

Ref: CC/BNCAP/Website/2025-26/01/447

09-Dec-2025

To,

Enclosed Vendor address List
Enquiry letter sent through email
to individual vendors

Sub: Request for Quotation (RFQ) for “Annual Website Maintenance”

Dear Sir/Madam,

CIRT invites sealed quotations for “Annual Website Maintenance” for a period of one year (2025-26). Kindly refer to the attached Annexure ‘A’ for the quotation format for submission of the quotation. The Scope of Work is enclosed as Annexure ‘B’, The List of Mandatory Documents are enclosed as Annexure ‘C’, and the Terms & conditions for the RFQ are enclosed as Annexure ‘D’. The duly filled quotation format (refer Annexure – ‘A’) should be submitted in a sealed envelope superscribed with RFQ Ref. No. CC/BNCAP/Website/2025-26/01 dated 09-Dec-2025 and title “Annual Website Maintenance” addressed to “The DIRECTOR, Central Institute of Road Transport, Pune 411026. Those interested are requested to submit their quotation in the prescribed format to CIRT, Admin section.

The last date and time for the submission as well as opening of the sealed quotations is given below.

Description	Date	Time
Submission of Quotation on or before	16-Dec-2025	1600 hrs.
Quotation Opening Date	17-Dec-2025	1100 hrs.

Quotations received on or before the due date and time shall be opened in the presence of vendors or their representatives if any.

Thanking you,
Yours faithfully

I/C Stores

Enc:

- 1) Quotation Format – Annexure ‘A’
- 2) Scope of Work – Annexure ‘B’
- 3) List of Mandatory Documents – Annexure ‘C’
- 4) Eligibility Criteria - Annexure ‘D’
- 5) Terms and Conditions of the Contract – Annexure ‘E’

Post Box No. 1897, Pune-Nasik Road, Bhosari, Pune 411 026, India

Tel : +91 20 67345300 Fax : 091 20 67345403

Email : director@cirtindia.com Website : www.cirtindia.com

Quotation On Letter Head

Quote Ref: CC/BNCAP/Website/2025-26/01 dated 09-Dec-2025

Your Quote Ref:

Date :

To,

The Director,
Central Institute of Road Transport
Post Box No. 1897,
Pune 411026

Subject: Request for Quotation (RFQ) for "Annual Website Maintenance"

<https://www.bncap.in/>

Sr. No.	Description	AMC Amount
1	Annual AMC Service Charges as per the defined Scope of Work	
2	Add GST	
3	Total with GST	

I hereby share all the mandatory documents mentioned in Form -I and Form – II and accept all the Terms and Conditions mention in this quotation.

Name & Signature:

Contact Number:

Company Seal:

Date:

Scope of Work

Website: <https://www.bncap.in/>

- 1) Bug Fixes, Uptime Monitoring, and Data Updates
 - i. Resolution of application bugs, UI issues, and functional defects reproducible in the production environment.
 - ii. Ensuring continuous accessibility and functionality of the website.
 - iii. Addition of new vehicles and related information via the existing admin panel modules, as requested by CIRT.
- 2) Minor Enhancements (Up to 1 Person-Day per Month)
 - i. One enhancement request per month, requiring up to one person or day of effort, included in AMC scope.
 - ii. Examples: UI improvements, minor workflow changes, or addition of small data fields.
- 3) Monthly On-Site Visit

One developer visit per month to CIRT office. Activities will include coordination, deployment support, UAT assistance, discussions related to new website launch activities, etc.
- 4) Regular Maintenance vs New Development
 - i. Maintenance will cover regular updates, configuration changes, and bug fixes needed to keep the existing functionality running.
 - ii. In cases where updates (e.g., major framework, PHP, or plugin changes) break existing functionality and require significant code rework or redesign, such work will be treated as new development and will not be covered within standard AMC activities.
- 5) Manual Deployment Activities
 - i. Current UAT and Live environments are not synchronized. The same needs to be synced automatically without manual intervention.
 - ii. Deployment of approved fixes, minor enhancements, and configuration changes will be performed manually until automated synchronization is implemented.
- 6) Automatic Deployment and Rollback
 - i. Automatic rollback in case of unforeseen deployment issues.
 - ii. Rollback performed based on the last known stable version maintained by CIRT.
- 7) Vulnerability Assessment / Penetration Testing (VA/PT)

Costs will be borne by CIRT and fixing or remediating issues identified during VA/PT included in AMC scope.
- 8) Operating System and Platform Upgrades

Coverage of issues arising from Operating System upgrades, major PHP version changes, database version upgrades, or hosting platform migrations will be covered under AMC.
- 9) Deployment Automation / CI-CD

Design, development, and maintenance of automated deployment pipelines (CI/CD) and related tooling will be part of AMC.
- 10) Environment Synchronization (UAT vs. Production)

Ensuring UAT and Production environments remain fully synchronized in terms of code, deployment, and published data.
- 11) Plugin-Related Activities
 - i. Plugin updates requiring PHP or framework version upgrades will be covered under AMC.
 - ii. Costs for upgrading open-source plugins to pro/paid versions borne by the office.
 - iii. Fixing issues caused by plugin updates that affect the theme, custom templates, or business logic included in AMC scope.

