



Centre for IT Enabled Services & Emerging Technologies
UNIVERSITY OF JAMMU, Jammu-180006
(NAAC Accredited A++ University)

EOI No: CIT/30/2026/1628

Date: 18-05-2026

EXPRESSION OF INTEREST (EOI)

Centre for IT Enabled Services & Emerging Technologies, University of Jammu invites Expression of Interest (EOI) from reputed and experienced agencies for the Design, Development and Maintenance of University of Jammu New Multilingual Website, Associated Web Portals & Mobile Application.

Interested agencies with relevant experience in similar projects may submit their EOI along with company profile and credentials.

Last Date for Submission: 15 - 06 - 2026

For details, visit: www.jammuuniversity.ac.in

Contact: Directorit@jammuuniversity.ac.in

The University reserves the right to accept or reject any or all EOIs without assigning any reason.

Sd/-

Director, Centre for IT Enabled Services & Emerging Technologies
University of Jammu

Expression of Interest (EOI)

University of Jammu invites Expression of Interest (EOI) from experienced and reputed website development agencies for the Design, Development and Maintenance of University of Jammu New Multilingual Website, Associated Web Portals & Mobile Application. The objective is to create a secure, responsive and user-friendly website/ mobile app that provides information and digital services to students, staff and the general public.

1. INTRODUCTION



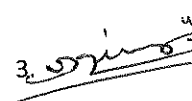



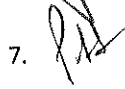


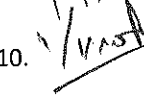

The University of Jammu was established by the Act. 1969 is an autonomous State University under the Union Territory of Jammu and Kashmir (UT), recognised by UGC. University of Jammu imparts education at Undergraduate, Postgraduate and Doctoral level programs in all disciplines of education, ranging from Medicine, Engineering, all Science Subjects, Humanities and Regional languages. University of Jammu is operating from its permanent Campus and seven offsite Campuses viz Kathua, Bhaderwah, Ramnagar, Reasi, Poonch, Kishtwar, and Udhampur.

2. OVERVIEW

The current website is developed in Drupal (Open source) and can be accessed at <https://www.jammuuniversity.ac.in>. The site was developed in the year 2019 and offers a comprehensive overview of the University's history and background, along with up-to-date information about its administrative and academic structure. Users can find details about the courses offered, faculty members, forms, results, research, career opportunities, tenders, notices etc.

3. OBJECTIVES

- The Jammu University plans to have a dynamic, state-of-the-art content-based website and mobile app, which would reflect the vision in terms of layout, design and content presentation of the University of Jammu. The purpose is also to have an improved look & feel with the latest design features & elements.
- The website should be elegant and uncluttered in look, and user-friendly in operation, layout design and content.
- The new website must have the feature of role-based management capabilities, allowing other departments within the University of Jammu to perform routine updates.
- The proposed website should have the provision to remove/deactivate/add the existing/new programs/new forms along with their respective content.
- The Website and Mobile app to be developed shall meet the requirements of Jammu University and should be as per the web guidelines issued by the National Informatics Centre (NIC) and adopted by the Department of Admin Reform & Public Grievances.
- The website must be as per Guidelines for Indian Government Websites (GIGW),

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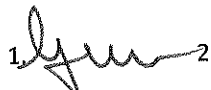

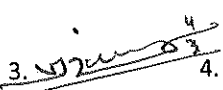



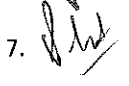




certified by Standardisation Testing and Quality Certification (STQC) and undergo a security audit by CERT-IN/CERT-IN empaneled Service providers.

- The selected service provider shall design, develop, implement, and support for a period of four years (including one year warranty period and three years AMC period) from the day of User Acceptance Test (UAT). All the activities related to services and support shall be done through a dedicated Technical Team.
- The service provider shall ensure that the website is deployed on a hybrid model with the primary server on the cloud and the secondary server on the Main Campus. The migration of existing data from www.jammuuniversity.ac.in and other related web portals is the sole responsibility of the provider. The service provider shall provide the cloud hosting service and the secondary server.
- Develop a mobile app that enhances user engagement and accessibility. Integrate core functionalities of our existing web platform. Provide real-time updates, notifications, and secure user interactions. Ensure high performance, usability, and compatibility across devices.
- To meet this objective, the University of Jammu invites competent, reputed, experienced and financially sound agencies/firms and professional organisations/firms having proven expertise in System Study, Design, Development, Implementation and Maintenance of Websites/ Web Portals / Mobile App applications using the latest emerging technologies, to submit their RFP against this document.












4. SCOPE OF WORK

4.1 Overview: The selected service provider will work in collaboration with the Director IT & the Committee constituted by the University for the Implementation of the new web portal. The collaboration will involve the following activities with mutually identified milestones at the start of the engagement:

- The scope of work includes requirement gathering, planning, design, development, testing and implementing a new portal/website for the University of Jammu. The work also includes delivering and migrating the existing site to the new portal. It shall also include regular maintenance and updating of the website for at least one year after the final completion and implementation of the website. The University expects that the portal will be delivered on a "turn-key basis". The details of various elements of the scope of work are as follows:
 - Preliminary study for the existing websites of the University of Jammu
 - Requirement gathering through consultation with a committee constituted by the University of Jammu
 - Finalization of Content Management System (CMS) and Database configuration
- The Website design template must be done by the Service Provider in collaboration with the Committee of the University of Jammu. Design, Development and Maintenance of the New Website shall be integrated with, but not limited to, technologies like Payment Gateways, e-Forms, etc. It must include at a minimum:
 - A consistent look and feel for the website that will work with mobile and tablet browsers using Responsive Web Design and conform to W3C standards.
 - New website content information architecture that supports easy access to information interoperable with the information architecture of the current website.

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- A navigation layout for the entire website will be approved by the University of Jammu before proceeding with the website development.
- A comprehensive “full function” multilingual CMS/web framework software solution that includes, but is not limited to, template creation, security and approval levels, **WYSIWYG** content editor, versioning, content scheduling, etc.
- The website developed must be tested across all major browsers – Chrome, Microsoft Edge, Internet Explorer, Firefox, Safari, UC Browser and the similar.
- Migration of all content and documents from the existing CMS-based website into the proposed CMS/web framework-based website is the sole responsibility of the service provider.
- Conversion of documents to content would be done in discussion with the committee of the University of Jammu.
- CMS/web framework configuration must include the appropriate CMS/web framework security features in conjunction with the available Web Application Firewall at the University of Jammu.
- CMS/web framework configuration must include appropriate multilingual features to enable the creation and rendering of multilingual content. It shall ensure that the content is universally accessible by using Unicode compliant font.
- Website should be compatible with the plugins for other apps.
- A Technical Support plan that covers routine, event-based support, and onsite support for a one-year warranty period and three years AMC period must be covered under the scope of work of this tender.
- Hosting – The University of Jammu's website must undergo an audit before it is hosted in the University of Jammu's cloud environment, as well as annually throughout the duration of the contract.
 - This audit must be conducted by an agency that is empaneled with CERT-IN.
 - All identified vulnerabilities must be addressed, and an action taken report will be submitted to the committee of the University of Jammu.
 - Additionally, the service provider is required to obtain a security clearance certificate from the CERT-IN empaneled auditor and provide this certificate to the committee of the University of Jammu.
 - The service provider will provide support for hosting the website of the University of Jammu on a cloud environment and secondary server.
- The website shall have options for multiple levels of administrative control, having varied rights for all the modules so that they are able to add/modify/remove content through the Content Management System (CMS)/web framework pertaining to their respective Centre/Domain as per their assigned rights.
- The website shall have provisions of Content Contributor/Creator, Moderator and Approver System wherein only authorized individuals from different University of Jammu departments can upload the content on the website pertaining to their department/ respective domain which after the due approval by the approving authority would be available to the Website Manager/Webmaster/Publisher for final uploading onto the website.
- The Service Provider shall carry out the Data migration /Porting of existing data into the new website.
- The Website to be developed shall meet the requirements of the University of Jammu and shall comply with the ‘Guidelines for Indian Government Websites (GIGW) [click the URL <http://web.guidelines.gov.in/> for reference].
- Service Provider shall get the website GIGW certified from STQC and security audited from CERT-In/CERT-In empaneled Service Providers.










