



वसंतराव नाईक राज्य कृषि विस्तार व्यवस्थापन प्रशिक्षण संस्था, नागपूर
व्ही.आय.पी रोड धरमपेठ, नागपूर- १०

फोन नं : ०७९२-२५५५९९९, २५४३२६०

ई मेल : sameti123@yahoo.co.in

जा.क्रं वनामती/ संकेतस्थळ /नि/२८०४/२०२५
नागपूर, दिनांक :- १०/०९/२०२५

प्रति,

विषय:- वनामती संस्थेचे संकेतस्थळ vanamati.in व TMS (Software) चे वार्षिक तांत्रिक देखभाल (AMC) करण्याकरिता दरपत्रके मागविण्याबाबत.

संदर्भ :- मंजूर टिपणी दि. ०६.०८.२०२५ (पुष्ट क्र ६३) नुसार

उपरोक्त संदर्भीय विषयान्वये वनामती संस्थेचे संकेतस्थळ vanamati.in व संलग्न सात रामेती चे TMS (Software) चे वार्षिक देखभाल करण्याकरिता दरपत्रके सोबत जोडलेल्या परिशिष्ट - अ नुसार विहीत अटी व शर्तीच्या अधीन राहून मागविण्यात येत आहेत. दरपत्रके हे सर्व करासहीत राहतील. सदर दरपत्रके ही मा. संचालक, वनामती, नागपूर या नावाने दि. २२ सप्टेंबर, २०२५ रोजी दुपारी ३.०० वाजेपर्यंत कार्यालयीन वेळेत सादर करावे. उशिरा येणाऱ्या दरपत्रकाचा विचार केला जाणार नाही. दरपत्रक मंजूर झाल्यास तसे कळविण्यात येईल.

सहपत्र :- परिशिष्ट - अ

मा. संचालक वनामती यांचे
मान्यतेने

R. D. Dhanu
10/9/25

अपरसंचालक

वसंतराव नाईक राज्य कृषि विस्तार
व्यवस्थापन प्रशिक्षण संस्था, नागपूर

ANNEX - 1

VASANTRAO NAIK STATE AGRICULTURE EXTENSION MANAGEMENT TRAINING INSTITUTE VIP Road Dharampeth Nagpur MS 440010

Terms of Reference (TOR) of Service Agreement for Website Technical Maintenance Services.

1.0 Introduction and Background:

VANAMATI, Nagpur is seeking proposals / quotations from qualified technical service and maintenance providers for its website www.vanamati.in. The objective is to ensure that the website remains secure, performs optimally, and is fully functional.

The technical requirements, scope of work, and evaluation criteria for the bidding process is as mentioned herewith.

2.0 Scope of Work and Deliverables:

The selected service provider will be responsible for the following key areas of work:

2.1 Service Level Agreement (SLA):

- **Uptime Guarantee:** A minimum monthly uptime of **99.9%** is required.
- **Response Times:** The provider must commit to the following maximum response times for reported issues:
 - **Critical (e.g., website down, major security breach):** Within 1 hour.
 - **High (e.g., core functionality broken):** Within 4 hours.
 - **Medium (e.g., minor bugs, content display errors):** Within 1 business day.
 - **Low (e.g., typographical errors):** Within 3 business days.
- **Resolution Times:** The provider must commit to reasonable resolution times for all issues, to be mutually agreed upon in the final contract.

2.2 Routine Maintenance and Monitoring:

- **Scheduled Maintenance:** Conduct regular performance optimization, database maintenance, and updates to the core CMS (Content Management System), plugins, and themes.

- **Performance Optimization:** Ongoing monitoring and optimization to ensure fast load times and a smooth user experience, including image optimization, code minification, and caching management.
- **Monitoring:** Continuous monitoring for website uptime, performance metrics, and security threats.

2.3 Security Management:

- **Security Audits:** Conduct regular security scans and vulnerability assessments.
- **Patching:** Promptly apply security patches and updates to all software components.
- **Threat Response:** Provide a clear plan for responding to and mitigating security threats or breaches. Adherence to best practices such as OWASP (Open Web Application Security Project) is required.

