

BOARD OF SCHOOL EDUCATION HARYANA, BHIWANI
Re-Quotation Notice

Quotation Notice No. 1015 /EDP

Date:- 31/08/2026

Subject: Re-Quotation for Annual Hosting, Maintenance and Technical Support of Board Website, School Website and Integrated Web Portals.

*Re-Quotations are invited for Annual Hosting, Maintenance and Technical Support of Board Website, School Website and Integrated Web Portals as per the specifications enclosed in Annexure-I, subject to the terms and conditions mentioned in Annexure-II. Quotations must reach the E-mail address ratesbseh@gmail.com latest up to **05:00 PM on 07/09/2026**.*

In case the quotationer does not implicitly follow all the instructions, terms and conditions (as mentioned in Annexure-II), the quotation shall not be considered. The successful agency shall provide the services for a period of one year from the date of issue of the work order.

The contract may be extended for a maximum period of four (04) additional years on year-to-year basis with 10% increase over the previous year's approved contract value, subject to satisfactory performance and approval of the competent authority.

Re-Quotations will be opened on the same day subject to the availability of the competent authority.

Assistant Secretary (Computer Cell)
for Secretary

Items Requirement List

No.: 1015/EDP

Date: 31/08/2026

Sr. No.	Description of item	Cost to be quoted by the quotationer including all taxes in figure and words for One Year
1.	Annual Hosting, Maintenance, Technical Support & Application Management Services of Board Website, School Website and Integrated Web Portals	Rs. _____ In words _____

(Space to be used by the Quotationer for quoting the rates of the items both in figure and words. The same Annexure is to be sent back to board after filling up the rates by email. The quantity of above items can be increased/decreased by this office.)

It is certified that the instructions, terms and conditions of the Quotation Notice are acceptable and the rates of the items in Annexure-I quoted by me are correct.

1. Name of Quotationer _____
2. Name of Firm/Agency _____
3. Address of Firm/Agency _____
4. PAN No. _____
5. GST No. (Mandatory) _____
6. Mobile No./E-mail Id _____
7. Reg. No. of the firm/agency _____
8. Name of the Bank in which Quotationer has account _____
9. Name of the Branch of the Bank _____
10. Account No. of the Quotationer _____
11. I.F.S.C Code of the Bank Branch _____
12. It is certified that this firm is not debarred by department of Industries & commerce or any other Govt. Department/Agency of the State.

Signature of Quotationer
With seal/stamp

To

The Asstt. Secretary (Computer)
Board of School Education Haryana,
Bhiwani-127021

ANNEXURE-II
TERMS & CONDITIONS

- 1. Contract Period:** The contract shall remain valid for one (01) year from the date of issue of the work order. The selected agency shall commence the services immediately upon receipt of the work order.
- 2. Extension of Contract:** The contract may be extended on a year-to-year basis for a maximum period of four (04) additional years with an increase of 10% over the previous year's approved contract value, subject to satisfactory performance and approval of the competent authority.
- 3. Scope of Services:** The agency shall provide hosting, maintenance, technical support, security management and operational support for the Board Website, SRS School Website, Admin Panel/CMS and all existing integrated web applications and portals.
- 4. Hosting Services:** The agency shall provide secure hosting with minimum 99.5% uptime, adequate storage, bandwidth, SSL certificate, firewall protection and continuous server monitoring throughout the contract period.
- 5. Website Maintenance:** The agency shall update web pages, menus, notifications, circulars, tenders, press notes, photo galleries, downloadable documents and other content as instructed by the Board from time to time.
- 6. Portal Maintenance:** All existing portals including SFC Portal, Grievance Portal, D.El.Ed Attendance Monitoring System and other integrated applications shall be maintained in proper working condition without interruption.
- 7. Admin Panel (CMS):** A fully functional Admin Panel with user management, content management, media upload, role-based access and administrative controls shall be provided and maintained throughout the contract period.
- 8. Source Code Ownership:** The complete source code, databases, CMS, APIs, scripts, designs, documentation and all software developed for the Board shall remain the exclusive property of the Board of School Education Haryana, Bhiwani.
- 9. Source Code Handover:** The agency shall provide complete source code, databases, documentation, installation files, configuration details and administrator credentials whenever demanded by the Board or upon completion or termination of the contract.
- 10. Database Management:** The agency shall maintain all databases, perform regular optimization, ensure data integrity and provide updated database backups whenever required by the Board.
- 11. Data Ownership:** All data stored or generated through the websites and portals shall remain the exclusive property of the Board, and the agency shall have no ownership or usage rights over such data.
- 12. Confidentiality:** The agency shall maintain strict confidentiality of all records, credentials, databases and official information of the Board and shall not disclose the same to any third party without written approval.
- 13. Backup Policy:** Daily, weekly and monthly backups of websites, databases and applications shall be maintained securely, and backup copies shall be provided to the Board whenever required.
- 14. Cyber Security:** The agency shall implement appropriate cyber security measures including firewall protection, malware scanning, security patch updates and vulnerability management to safeguard all hosted applications.
- 15. SSL & Domain Management:** The agency shall ensure uninterrupted SSL certificate validity, secure HTTPS access, DNS management and proper domain configuration throughout the