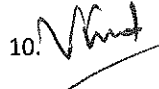

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- The Service Provider would be required to provide Warranty, Maintenance, and Technical Support from the date of issue of the completion certificate, and annual maintenance of the website with remote technical support and onsite technical support 24x7. The warranty period of one year and three years AMC period shall start from the date of sign-off.
 - During the warranty period, the service provider shall be responsible for fixing any bugs, errors, or performance issues identified in the website without additional charges.
 - The service provider to submit CERT-IN empanelled security audited certificates before the start of AMC period.
 - AMC shall include routine maintenance, security updates, backup management, and minor enhancements to the website's features or layout that do not require major redevelopment or structural changes.
 - The period for the Annual Maintenance Contract will start on the first day after completing the warranty period of one year.
- The service provider shall train the University of Jammu staff/officers concerned for the successful implementation, updation and maintenance of the developed website. The Training shall include CMS/web framework, Database, System Administration, DNS maintenance, Regular Data Backups and other related features.
- Preparation of User, Design & Technical manuals and other documents for the developed website, web portals and mobile app in an easy-to-understand and user-friendly language with proper Diagrams, Screenshots and charts wherever required. Transfer of CMS along with the installation and configuration to the University of Jammu.
- The service provider must provide a proper system for automatic regular backup of the entire website/databases/all modules/any other and a disaster recovery management system. The backup should be stored at least in two different locations in India.
- Mobile App design, Responsive layouts for various screen sizes, Admin dashboard (optional web-based), Deployment to Google Play Store and Apple App Store.



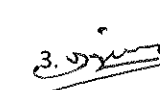
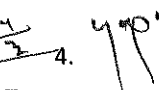
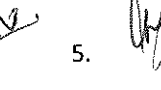
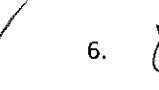


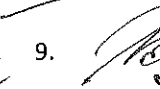
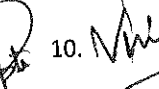
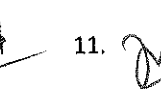
4.2 LIST OF REQUIRED FEATURES TO BE INCLUDED IN THE NEW WEBSITE:

The following is an indicative outline of required features. Detailed requirements will be finalized by the Service Provider in consultation with the committee of the University of Jammu. The website will be based on a Web Content Management System/web framework (Open Source are preferred). The website should have, but not be limited to, the following features-

- **Dynamic Website with Content Management System (CMS)/Web Framework.**
 - **Interaction with the administrative team at University of Jammu:** New website design should be approved on the development version and should involve multiple interactions with the committee of University of Jammu.
 - **Web Content Management System:** We would like to have an easy-to-use web content management system (WCMS) for our website which can be maintained effortlessly and can be learnt easily by users. All the pages, including the 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., the Ability to add, move, delete, and modify menus on the site.



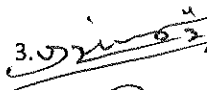








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- **Programme Management System:** It should provide complete lifecycle management of programmes (for example: registration, payment, engagement, etc.) related to conferences, MDPs, FDPs, Training Programme, Executive Education, and several academic programmes. Programme Management System should be customizable, upfront maintenance and seamless scalability and economically feasible from the academic viewpoint. Moreover, the need for ensuring accountability and closed monitoring, University of Jammu wants the system to be structured to have built-in access control and data capture mechanisms to make it fool proof.
- **Single Sign-On:** The website should support Single Sign-On (Connect Once-Access everywhere) so that automation of modules is easily integrated into the website.
- **MULTILINGUAL language support:** It should provide MULTILINGUAL language support.
- **Navigation:** The navigation system for the website should be intuitive such that people can easily find the required information from the website. The website should be easy to navigate for prospective stakeholders & visitors of the University of Jammu. There shall be provision for viewing/searching/filtering contents/information regarding the Academic Programmes/ Executive Education programmes/FDP/ MDP/ Doctoral Programs etc.
- **Professional Branding:** Provide attractive branding to the University of Jammu through the website. The site 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. Styles, Fonts and colour shall be consistent across the website.
- **Content:** Along with style, the website must have substance and complete information.
- **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, consistent layout, prominent and logical navigation and descriptive link text.
- **Cross-platform/browser compatibility:** The website should work for all the different kinds of browsers and their different versions. It should not break or look different across the different platforms. Websites should be responsive and should work perfectly and seamlessly on all devices of different screen sizes. Websites should be accessible on all platforms and all major popular browsers (e.g., Microsoft Edge, Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, Netscape, etc). Compatibility across all browsers must be provided.
- **Screen Resolution:** The screen resolution of the website should be high enough so that the content looks attractive and easily readable.
- **Search Engine Optimized (SEO):** The website should have a search engine optimization (SEO) facility. Pages must be optimized so that they enable the average response time and increase Google ranking. The System Integrator shall ensure effective on- page SEO for both the website and mobile app, including keyword optimization, metadata, mobile responsiveness, and performance improvements to enhance search visibility.
- **Mobile Application:** A mobile application must be developed for the website which has to be compatible on all mobile platforms.
- **Payment Gateway:** The Website should be enabled with a payment gateway to all microsites wherever required.
- **Good search feature:** The website should have a good search feature. All the content should be easily searchable from the website itself. The Search feature