2.4 Backup and Disaster Recovery:

- **Backups:** Perform daily incremental and weekly full backups of the entire website, including the database and files.
- **Retention:** Maintain a backup retention period of **at least 60 days**.
- **Disaster Recovery Plan:** Provide a detailed plan for full website restoration in case of data loss or server failure, including an estimated recovery time objective (RTO).

2.5 Technical Support and Issue Resolution:

- **Bug Fixes:** Address and resolve technical bugs and errors in a timely manner.
- **Ticketing System:** Utilize a professional ticketing system for issue tracking and communication.

3.0 Bidder Qualifications and Requirements:

Proposals will only be considered from providers who meet the following mandatory requirements:

- **Experience:** A minimum of **5 years** of demonstrable experience in providing technical service and maintenance for websites of similar scope and complexity.
- **Technology Stack Expertise:** Proven expertise with the website's current technology stack, which includes specific technologies, e.g., WordPress, PHP, MySQL, Apache, JavaScript. (*Whichever is applicable*)

- **Team:** Provide a list of the key personnel who will be assigned to this project, along with their CVs and relevant certifications.
- **Portfolio/Case Studies:** Submit a portfolio or at least two (2) case studies of similar projects completed within the last three years, along with client references.
- **Confidentiality:** Bidders must be willing to sign a Non-Disclosure Agreement (NDA) to protect all confidential information and data.

4.0 Technical Proposal Submission Requirements:

Bidders must submit a comprehensive technical proposal that includes, but is not limited to, the following sections:

- **Executive Summary:** A brief overview of your proposal.
- **Technical Methodology:** Your proposed approach to meeting the Scope of Work, including your maintenance schedule, security strategy, and issue resolution process.
- **Proposed Team:** Details of the team, their roles, and a brief summary of their experience.
- **Tools and Technology:** A list of the specific tools to be used for project management, monitoring, and code versioning.
- **Disaster Recovery Plan:** A detailed outline of plan to restore the website in an emergency.
- **Knowledge Transfer:** Plan for documenting processes and transferring knowledge to VANAMATI internal team.

5.0 Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Technical**
 - **Technical Merit (50%):** The quality, feasibility, and comprehensiveness of the proposed technical methodology and solutions.
 - **Relevant Experience and Portfolio (25%):** The bidder's track record, case studies, and references.
 - **Team Qualifications (15%):** The expertise and experience of the proposed team.
 - **Proposed SLA and Response Times (10%):** The commitment to meeting or exceeding the specified service levels.
- Financial** (*lowest bidder will be selected by default provided it satisfies the technical evaluation criteria; "5.0 a" above*).

6.0 Terms of Engagement

- **Contract Period:** The initial contract period will be for **2 years**, with the option to renew based on performance.
- **Change Management:** All changes to the scope of work must be formally requested and approved by VANAMATI, Nagpur.
- **Reporting:** The provider will be required to submit **monthly** reports detailing all work performed, issues resolved, and upcoming activities.
- **Contract Termination:** This agreement may be terminated by either party by giving a written notice of 30 days. The agreement may also be terminated with immediate effect by VANAMATI, Nagpur, if the service provider is found to be in material breach of any terms and conditions outlined in this document, or if the service levels are consistently not met.
- **Intellectual Property:** All code, documentation, and other materials developed or modified under this contract will be the exclusive property of VANAMATI, Nagpur.

7.0 Other Clauses:

7.1 VNAMATI, Nagpur reserves the right to change and or modify and or cancel any and or all the clauses provided in this document without any prior notice to any individual and or organization.

7.2 The decision of Director; VANAMATI Nagpur shall be final and binding to all concerned in respect of all aspects governing this 'Service Agreement'.

7.3 **Disclaimer:** This document is for informational purposes only and does not constitute a legally binding offer. The final terms and conditions will be negotiated and formalized in a separate contract between VANAMATI, Nagpur and the selected service provider.

7.4 **Jurisdiction:** All disputes and issues arising from this agreement shall be subject to the exclusive jurisdiction of the courts in **Nagpur, Maharashtra**.