contract period.

- 16. Performance Monitoring:** The agency shall continuously monitor server performance, website availability and application health to ensure smooth and uninterrupted online services.
- 17. Service Level Agreement (SLA):** Critical issues shall be resolved within 4 hours, major issues within 24 hours and minor issues within 48 hours from the time of reporting by the Board.
- 18. Technical Support:** The agency shall provide technical support during working days and emergency support on holidays or beyond office hours whenever required for examination, result or other critical Board activities.
- 19. Content Update Support:** Content provided by the Board, including notices, circulars, press releases, tenders, announcements and photographs, shall normally be updated on the same working day.
- 20. Software Compatibility:** The websites and portals shall remain compatible with the latest supported web browsers, operating systems and mobile devices, and necessary upgrades shall be carried out whenever required.
- 21. Technical Documentation:** The agency shall maintain complete documentation relating to server configuration, application architecture, database structure and installation procedures, and shall provide updated copies to the Board whenever requested.
- 22. Migration Support:** In case the Board decides to migrate its website or appoint another agency, the selected agency shall provide complete migration assistance including transfer of source code, databases and configuration details.
- 23. Compliance with Instructions:** The agency shall comply with all written instructions issued by the Board regarding hosting, maintenance, security, content management and application modifications during the contract period.
- 24. Payment Terms:** Payment shall be released after satisfactory completion of services, submission of GST invoice and certification by the concerned branch of the Board as per approved terms.
- 25. Penalty:** Delay in resolving reported issues or failure to provide services within the prescribed SLA shall attract penalty as decided by the competent authority, without prejudice to any other contractual remedy.
- 26. Termination:** The Board reserves the right to terminate the contract at any stage for unsatisfactory performance, breach of contract, security violation, prolonged service interruption or submission of false information.
- 27. Blacklisting:** The agency shall not be debarred or blacklisted by any Government Department or Agency. If found blacklisted during the contract period, the Board may terminate the contract and initiate further action as per rules.
- 28. Dispute Resolution:** Any dispute arising out of this contract shall be referred to the Secretary, Board of School Education Haryana, Bhiwani, whose decision shall be final and binding, subject to applicable laws.
- 29. Jurisdiction:** All disputes arising from this quotation or the resulting contract shall be subject to the exclusive jurisdiction of the competent courts at Bhiwani, Haryana.
- 30. Right of the Board:** The Board reserves the absolute right to accept or reject any or all quotations, wholly or partly, without assigning any reason, and its decision shall be final and binding.
- 31. Acceptance of Conditions:** Submission of the quotation shall be treated as unconditional acceptance of all terms and conditions contained in the quotation document, and any deviation may result in rejection of the quotation.