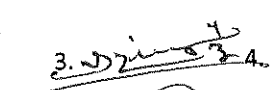

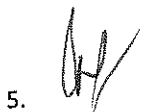
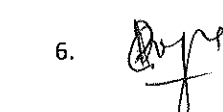

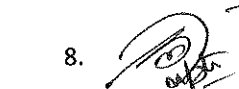
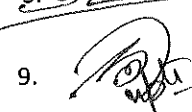


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should enable global search and directory search based on their roles and names.

- **Good Error Handling:** It should effectively manage failure scenarios, such as content not found, link redirection, etc.
- **Import of content:** All applicable content should be imported from the current website, and new content should be incorporated as finalized.
- **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.
- **Performance Optimization:** Back-end performance optimization, such as database structure and query optimization, is necessary to enhance user experience regarding fast load times and a good mobile experience.
- **Deployment and Hosting:** Service Provider will deploy the website on the cloud platform and existing on-premises servers of University of Jammu and will ensure Go-Live readiness in all aspects.
- **Testing:** All types of post-development testing to be performed by the Service Provider (like Beta testing, Load testing, User Acceptance Testing, etc.)
- **Social media integration:** The website should have good social media integration (share buttons, follow buttons, etc.)
- **Banner Management:** System should have the features to add and manage banners in the banner container with size as per the requirement on all modules, including the main website/website for Executive Education Programmes/ Certificate programmes/ MDP/ FDP/ Other programmes/ placement/or any other. Banner may be a short clip-video or images.
- Administrative control for all the modules that will add/modify/remove content, headings, subheadings, images, documents, menu, navigation links, URLs, etc. for their respective domain as per their assigned rights through the Content Management System (CMS) in a standardized template. Administrative control to be given to University of Jammu for deactivating /adding/removing the new/existing modules along with their content like headings, subheadings, images, documents, menu, navigation links, URLs and other relevant information.
- User administration and management services should be an integral part of the Content Management facility built with the site.
- Secure login for each user along with audit/log trail.
- One login for the Super Administrator of University of Jammu and one login for the Administrator of each department.
- Super Administrator can create/edit/assign/delete roles, users along with audit/log trail.
- CMS/Web Framework should have features of Content Contributor/Creator, Moderator and Approver System. Content Management should be able to create and upload the pages daily/weekly/ or on a frequent basis with appropriate flow required for authentic content on site. The website should have options for multiple levels of administrative control, having varied rights for all the modules so that they can add/modify/remove content through the Content Management System (CMS) about their respective domain as per their assigned rights.
- The design should support the Dynamic Generation of Links on the page and associate them with images wherever required.

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- The design should support the Dynamic Menu and Submenu which can be easily administered through Admin.
- The design should support the incorporation of links with images uploaded in the banners.
- Design and Content Management should support Extensive Website Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistical reports should be provided as per the requirements of University of Jammu.
- Website Design should provide an up-to-date Site Map that is linked to the home page as well as to all important entry pages of the Website.
- The Content Management System should give flexibility to modify the design when a major event has to be publicized.
- The website's layout/ color scheme/ typography can be changed or swapped on a regular interval of time with interactive user interface (UI)/ user experience (UX).
- The website should have a provision of interactive chat features with website visitors to understand various programs and to understand their purpose of visit.
AI based chat bot
- The opening webpage (home page) should be impactful and aesthetic and should convey a positive academic image of the University of Jammu, news/events, indicating research achievements, current academic programmes, ongoing activities and compact descriptive links to various details available in other pages (including the history of the Committee of University of Jammu). Interactive multimedia-oriented home page and web page design should be provided.
- Design of departments pages, faculty listing, faculty profiles, research areas, announcements, subcategories, event calendar, news template, director's desk, curriculum template, jobs, typical inside page templates for communication directory, staff templates, students page, static page template should be provided.
- Websites should be free from all vulnerabilities.
- System should be robust, responsive and support at least 10000 concurrent users per instance and scalable as per need.
- The successful implementation of the system means:
 - Sign off of UAT
 - Security Audit
 - Successful Implementation on Production Server on Cloud and On Premises both.
 - Handover of actual running software source codes complete in all respects including source code of DLLs and other supporting libraries.
- The warranty period shall be counted for one year after the successful implementation i.e., Sign Off of UAT. After expiry of the warranty period, the Service Provider shall compulsorily offer AMC for a minimum of three years at a specific percentage per annum of the contract value after expiry of the warranty period.
- Audit Trail should be maintained throughout the web pages and the database.
- Login attempts with time, IP Address, and monitoring the traffic towards the website must be provided.
- Any change in content/page of the website with timestamp, IP Address etc must be provided.
- Website should have features of publishing FAQs, results, advertisements, recruitments, notices, tenders, office orders, office memorandums, manuals, etc under the proper head. Dynamical content should be published using Database integration. All types of content should be delivered through the Website. The indicative content types may be

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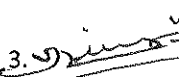








HTMLdocuments, WordDocuments, Documents, Images, Photographs, Multimedia files, audio/ video files, etc.

- The website should have an Auto Archival feature, which will transfer the expired content to the Archive section as per the approved archival policy. The Archival Section will be available in each module and can be retrieved using the search option with appropriate filters.
- Website must have security features as follows:
 - The Service Provider should also get the Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empaneled agencies before hosting the services.
 - Free from OWASP Vulnerabilities
 - Captcha Code on all forms, wherever required.
 - Strong Password Policy.
 - Storing any kind of username and password in an encrypted form in the database.
 - Session Management.
 - Audit/Log Trail.
- The website must have a feature to send the Email/SMS/Social notifications to stakeholders.
- The website should comply with Web 3.0 technologies and W3C-validated HTML and CSS.
- The new website should support the following goals of visitors:
 - Reflecting a vibrant and world-class academic institution
 - Engage all categories of visitors with relevant information to their queries
 - Be 'Mobile First' and 'Responsive' – a mobile experience that adapts to laptops
 - Follow Universal Design principles to maximize accessibility
 - Provide an informative search of the website content to find experts, facilities, research groups, laboratories, and industrial consultancy.
 - Promote user engagement and social sharing.
- The new website should support the following goals of website administrators
 - Provide the quantitative tracking of visitor interests, determine directions for future innovation and build stronger and more lasting relationships with visitors.
 - The website and the content must be secure against intrusion
 - Adhere to best practices in the industry regarding design and development.

Note: Features requirements indicated above are the bare minimum. It does not limit service providers from providing a better system.

5. ELIGIBILITY CRITERIA

- Registered Company/LLP with minimum 5 years of existence
- Completed 3 State or Central university/education websites and 2 government projects
- Each project value minimum ₹25 lakh
- Average annual turnover ₹2 crore in last 3 years
- Positive net worth
- Minimum 10 technical staff
- Compliance with W3C and WCAG 2.1 Level AA
- Certifications: ISO 9001, ISO 27001, CMMI Level 3+
- Experience in GIGW-compliant (STQC certified) websites
- No blacklisting in last 5 years

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6. Pre-Bid Presentation / Meeting

An pre-bid presentation/meeting will be conducted to explain the project requirements and address queries from prospective bidders. The bidders are expected to make a presentation of their work done (past projects) and proposal for the present project

Mode: Offline

Date & Time: To be notified on official website

Participation: Interested bidders must register in advance via email.
Maximum two representatives per bidder will be allowed.

7. Bid Submission

Interested agencies should submit their proposal on or before:

Last Date: 18.06.2026

Submission Address: Centre for IT Enabled Service & ET.











8. Authorized Signatory

Name: _____

Designation: _____

Organization: _____

Date: _____

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