case the bidder/organization do not have a local presence they should sign an undertaking to start an office if the contract is awarded to them	Agreement, Declaration of Undertaking
7	The bidder shall not have been blacklisted by any central or state government agency, PSU, among others	Undertaking in this regard to be submitted
8	Physical Demonstration of the proposal for the website/portal as per the scope of work	Time and date to be informed later

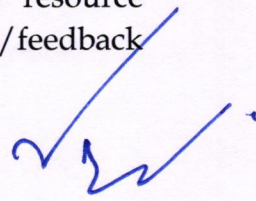
NOTE: There should be an INDEX page, where relevant sections should be highlighted with proper page numbering. Agencies who fail to comply to the above-mentioned criteria will be rejected.

5. Instruction to the Bidders

- a) Firms/Agencies who are selected in EoI process will only be allowed to participate in RFP/Tender process for Design and Development of Website for Information Technology & Communications Department
- b) The Bidders are required to bid strictly as per terms and conditions given in the Notice Inviting EOI documents and not to stipulate any deviations.
- c) The bidders are advised to submit complete details with their Proposals along with completely filled Annexure – I & II as the Bid Evaluation will be done on the basis of documents submitted by the bidders.
- d) Proposals with Incomplete / Ambiguous information will be rejected
- e) The bidders are advised in their own interest to submit their proposal well in advance from last date/time of submission of proposals so as to avoid problems which the bidders may face in submission at last moment.
- f) Bidder has to submit copies of all the documents. If the bidder is found ineligible after opening of bid, the bid shall become invalid.
- g) Notwithstanding anything stated above, IT&C department reserves the right to assess the capabilities and capacity of the bidders, in the overall interest of the department. In case, bidder's capabilities and capacities are not found satisfactory, the department reserves the right to reject the bid.
- h) Submission of Queries: The bidders(s) if required, may submit queries, if any, through email to tender.ditc@gmail.com before the date and time mention in the document. The department will reply only those queries which are essentially required for submission of proposals. Queries received after date specified will neither be entertained nor replied.
- i) Rejection of Proposals: IT&C reserves the right to reject any or all proposals or cancel/withdraw the invitation of EOI without assigning any reasons whatsoever thereof. The applicants are cautioned that not giving complete information called for in the EoI or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the applicant being rejected. Applications made by telegram or telex, E-mail, and those received late will not be entertained. Overwriting should be avoided. Correction, if any, should be made by neatly crossing out, initialing, dating and rewriting. Pages of the pre-qualification documents should number. They should be submitted in a proper order as per the details mentioned in the index.
- j) References, information and certificates from the respective clients certifying suitability, technical knowhow or capability of the applicant should be signed by an officer not below the rank of Executive Engineer/Project Manager or equivalent for Govt./Semi Govt./ PSUs/ autonomous bodies Works and Director/Sole Proprietor/Partner of the Company or Firm as the case may be for private clients.
- k) The applicant may furnish any additional information which he thinks is necessary to establish his capabilities to successfully complete the project. The applicants are however, advised not to furnish superfluous information. No

information shall be entertained after the bid opening date unless it is called for by the department

- l) Canvassing in connection with the Notice Inviting EOI is strictly prohibited, and such canvassed proposals submitted by the bidder will be liable to be rejected.
- m) **Final Decision-Making Authority:** IT&C reserve the right to modify the eligibility criteria, to decide on cut-off date of implementation, to accept or reject any application, to annul the qualification process, to reject all applications or accept new applications at any time, without assigning any reason or incurring any liability to the applicants. It also reserves the right to change the coverage and scope of the study by dividing the study across sectors and geographical regions and to allocate work to different agencies for different sectors and geographical regions
- n) **Validity of the proposal:** The offer submitted by the Bidders should be valid for minimum period of 90 (ninety) days from the last date of submission of the proposal
- o) **Tentative Project Timelines:** 6 months of development and 3 years of maintenance
- p) **Tentative Manpower resource requirement:** Project Manager, Solution Designer/ Architect, Web Developer, Database, App Developer, Tester, Content Creator, Writer and Updating, Support Production Team. The resource requirement will be updated in the RFP document based on the inputs/feedback received during the EOI stage.



*Member Secretary
Meghalaya Information Technology Society
Meghalaya, Shillong.*

General Information, Financial, Similar Work Experience & Expert Details

EoI For: Design and Development of Website for Information Technology & Communications Department <https://ditmeghalaya.gov.in/>

MANDATORY INFORMATION DOCUMENTS:

a) General Information of the Bidder:

1	Name of Applicant/Company		
2	Address for correspondence		
3	Official e-mail for Communications		
4	Contact Person: Telephone Mobile		
5	Type of Organization:		
6	Place and Year of Incorporation		
7	Name of Directors/Partners in the organization		
8	Name(s) and Designation of the persons, who is authorized to deal (Attach copy of power of Attorney)		

b) Turn Over Details:

Financial Year 2021-22	Financial Year 2022-23	Financial Year 2023-24	Average Annual Turnover

c) Similar Work Experience Details:

Sl. No	Name of the work	Date & Ref. no. of completion certificate (If available)	Project value (Rs.)	Reference document (Work Order/ Work Completion Certificate) to be attached, mention page no.

**Design and Development of Website for Information Technology & Communications
Department <https://ditmeghalaya.gov.in/>**

EOI NO.:

UNDERTAKING

I/We _____ do hereby solemnly affirm and declare that the My/Our firm /company/business entity is not blacklisted by any Government Department/Autonomous Organization etc. or prosecuted by any court of law.

Dated:

Signature of Authorised Signatory with stamp

(Name of the person) _____