12) Backend Configuration & SSL

- i. Hosting, configuration, maintenance, and support for IIS, Plesk Panel, and XAMPP Server will be part of AMC.
- ii. SSL certificate installation and renewal will be part of AMC. Certificate cost will be borne by CIRT.




13) Environments:

- i. Live/production <https://bncap.in>
- ii. UAT: <http://uat.bncap.in>

14) Technology:

- i. WordPress, PHP
- ii. Backend: MySQL

Web server

- Microsoft-IIS/10.0
- Database client version: libmysql - mysqlnd 8.4.12
- PHP extension: mysqli  curl  mbstring 
- PHP version: 8.4.12

phpMyAdmin

- Version information: 5.2.2
- [Documentation](#)
- [Official Homepage](#)
- [Contribute](#)
- [Get support](#)
- [List of changes](#)
- [License](#)

List of Mandatory Documents

- 1) **Note:** Below forms should be on your Letter Head and kindly enclose all the below documents along with the quotation (Format as Annexure – ‘A’) in the sealed envelope as described above.

COMPANY PROFILE

SR.NO.	DESCRIPTION	Enclosed Copy Remarks (Yes/No)
1.	Company Profile	
2.	Company Establishment Date	

List of Certificates

SR.NO.	DESCRIPTION	Enclosed Copy Remarks (Yes/No)
1.	Certificate of Incorporation / Firm Registration	
2.	Certificate of GST	
3.	Certificate of PAN Number	

Name & Signature:

Contact Number:

Company Seal:

Eligibility Criteria

- Experience Criteria:
 - Minimum 2–5 years of experience in website development and maintenance in WordPress, CMS.
 - Prior work with MySQL database administration and security management.
 - Evidence of at least 2–3 similar projects completed for government departments, Private / PSUs, or large enterprises.
- Technical Capability:
 - Skilled manpower in PHP, WordPress, MySQL, HTML/CSS, JavaScript, and server management.
 - Capability to handle data migration, upgrades, and plugin/theme customization.
 - Ability to provide 24x7 support and resolve downtime/security issues.
- Financial Eligibility:
 - Minimum average annual turnover (often ₹10–20 lakhs), Documentary evidence.
 - Positive net worth and no blacklisting record.
- Other requirements

Other Requirements

- Ability to comply with Service Level Agreements (SLAs) for uptime and response times.
- Willingness to sign NDA (Non-Disclosure Agreement) for data confidentiality.
- Local presence or support office.

General Terms & Conditions of Contract

1. Technical support on telephone / E-mail free of cost.
2. Late and incomplete quotation is liable to be rejected. This institute shall not be responsible for any delay in transit or otherwise due to postal and or any other reason.
3. The sealed superscribed envelope as mentioned should contain the quotation (refer Annexure – 'A') and mandatory documents.
4. Quotation will be opened on due date as mentioned at Central Institute of Road Transport, Bhosari, Pune – 411 026, in the presence of the vendors or their representative at the time of opening.
5. The offer should be kept valid for a minimum period of **30 days** after the due date of opening of the quotation.
6. The Director CIRT can cancel the RFQ partially or fully at any stage without assigning any reason.
7. Payment Terms Quarterly after successful completion of the Quarter.
8. If any commercial terms and conditions, stated in vendor quotation is in contradiction to the terms and conditions as stated above, the same will not be binding on the Institute & is liable to be rejected.
9. We hereby accept all the above terms and conditions of the RFQ.
10. In case of dispute between both the parties, same will be referred to the sole Arbitrator as per the Arbitration and Conciliation Act 1946 as amended by Arbitration and conciliation (Amendment) Act 2015. The Arbitrator will be appointed by CIRT at their discretion. The venue of the arbitration proceeding will be at Pune and the cost of the arbitration proceeding will be borne by each of the parties as to 50%. The language of the arbitration proceeding will be in English.

Authorized Signatory

Company Seal

Date: