सत्यमेव जयते
Ministry of Education
Government of India

भारतीय ज्ञान परम्परा विभाग
INDIAN KNOWLEDGE SYSTEMS DIVISION
शिक्षा मंत्रालय,भारत सरकार

F. No. 2-197/IKS 2.0/IKS WEBSITE UPGRADTION/2026-27 **Dated: 19th November 2026**

LETTER OF INVITATION / REQUEST FOR PROPOSAL

SUBJECT: Selection of an Agency for Design, Development, Redesign, Redevelopment, Implementation, Hosting, Security Audit and Annual Maintenance of a Fully Dynamic Website with Multi-Level Content Management System (CMS) and Digital Knowledge Repository – reg.

Sir/Madam,

The Indian Knowledge Systems (IKS) Division, Ministry of Education, Government of India, invites proposals from eligible Indian agencies for the selection of an agency for the Design, Development, Redesign, Redevelopment, Implementation, Hosting, Security Audit and Annual Maintenance of a Fully Dynamic Website with Multi-Level Content Management System (CMS) and Digital Knowledge Repository, through the Request for Proposal (RFP) process.

The detailed Request for Proposal (RFP) document, containing the Project Background, Eligibility Criteria, Terms of Reference (ToR), Scope of Work, Technical Specifications and Evaluation Methodology is enclosed for ready reference. The RFP document is also available on the official website of the IKS Division at https://iksindia.org/.

The important dates and schedule for the tender process are indicated below:

Parameter	**Details / Particulars**
RFP Notice No.	2-197/IKS 2.0/IKS WEBSITE UPGRADTION/2026-27
RFP Issue Date	19th November, 2026
Last Date & Time for Bid Submission	9th December 2026 by 3:00PM
Pre-Bid Meeting / Query Submission through Email	27-11-2026 at 12.00 Noon
Response to Pre-Bid Queries through Email	30-11-2026
Contact for any queries email	contactiks@iksindia.org
Place of Submission	Office of the National Coordinator, IKS Division, Ministry of Education, 3rd Floor, J Block, World Trade Centre, Nauroji Nagar, New Delhi – 110029

Note: Any incomplete RFP response or failure to submit the requisite documents/information as prescribed in this Tender Document shall render the bid liable for rejection and shall not be considered for further evaluation.

Interested agencies meeting the eligibility criteria are requested to submit their formal proposals in sealed envelopes in the prescribed format, superscribed with **"Proposal for Website, CMS and Digital Knowledge Repository – RFP No. 2-197/IKS 2.0/IKS WEBSITE UPGRADTION/2026-27** addressed to the National Coordinator, Indian Knowledge Systems (IKS) Division, MoE at Tender Box, on or before **09th December 2026 by 3:00 PM.** Proposals received after the due date and time will not be entertained.

Yours faithfully,

19-11-26

Indian Knowledge Systems (IKS) Division
Ministry of Education, Government of India

Indian Knowledge Systems (IKS) Division

Ministry of Education, Government of India

REQUEST FOR PROPOSAL (RFP)

For

Selection of an Agency for Design, Development, Redesign, Redevelopment, Implementation, Hosting, Security Audit and Annual Maintenance of a Fully Dynamic Website with Multi-Level Content Management System (CMS) and Digital Knowledge Repository

At

Official portal reference: https://iksindia.org/

RFP No.: 2-197/IKS 2.0/IKS WEBSITE UPGRADTION/2026-27

Date of Issue: 19th November 2026

Last Date for Submission: 09th December 2026 by 3:00 PM

Submission Address:

Office of the National Coordinator, IKS Division,
Ministry of Education, 3rd Floor, J Block,
World Trade Centre, Nauroji Nagar, New Delhi – 110029

Disclaimer

The information contained in this Request for Proposal (RFP), or subsequently provided to Bidders by or on behalf of the Indian Knowledge Systems (IKS) Division, Ministry of Education, Government of India, is provided solely for enabling Bidders to prepare their proposals.

This RFP is not an agreement and is neither an offer nor an invitation to make an offer. The purpose of this RFP is to provide interested Bidders with information that may be useful in formulating their technical and financial proposals.

The Competent Authority reserves the right to accept or reject any or all proposals, modify the scope, issue corrigenda, cancel the procurement process, or take any other action permitted under applicable Government of India procurement rules and the final tender conditions.

Where this revised draft uses information derived from the public IKS portal (Website), such information is intended to inform the website's functional and content architecture. Final administrative, procurement, contact, financial, timeline and contractual provisions shall be confirmed by the Competent Authority before publication.

Important Note on IKS Portal (Website) Alignment

The current IKS Division portal (website)presents IKS Division under the Ministry of Education, with a mandate around interdisciplinary research, preservation and dissemination of Indian Knowledge Systems and societal applications. Its public information architecture includes events and activities, a knowledge repository, funding opportunities, policy and guidelines, institutional internships, research projects, IKS centres, e-books, courses, lectures/videos, documentaries, photo gallery, advertisements, project-staff vacancies, contacts, feedback, queries and FAQ. The revised RFP therefore treats these as core website/CMS functional domains rather than as a generic departmental website.

Table of Contents index		
Sl. No.	**Section / Particulars**	**Page No.**
1	Invitation for Bids (IFB)	4
2	Background & Introduction – IKS Division	4
3	Objective of the RFP	4
4	Scope of Work	5
4.1	Website Information Architecture / Modules	5-6
4.2	Multilingual Website – 22 Scheduled Indian Languages	6
4.3	CMS & Content Governance	7-8
4.4	Multilingual Content Workflow	8
4.5	Knowledge Repository & Digital Content	8-9
4.6	Research, IKS Centres, Courses & Institutional Programmes	9–10
4.7	Events, Webinars, Training & Media	10-11
4.8	Funding Opportunities & Application Information	11-12
4.9	Multilingual, Accessibility & Search	12
4.10	Design & Technical Requirements	12-12
4.11	Security Requirements	13-14
4.12	MeitY-Empanelled Cloud Hosting & Infrastructure	14
4.13	In-House Developed Information Chatbot	14-15
4.14	Testing & Quality Assurance	15
4.15	Content Migration	15–16
4.16	Deployment, Migration & Handover	16
4.17	Training & Capacity Building	16-17
4.18	Annual Maintenance & Support (AMC)	17
4.19	SLA, Monitoring & Reporting	17-18
4.20	Future Scalability & Integration	18
4.21	Key Deliverables	18-19
5	Compliance & Governance Standards	19
6	Tender Schedule / Critical Dates	20
7	Eligibility / Pre-Qualification Criteria	21
8	Technical Evaluation / QCBS	22
9	Instructions to Bidders	23
9.1–9.5	Bid Submission, Pre-Bid Queries, Language, Amendments	23

10	EMD & Performance Security	23
11	Payment Terms & Milestones	24
12	Deliverables & Intellectual Property	24
13	General Terms & Conditions	25
13.1–13.11	Bid Validity, Scope Changes, Acceptance, LD, Confidentiality, Force Majeure, Termination, Arbitration, Sub-Contracting, Anti-Corruption & Statutory Compliance	25–26
14	Support, Warranty & Annual Maintenance	26
15	Contact Information	26
16	Annexure A – Bid Submission / Covering Letter Format	27
17	Annexure B – Technical Bid – Document Checklist	28
18	Annexure C – Financial Bid – Price Schedule (BOQ)	29
19	Annexure D – Self-Declaration / Undertaking	30
20	Annexure E – Indicative Cloud Infrastructure Requirements	31
21	Annexure F – Indicative IKS Content Taxonomy & Metadata	32

1. Invitation for Bids (IFB)

The Indian Knowledge Systems (IKS) Division, Ministry of Education, Government of India, invites **physical** bids from eligible, experienced and financially sound IT firms/agencies for the design, redevelopment, implementation and maintenance of the official IKS Division website, Content Management System (CMS), digital knowledge repository and associated cloud infrastructure.

The proposed solution shall provide a modern, secure, accessible, multilingual and scalable digital platform for dissemination of Indian Knowledge Systems, research and educational resources, programmes, centres, courses, events, publications and public information.

Bids shall be submitted in the Two-Bid System comprising Technical Bid and Financial Bid separately, through the procurement mode specified by the Competent Authority.

2. Background & Introduction – IKS Division

Indian Knowledge Systems (IKS) Division is under the Ministry of Education, New Delhi. The IKS Division has been established to promote interdisciplinary and transdisciplinary research on Indian Knowledge Systems, preserve and disseminate deeper understanding and appreciation of IKS, and support further research and societal applications.

The public IKS portal (Website) reflects a broad ecosystem covering Indian Knowledge Systems across areas such as arts and literature, agriculture, basic sciences, engineering and technology, architecture, management and economics. The portal provides access to knowledge resources, programmes, research initiatives, centres, courses, events, publications, media and funding opportunities.

The website redevelopment is intended to establish a future-ready digital platform that can serve citizens, students, faculty, researchers, institutions, IKS centres, programme participants, content contributors and other stakeholders.

3. Objective of the RFP

- Redesign and redevelop the official IKS Division website with a modern, responsive and user-centric interface.
- Provide a robust CMS enabling authorized administrators and content teams to create, review, approve, publish, archive and manage content.
- Create a structured digital knowledge repository for IKS publications, e-books, research outputs, lectures, videos, documentaries and related resources.
- Support discovery of IKS centres, research projects, institutional internships, courses and other programmes.
- Provide structured pages for funding opportunities, schemes, calls, notices, guidelines and application-related information.
- Provide multilingual and Bharatiya Bhasha-ready architecture, with Hindi and English as core languages and extensibility for additional 22 Indian languages.
- Implement strong accessibility, search, metadata, analytics, security, backup and audit capabilities.
- Provide scalable cloud infrastructure covering Development, Staging/UAT and Production environments.
- Ensure complete documentation, knowledge transfer, source-code handover and operational transition to the IKS Division, MoE.

4. Scope of Work

The selected Bidder shall be responsible for the **complete end-to-end implementation of the project**, including requirement gathering and discovery, detailed business and functional analysis, information architecture, UX/UI design, development and redevelopment of a **fully dynamic and responsive website**, CMS implementation, configuration of a **multi-level role-based administrative panel**, digital knowledge repository development, content migration and restructuring, third-party/API integrations, database development and migration, functional and performance testing, security hardening, vulnerability assessment and penetration testing (VAPT), coordination for **CERT-In empanelled security audit**, deployment and hosting on a **MeitY-empanelled Cloud Service Provider**, SSL/TLS implementation, backup and disaster recovery configuration, administrator and user training, documentation, Go-Live support, and **post-Go-Live Annual Maintenance and Support (AMC)**.

The Bidder shall also be responsible for ongoing application and infrastructure monitoring, security updates and vulnerability remediation, bug fixing, performance optimisation, technical support, backup monitoring, minor enhancements and other maintenance activities required to ensure the **security, availability, scalability and uninterrupted operation of the website, CMS and Digital Knowledge Repository** throughout the contract/AMC period.

4.1 Website Information Architecture / Modules

The proposed website shall be a **fully dynamic, responsive, multilingual and scalable digital platform**, with **English as the default language** and architecture capable of supporting all **22 languages included in the Eighth Schedule of the Constitution of India**.

The multilingual architecture shall be integrated into the CMS from the beginning of development and shall not be implemented merely as an external translation layer. The Authority shall have the ability to create, manage, review, approve, publish, update and archive content independently in each supported language.

The website shall include, but not be limited to, the following modules:

- **Home Page** with featured announcements, important programmes, events, publications, notices, schemes and dynamic highlights.
- **About IKS** including About Us, Vision, Mission, objectives, organisational structure, Who's Who and institutional information.
- **Events & Activities** including Upcoming Events, Past Events, Webinars, Training Programmes, Workshops, Hackathons, Competitions and related activities.
- **Knowledge Repository** including IKS Centres, Research Projects, Institutional Internships, E-Books, Newsletters, Manuscripts/external repositories, Courses offered by IKS Centres, Courses offered by other institutions, Lectures, Videos and other approved digital resources.
- **Documentaries & Photo Gallery** with categorised media, captions, credits, alternative text, language information and accessibility metadata.
- **Funding Opportunities** including New IKS Centres, Textbook & Course Material Writing, Institutional Internship, Research Proposals, Existing IKS Centres, Post-Doctoral Fellowship, IKS Minors and future schemes approved by the Competent Authority.
- **Policy & Guidelines** including policy documents, notices, logo-use guidelines, licensing notices, RFPs, programme guidelines, circulars and downloadable documents.
- **MoUs/Collaborations/Institutional Partnerships** as approved by the Competent Authority.
- **E-Tender/Procurement** information.
- **Advertisements, Announcements and Project Staff Vacancies**.
- **Contact Us** including contact details, feedback, queries and FAQs.
- **Site-wide Search** across public pages, documents, repository records, events, projects, courses and other structured content.

- **Multilingual Content Management** covering all 22 scheduled Indian languages.
- **Secure Administrative CMS** with multi-level role-based access control and configurable content approval workflow.
- **Notifications and Alerts** for important announcements, deadlines, events and programmes.
- **Analytics and Reporting Dashboard** for authorised administrators.
- **API/Integration-ready architecture** for future mobile applications, dashboards, external portals and other digital services.

The information architecture shall be modular and configurable so that additional sections and modules can be introduced without requiring redevelopment of the complete website.

4.2 Multilingual Website – 22 Scheduled Indian Languages

The proposed website shall be developed as a **multilingual digital platform with English as the default language**.

The architecture shall support all **22 languages specified in the Eighth Schedule of the Constitution of India**.

4.3 CMS & Content Governance

The website shall have a comprehensive and secure **Content Management System (CMS)** through which authorised officials can manage the complete website without requiring direct database or source-code access.

The CMS shall support:

- **Role-based access for:**
  - Super Administrator
  - Administrator
  - Content Manager/Editor
  - Reviewer
  - Approver
  - Media Manager
  - Repository Manager
  - Department/Section User
  - Language-specific Content Manager
  - Other roles defined by the Authority
- Draft → Review → Approval → Publish workflow.
- Configurable multi-level approval workflow.
- Language-specific approval workflows.
- Version control and revision history.
- Scheduled publishing.
- Scheduled expiry.
- Archival and restoration.
- Content categorisation.
- Taxonomy and tagging management.
- Content relationships and related-content management.
- Document management.
- Media management.
- Bulk upload/import.
- Controlled bulk content update.
- Content duplication/cloning for translation workflows.
- Preview before publishing.

- Publish/unpublish functionality.
- Rollback to previous versions.
- Audit trail of administrative activities.
- User activity monitoring.
- Content ownership and responsibility assignment.

The CMS shall support separate permissions for **view, create, edit, review, approve, publish, unpublish, archive, delete, download and export**.

4.4 Multilingual Content Workflow

The CMS shall provide a dedicated multilingual content workflow.
For each content item, the administrator should be able to:

- Create the original content in English.
- Create corresponding versions in the other supported languages.
- Assign language-specific editors/translators.
- Submit translated content for review.
- Approve or reject translations.
- Publish individual language versions.
- Schedule language-wise publication.
- Maintain translation history.
- Track pending translations.
- Identify outdated translations when the source content is modified.
- Link all language versions to the same master content record.

The CMS shall provide a **language-wise content status dashboard**, showing, where applicable:

- Published
- Draft
- Under Review
- Approved
- Pending Translation
- Translation in Progress
- Archived
- Expired

4.5 Knowledge Repository & Digital Content

The Digital Knowledge Repository shall provide structured management of:

- Books
- E-books
- Research papers
- Research projects
- Articles
- Journals
- Newsletters
- Lectures
- Videos
- Documentaries
- Photographs
- Manuscripts
- Reports
- Presentations

- Course materials
- Publications
- Other approved IKS resources

The repository shall provide:

- Advanced filtering by knowledge area.
- Institution-wise filtering.
- Author-wise filtering.
- Language-wise filtering.
- Year-wise filtering.
- Content-type filtering.
- Programme-wise filtering.
- Subject/topic filtering.
- Keyword search.
- Metadata-based search.
- Persistent human-readable URLs.
- Document preview where technically feasible.
- Download facility.
- Citation information.
- Sharing controls.
- Related-content display.
- Rights and licensing metadata.
- Publication status.
- Language metadata.
- Version information.
- Archive status.

The repository shall support **multilingual metadata and multilingual repository records**.

4.6 Research, IKS Centres, Courses & Institutional Programmes:

The website shall provide structured modules for:

IKS Centres

Each centre record may include:

- Centre name
- Institution
- Location
- Contact details
- Thematic area
- Areas of activity
- Approved programmes
- Research activities
- Publications
- Events
- Status
- Relevant documents
- Official links

Research Projects

The system shall support:

- Project title
- Principal Investigator
- Investigators
- Institution

- Knowledge domain
- Research area
- Abstract
- Project duration
- Status
- Outputs
- Publications
- Reports
- Documents
- Related resources

Institutional Internship

The module may include:

- Internship notifications
- Eligibility
- Application information
- Instructions
- Project information
- Important dates
- Announcements
- Results/outcomes as approved

Course Catalogue

The course catalogue shall support:

- Course title
- Institution/course creator
- Category
- Subject
- Knowledge area
- Language
- Mode
- Duration
- Eligibility
- Course description
- Relevant documents
- External links

Funding Programmes

The system shall support records for:

- New IKS Centres
- Existing IKS Centres
- Research Projects
- Textbook and Course Material Writing
- Institutional Internship
- Post-Doctoral Fellowship
- IKS Minors
- Other programmes/schemes approved by the Competent Authority.

4.7 Events, Webinars, Training & Media

The system shall provide:

- Upcoming Events
- Past Events
- Event Calendar
- Webinars

- Training Programmes
- Workshops
- Hackathons
- Competitions
- Conferences
- Seminars
- Other approved activities

Event pages shall support:

- Event title
- Date
- Time
- Venue
- Online/Offline/Hybrid mode
- Description
- Speakers
- Registration link
- Brochure
- Agenda
- Presentations
- Photographs
- Videos
- Recording
- Related documents
- Language
- Event status

The system shall support multilingual event information.

4.8 Funding Opportunities & Application Information

The website shall provide a centralised listing of:

- Active opportunities
- Upcoming opportunities
- Closed opportunities
- Extended opportunities
- Archived opportunities

Each opportunity may contain:

- Scheme name
- Objectives
- Eligibility
- Scope
- Funding details
- Application process
- Important dates
- Guidelines
- Brochure
- FAQs
- Corrigenda
- Application link
- Contact details
- Status

The CMS shall allow authorised administrators to:

- Publish opportunities.
- Extend deadlines.
- Close opportunities.
- Archive opportunities.
- Issue corrigenda.
- Update documents.
- Publish notifications.

4.9 Multilingual Accessibility & Search

The website shall be designed to provide accessible multilingual navigation and content discovery.
Requirements shall include:

- English default interface.
- Support for all 22 scheduled Indian languages.
- Keyboard-accessible navigation.
- Accessible menus.
- Proper heading hierarchy.
- Accessible forms.
- Alternative text for images.
- Captions for videos where applicable.
- Accessible documents wherever practicable.
- Appropriate colour contrast.
- Screen-reader compatibility.
- Language identification.
- Accessible language selector.
- Breadcrumb navigation.
- Related-content navigation.
- Site-wide search.
- Search filters.
- Relevance-based results.
- Document indexing.
- Search suggestions where feasible.
- Typo-tolerant search where technically feasible.
- Language-specific search.
- Accessibility statement.
- Accessibility feedback mechanism.

The website shall target **WCAG 2.2 Level AA** or the accessibility standard specified by the Authority at the time of contract.

The implementation shall also consider applicable **Government of India website accessibility and GIGW requirements**.

4.10 Design & Technical Requirements

The website shall be:

- Fully dynamic.
- Responsive.
- Mobile-first.
- Cross-browser compatible.
- Scalable.
- Modular.

- Secure.
- Accessible.
- Multilingual.
- SEO-ready.

The technical architecture shall provide:

- Reusable CMS components.
- Modular templates.
- Configurable content types.
- API-ready architecture.
- Integration-ready APIs.
- Secure database architecture.
- Caching.
- Compression.
- Image optimisation.
- CDN readiness.
- Performance optimisation.
- Structured data where appropriate.
- XML sitemap.
- Robots management.
- Canonical URL management.
- Analytics integration using an Authority-approved solution.

The architecture shall be designed so that future **mobile applications, APIs, dashboards, external portals and other digital services** can consume approved website data through secure APIs.

4.11 Security Requirements

The complete website, CMS, database and hosting infrastructure shall be implemented using industry-standard security practices.

The scope shall include:

- HTTPS/TLS for all public and administrative interfaces.
- Web Application Firewall (WAF).
- Secure authentication.
- Strong password policies.
- Multi-Factor Authentication (MFA) for privileged users, where required.
- Role-Based Access Control.
- Least-privilege administration.
- Secure session management.
- Input validation.
- Output encoding.
- Protection against SQL Injection.
- Protection against XSS.
- Protection against CSRF.
- Secure file-upload controls.
- Malware/file-type validation.
- Security headers.
- Secure cookies.
- Administrative audit logs.
- Security monitoring.
- Patch management.

- Vulnerability remediation.
- Backup security.
- Restricted server access.
- Database security.
- Server hardening.

The solution shall undergo **Vulnerability Assessment and Penetration Testing (VAPT)** before production deployment.

Where required by the Authority, the security audit shall be conducted through a **CERT-In empanelled Information Security Auditing Organisation**.

The selected Bidder shall address all identified vulnerabilities before Go-Live and provide appropriate compliance/remediation documentation.

4.12 MeitY-Empanelled Cloud Hosting & Infrastructure

The production website and associated application infrastructure shall be hosted on a **MeitY-empanelled Cloud Service Provider**.

The Bidder shall be responsible for:

- Cloud server provisioning.
- Application server configuration.
- Database server configuration.
- Operating system hardening.
- Web server configuration.
- Firewall configuration.
- WAF configuration.
- SSL/TLS implementation.
- Backup configuration.
- Monitoring.
- Performance monitoring.
- Security monitoring.
- Resource monitoring.
- Disaster recovery.
- Scalability.

Separate **Development, Staging/UAT and Production environments** shall be provisioned as required by the project.

The production environment shall be appropriately sized based on expected traffic, repository storage, concurrent users and future scalability requirements.

4.13 In-House Developed Information Chatbot

The proposed website shall include an **in-house developed AI-powered Information Chatbot** integrated with the website, CMS and Digital Knowledge Repository to provide users with easy, conversational access to **official information relating to IKS schemes, programmes, initiatives, funding opportunities, research projects, IKS Centres, courses, internships, fellowships, guidelines, notifications, FAQs and other information published by the Competent Authority.**

The chatbot shall function as an official information assistance facility and shall provide responses based only on **authorised and approved information/data sources** made available through the Authority's website, CMS and Digital Knowledge Repository.

4.14 Testing & Quality Assurance

The Bidder shall undertake comprehensive testing, including:

- Functional testing.
- Integration testing.
- UI/UX testing.
- Cross-browser testing.
- Responsive testing.
- Multilingual testing.
- Indic-script rendering testing.
- Right-to-left testing for Urdu.
- Accessibility testing.
- Performance testing.
- Load/stress testing.
- Security testing.
- VAPT.
- CMS workflow testing.
- Role and permission testing.
- Search testing.
- Document indexing testing.
- Data migration testing.
- Backup and restoration testing.
- API testing, where applicable.
- User Acceptance Testing (UAT).

All identified defects shall be documented and rectified before final production deployment.

4.15 Content Migration

The Bidder shall undertake assessment, inventory and migration of approved existing website content.
Content migration shall include, where applicable:

- Web pages.
- Notices.
- Circulars.
- Publications.
- Documents.
- Reports.
- Events.
- Research/project records.
- IKS Centre records.
- Course information.
- Images.
- Videos.
- Other approved legacy content.

The Bidder shall prepare a **content migration plan** covering:

- Content inventory.
- Content classification.
- Content cleaning.
- Content restructuring.

- Metadata mapping.
- Language mapping.
- URL mapping.
- Migration validation.
- Broken-link checking.
- Redirect implementation.

Existing URLs shall be preserved wherever technically feasible. Where URLs change, appropriate **301 redirects** shall be implemented to minimise broken links and preserve search visibility.

4.16 Deployment, Go-Live & Handover

The Bidder shall provide:

- Development environment.
- Staging/UAT environment.
- Production environment.
- Deployment plan.
- Cut-over plan.
- Rollback plan.
- DNS and SSL configuration support.
- Production deployment.
- Post-deployment monitoring.
- Performance stabilisation.
- Security verification.
- Backup verification.
- Disaster recovery verification.

The Bidder shall provide complete handover documentation, including:

- Source code, as per contractual terms.
- Database.
- Database structure/schema.
- Application configuration.
- Server configuration.
- API documentation.
- CMS documentation.
- User manuals.
- Administrator manuals.
- Security documentation.
- Backup and restoration procedures.
- Disaster recovery procedures.
- Deployment documentation.
- Architecture diagrams.
- Content migration documentation.

4.17 Training & Capacity Building

The Bidder shall provide training to designated officials covering:

- CMS operation.
- Content creation.
- Content editing.
- Content approval.
- Publishing.

- Multilingual content management.
- Translation workflow.
- User and role management.
- Document management.
- Digital repository management.
- Media management.
- Event management.
- Funding opportunity management.
- Reports and dashboards.
- Basic troubleshooting.

Training shall be provided to administrators, content editors, reviewers/approvers and other authorised users as identified by the Authority.

Training manuals and relevant instructional material shall also be provided.

4.18 Annual Maintenance & Support (AMC)

After successful Go-Live, the Bidder shall provide **Annual Maintenance and Support Services (AMC)** for the agreed contract period.

AMC shall include:

- Website monitoring.
- CMS maintenance.
- Application maintenance.
- Database maintenance.
- Server monitoring.
- Security monitoring.
- Security patching.
- Vulnerability remediation.
- CERT-In audit/VAPT coordination, as required.
- Backup monitoring.
- Restoration support.
- SSL/TLS support.
- Performance optimisation.
- Bug fixing.
- Browser compatibility updates.
- Multilingual functionality support.
- Search functionality maintenance.
- Digital repository maintenance.
- Minor functional enhancements.
- Technical troubleshooting.
- User support.
- Incident management.

The Bidder shall maintain the website and supporting infrastructure in a secure, available, scalable and operational condition throughout the AMC period.

4.19 SLA, Monitoring & Reporting

The Bidder shall provide appropriate Service Level Agreement (SLA) support covering:

- Website availability.
- Infrastructure availability.
- Incident response.

- Security incidents.
- Critical bug resolution.
- Backup monitoring.
- Performance monitoring.
- Security patching.
- Support escalation.

The solution shall maintain a minimum availability of 99.9% per month (excluding approved scheduled maintenance notified at least 48 hours in advance and Force Majeure). For every 0.1% shortfall below 99.9% in a quarter, an SLA credit/deduction of 1% of the quarterly AMC/hosting billing (subject to a maximum of 10% per quarter) shall apply.

The Bidder shall provide periodic reports covering:

- Website uptime.
- Performance.
- Security events.
- Backup status.
- Incidents.
- Vulnerabilities.
- Maintenance activities.
- Traffic/usage statistics, where applicable.
- Support tickets.
- SLA compliance.

4.20 Future Scalability & Integration

The proposed architecture shall support future expansion without major redesign.
It shall be capable of supporting:

- Additional Indian languages.
- Additional website modules.
- Mobile applications.
- APIs.
- Dashboards.
- External portals.
- Online applications.
- Digital learning platforms.
- AI-assisted services, if approved.
- Advanced search.
- Digital repositories.
- Third-party integrations.
- Authentication integrations.
- Notification services.
- Other digital initiatives of the Authority.

The architecture shall be designed with **scalability, interoperability, maintainability, security and long-term sustainability** as key principles.

4.21 Key Deliverables

The selected Bidder shall deliver, at minimum:

1. Fully dynamic and responsive website.
2. English as the default language.
3. Multilingual website architecture supporting all 22 scheduled Indian languages.

4. Multilingual CMS.
5. Multi-level role-based administrative panel.
6. Configurable content approval workflow.
7. Digital Knowledge Repository.
8. IKS Centres directory.
9. Research Project catalogue.
10. Course catalogue.
11. Funding Opportunity management.
12. Events and activities management.
13. Digital document and media management.
14. Multilingual search and indexing.
15. Accessibility-compliant interface.
16. MeitY-empanelled cloud hosting.
17. Development, Staging/UAT and Production environments.
18. SSL/TLS and WAF implementation.
19. Security hardening.
20. VAPT and CERT-In empanelled security audit, as applicable.
21. Vulnerability remediation.
22. Automated backup and restoration mechanism.
23. Crisis Management and Incident Response Mechanism
24. Disaster recovery mechanism.
25. Content migration.
26. Administrator and content-editor training.
27. Technical and user documentation.
28. Source-code/database/configuration handover as per contractual terms.
29. Go-Live and post-Go-Live support.
30. Annual Maintenance and Support (AMC).
31. Future integration/API-ready architecture.
32. Quarterly Maintenance Reports.
33. STQC Certification and CQW Mark.
34. DBIM Compliance

Note: The bidder shall ensure that all deliverables comply with applicable Government of India guidelines, including GIGW 3.0, accessibility standards, security requirements and other relevant technical standards.

5. Compliance & Governance Standards

- GIGW 3.0/applicable Guidelines for Indian Government Websites.
- Applicable WCAG accessibility requirements.
- CERT-In directions, advisories and applicable cyber-security requirements.
- OWASP application security practices.
- ISO/IEC 27001-aligned security practices where applicable.
- Information Technology Act, 2000 and applicable rules.
- Digital Personal Data Protection Act, 2023, where applicable.
- Government of India cloud/security and data-hosting requirements applicable to the project.
- Official IKS Division policies, logo-use guidance, publication licensing requirements and approved terms of use.
- Any additional standards mandated by the Ministry of Education, NIEPA or the Competent Authority.

6. Important Tender Schedule / Critical Dates

S. No.	Activity	Date / Timeline
1	Publication & Downloading Date of RFP	19th November, 2026
2	Last Date & Time for Bid Submission	9th December 2026 by 3:00PM
3	Query Submission through Email: contactiks@iksindia.org	27th November 2026 at 12.00 Noon
4	Response to Pre-Bid Queries through Email	30th November 2026
5	Opening of Technical Bids	10th December 2026 by 4:00PM
6	Technical Presentation / Demonstration	11th December 2026 at 12.00 Noon
7	Opening of Financial Bids	14th December 2026 by 4:00PM
8.	Place of Submission	Office of the National Coordinator, IKS Division, Ministry of Education, 3rd Floor, J Block, World Trade Centre, Nauroji Nagar, New Delhi – 110029

7. Eligibility / Pre-Qualification Criteria

S. No.	Eligibility Criterion	Supporting Document
1	Bidder should be a company/firm/LLP registered in India and in operation for the minimum period specified in the final tender.	Certificate of Incorporation / Registration
2	Average annual turnover from IT/web/software/digital services during the last three financial years as specified by the Competent Authority.	CA-certified turnover / audited financial statements
3	At least three similar website/CMS/digital repository projects, preferably for Government, higher-education, research or knowledge institutions, during the prescribed period.	Work orders and completion certificates
4	Demonstrated experience in accessibility-compliant and secure Government/education/research websites.	Work orders / completion certificates / client references
5	Valid GST and PAN registration.	GST Certificate and PAN
6	Bidder should not be blacklisted/debarred by Central/State Government, PSU or autonomous body during the period specified in the final tender.	Self-declaration
7	Valid ISO 9001 and/or ISO/IEC 27001 certification, if prescribed in the final tender.	Valid certificate
8	Demonstrated capability in cloud deployment, security hardening, CMS administration and content migration.	Technical proposal / project evidence
9	Preference to MSMEs/Startups: Preference shall be given to bidders registered as MSMEs and/or Startups under the applicable Government of India guidelines, subject to fulfilment of the tender eligibility and technical qualification criteria.	Valid MSME or DIPP certificate.
10	Where mandated, valid CMMI Level 3 or higher certification.	Valid appraisal/certificate
11	The Bidder shall provide documentary evidence of successfully completing at least **two (02) security/VAPT audits** during the **preceding twelve (12) months**. The audits may have been undertaken directly by the Bidder or through its **authorised implementation partner**.	Two CERT-In Certificate

8. Technical Evaluation / QCBS

The final evaluation methodology and marks shall be notified by the Competent Authority. The following is an indicative structure for this revised RFP and should be finalized before issue.

S.No.	Evaluation Parameter	Criteria	Marks	Max Marks
1.	Average Turnover for the last 3 FY 2022-23, 2023-24 & 2024-25 CA certified.	a) 75 Lakh and above b) 50 Lakh to 75 lakhs c) Less than 50 lakhs	15 10 5	15
2.	Certifications	a) ISO 9001, ISO 20000 b) CMMI Level 3/4/5 c) In-house Developed Chatbot +	5 5 20	30
3.	Experience of having successfully executed at least 3 similar projects (Government / PSU / National Organization website & CMS projects) in the last 3 years. Value not less than 10 lakh each.	a) 5 above projects b) 3 to 5 projects c) Less than 3 projects	15 10 5	15
4.	Presentation/Demo Performance	Clarity & Depth of Solution Walk through (architecture, CMS demo, prior similar work shown live)	30	30
5.	Proposed Technical Approach, Methodology & Project Plan	• Scope Understanding — Clarity on GIGW 3.0, WCAG, CMS & cloud infra requirements • Technical Architecture — CMS platform choice, scalability, multilingual handling • Cloud Infrastructure Design Dev/Staging/Production sizing approach • Security-by-Design WAF, OWASP Top 10 mitigation, audit logging strategy • Data Migration Strategy -Legacy website, historical records & publications • Project Plan & Timeline — Phasing realistic against 60-day execution period • Risk Mitigation Plan — Identified risks with mitigation approach	10	10
		Total Marks:		100

Minimum marks required for consideration: 70

QCBS Weightage (Technical: Financial): 70: 30

Indicative technical qualifying score: 70/100. Final QCBS weightage may be retained at Technical 70: Financial 30, subject to approval by the Competent Authority.

Financial evaluation, normalization and final award shall be performed strictly in accordance with the final tender conditions and applicable Government procurement rules. No language in this draft shall be treated as a final award formula until approved.

9. Instructions to Bidders

9.1 Bid Submission System

The bids shall be submitted in a Two-Cover System in separate sealed envelopes, as detailed below:

- **Cover 1** – Technical Bid: Shall contain the eligibility documents, company profile, project methodology, proposed technical architecture, UX/UI design approach, CMS implementation plan, security and cloud hosting plan, content and data migration strategy, details of the proposed project team along with CVs and all relevant supporting documents.
- **Cover 2** – Financial Bid: Shall contain the duly filled-in financial proposal/commercial quotation in the prescribed format (BOQ), indicating the complete project cost, applicable taxes and other charges, wherever applicable.
- Both envelopes shall be duly sealed and super scribed as "Technical Bid" and "Financial Bid", respectively, along with the RFP reference number and name of the bidder.

9.2 Mode of Submission

The bidders shall submit their proposals in physical form in sealed envelopes, duly super scribed with the name of the project and RFP reference number, at the address specified in the RFP on or before the stipulated date and time. Bids received after the prescribed deadline shall not be considered.

9.3 Pre-Bid Queries & Clarifications

- Bidders shall submit queries through the officially notified channel within the prescribed deadline.
- The Competent Authority may issue consolidated clarifications or corrigenda.
- Late queries may not be entertained.
- Any amendment to the RFP shall be notified through an official corrigendum.

9.4 Language & Currency

The bid and all correspondence shall be in English unless otherwise permitted. Financial bids shall be quoted in Indian Rupees (INR).

9.5 Amendment of RFP

The Authority reserves the right to amend, modify or clarify the RFP by issuing a corrigendum/addendum on its official website, which shall be binding on all bidders.

10. EMD/Bid Security and Performance Security

The provisions relating to Earnest Money Deposit (EMD)/Bid Security, Performance Security and applicable exemptions shall be governed by the General Financial Rules (GFR), 2017, as amended from time to time, and the applicable instructions, orders, guidelines and clarifications issued by the Ministry of Finance, Department of Expenditure, Government of India. All matters relating to the aforesaid securities, including their applicability, requirements, conditions and exemptions, shall be subject to the relevant provisions of the prevailing Government of India procurement rules and instructions. In the event of any matter not being specifically covered under this Tender Document, the applicable provisions of the aforesaid rules, instructions and guidelines shall prevail.

10.1 Performance Security:

The selected Bidder shall be required to furnish a Performance Security equivalent to 5% of the total contract value, in the form of a Demand Draft (DD) or Bank Guarantee (BG), drawn in favour of NIEPA, New Delhi. The Performance Guarantee shall be submitted physically within 30 days from the date of receipt of the confirmed Work Order/Letter of Award (LoA).

10.2 Performance Security (Refundable)

The Performance Security shall be refundable upon satisfactory completion of the contractual obligations and shall remain valid for a period of one (01) year from the date of successful completion and acceptance of the project or for such period as specified in the contract.

11. Payment Terms & Milestones

Milestone	Description	Indicative Payment
Milestone 1	Discovery, requirements, information architecture, UX/UI, CMS architecture and cloud design approval	20%
Milestone 2	Responsive frontend, CMS development, repository modules and core integrations	30%
Milestone 3	Content migration, integration testing, performance/accessibility testing, VAPT and UAT	25%
Milestone 4	Production Go-Live, documentation, training, source-code handover and final acceptance	15%
Milestone 5	Post-Go-Live stabilization / warranty completion	10%

- Payments shall be linked to formal acceptance of the relevant milestone and shall be subject to the final contract terms.
- Payment to the successful bidder shall be made upon satisfactory submission and acceptance of the project deliverables.

12. Deliverables & Intellectual Property

- Complete source code, build/deployment scripts and configuration documentation.
- CMS database schema, data dictionary and repository taxonomy.
- UI/UX designs, design system and reusable templates.
- API documentation and integration specifications.
- Cloud architecture and configuration documentation.
- Content migration scripts/reports and migration validation report.
- Security/VAPT and remediation reports.
- Accessibility and performance test reports.
- Administrator, content-editor and end-user documentation.
- Training material and knowledge-transfer sessions.
- Backup, disaster recovery and operational runbooks.
- All project-specific customizations, content structures, designs and deliverables shall vest with the Authority as per the final contract.

13. General Terms & Conditions

13.1 Bid Validity

Bid Validity Period: The bids submitted by the participating agencies shall remain valid for a period of **180 (One Hundred and Eighty)** days from the last date of submission of bids. The Bidder shall not be permitted to withdraw or modify its bid during the validity period. The validity period may be extended with mutual consent of the Authority and the Bidder.

13.2 Scope Changes and Change Requests

Any changes or additional functionalities beyond the approved scope of work shall be treated as a Change Request and shall be undertaken only with the prior written approval of the competent authority.

13.3 Milestone Acceptance

The deliverables shall be subject to examination and verification by the Authority. Each milestone shall be deemed accepted only upon satisfactory completion of the prescribed deliverables and successful User Acceptance Testing (UAT), wherever applicable, and written approval by the competent authority.

13.4 Delay / Liquidated Damages

In case of delay in completion of the project attributable to the selected Bidder, liquidated damages shall be imposed at the rate of 0.5% of the value of the delayed portion of work per week or part thereof, subject to a maximum of 10% of the total contract value, in accordance with the applicable Government procurement guidelines and terms of the contract.

13.5 Confidentiality

The selected Bidder shall maintain strict confidentiality of all information, website designs, layouts, source codes, database structures, content, documents, user credentials, unpublished research materials and other data accessed, developed, created or processed during the execution of the project. The Bidder shall not disclose, share, copy, transfer or use any such information, designs or data for any purpose other than the execution of the project without prior written approval of the Authority. All website-related designs, source codes, content, databases and project data shall remain the property of the Authority. This obligation shall remain binding even after the expiry or termination of the contract.

13.6 Force Majeure

Neither party shall be liable for failure caused by events beyond reasonable control, subject to contract conditions.

13.7 Termination

The Authority reserves the right to terminate the contract, either in whole or in part, in the event of non-performance, unsatisfactory performance, breach of contractual obligations, violation of applicable rules and regulations, or any other grounds specified in the contract. The selected Bidder shall comply with the terms and conditions relating to termination as stipulated in the RFP and the final agreement executed between the parties.

13.8 Arbitration & Jurisdiction

Any dispute or difference arising out of or in connection with the tender or the contract shall be resolved in accordance with the applicable laws of India. The arbitration proceedings, if any, shall be conducted in Delhi and the courts at Delhi shall have exclusive jurisdiction over all matters arising out of or in connection with the contract.

13.9 Sub-Contracting

Sub-contracting or assignment of the whole or any part of the work to any third party shall not be permitted under any circumstances. The selected Bidder shall execute the entire scope of work independently and shall remain solely responsible and accountable for the successful, timely and satisfactory completion of all contractual obligations.

13.10 Anti-Corruption

The Bidder shall comply with applicable Government of India anti-corruption and integrity provisions.

13.11 Statutory Compliance

The selected Bidder shall comply with all applicable Central and State Government laws, rules, regulations and statutory requirements, including those relating to taxation, labour laws, information technology, data protection, cyber security and other applicable legal provisions, throughout the contract period.

14. Support, Warranty & Annual Maintenance

The selected Bidder shall provide a minimum post-Go-Live warranty period as specified in the final tender, covering bug fixing and correction of defects attributable to the delivered solution.

- Corrective maintenance and issue resolution.
- Security patches and vulnerability remediation.
- CMS/application monitoring.
- Performance optimization.
- Cloud infrastructure monitoring where included.
- Backup monitoring and restoration support.
- Periodic health/security review.
- SLA-based response and resolution for Critical, High, Medium and Low incidents.
- Annual Maintenance Contract (AMC) pricing shall be quoted separately if required.

15. Contact Information

For all queries relating to this RFP, communication shall be made exclusively through the official contact details and procurement channel specified in the final RFP issued by the IKS Division, Ministry of Education (MoE).

Official email: contactiks@iksindia.org

Note: The IKS Division's official website provides contact details and facilities for feedback, queries and FAQs. The relevant contact details and communication for the present RFP shall be duly incorporated by the Competent Authority in the final RFP document.

Annexure A: Bid Submission / Covering Letter Format

(To be submitted on the Letterhead of the Bidder)

To,

The National Coordinator,
Indian Knowledge Systems (IKS) Division,
Ministry of Education,
Government of India,
New Delhi.

Subject: Submission of Bid against RFP No. _____ for Selection of an Agency for Design, Development, Redesign, Redevelopment, Implementation, Hosting, Security Audit and Annual Maintenance of a Fully Dynamic Website with Multi-Level Content Management System (CMS) and Digital Knowledge Repository.

Sir/Madam,

With reference to the above-mentioned Request for Proposal (RFP), we hereby submit our Technical Bid and Financial Bid for the execution of the aforesaid project.

We hereby confirm that:

1. We have carefully examined the RFP document, including all terms and conditions, annexures and scope of work and agree to abide by the same.
2. The information, documents and declarations furnished in our bid are true, correct and complete to the best of our knowledge and belief.
3. We undertake to execute the project in accordance with the requirements, specifications, timelines and terms and conditions stipulated in the RFP and the subsequent agreement.
4. We agree to abide by the decision of the competent authority in respect of the evaluation and selection process, subject to the applicable rules and provisions.
5. Our bid shall remain valid for the period specified in the RFP.

We understand that any false statement, misrepresentation or concealment of material information may result in rejection of our bid or other appropriate action as per applicable rules.

Thanking you.

Yours faithfully,

For and on behalf of the Bidder

Authorized Signatory: _____
Name of Authorized Signatory: _____
Designation: _____
Name of Company/Firm: _____
Company Seal: _____
Date: _____
Place: _____

Annexure B: Technical Bid – Document Checklist

S. No.	Document	Reference / Remarks
01	Bid Submission / Covering Letter	Annexure A
02	Certificate of Incorporation / Registration	Legal existence
03	GST Registration & PAN	Statutory compliance
04	Turnover certificate / audited financial statements	Last three financial years
05	Similar project work orders & completion certificates	Government / education / research / knowledge portals preferred
06	Company Profile & Organization Chart	Organizational details
07	Technical Approach & Methodology	Architecture, UX, CMS, repository, security
08	Cloud Infrastructure Plan	Dev / Staging / Production
09	Content Migration Plan	Legacy website and repository
10	Security & VAPT Approach	Security architecture
11	Accessibility & Multilingual Approach	WCAG/GIGW/Bharatiya Bhasha readiness
12	Proposed Team & CVs	Key personnel
13	Non-Blacklisting Declaration	Annexure D
14	ISO / CMMI / other certificates	As applicable
15	Security Performance proof	As applicable

Annexure C: Financial Bid – Price Schedule (BOQ)

S. No.	Component	Amount (₹)	GST / Taxes & Total as applicable
1	Discovery, UI/UX Design, Information Architecture & Design System		
2	Website Development & CMS Implementation		
3	Knowledge Repository, Search, Metadata & Document Management		
4	Research / Centres / Courses / Internship / Funding Modules		
5	Events, Webinars, Media, Gallery & Video Integration		
6	Content Migration & SEO Redirect Mapping		
7	Accessibility, Performance, Security Testing & VAPT		
8	Cloud Infrastructure – Development		
9	Cloud Infrastructure – Staging/UAT		
10	Cloud Infrastructure – Production (per year)		
11	Training, Documentation & Knowledge Transfer		
12	AMC / Support – per year		

Grand Total: ₹ _____

Third-party services, domain, premium certificates, SMS/e-mail gateways, payment gateway charges and other subscription services shall be treated as specified in the final tender.

ANNEXURE – D: SELF-DECLARATION / UNDERTAKING

(To be submitted on the Letterhead of the Bidder)

To,

The National Coordinator,
Indian Knowledge Systems (IKS) Division,
Ministry of Education,
Government of India,
New Delhi.

Subject: Self-Declaration regarding Non-Blacklisting and Compliance with Applicable Rules and Regulations

Sir/Madam,

We hereby solemnly declare and undertake that:

1. Our Company/Firm has not been blacklisted, debarred or declared ineligible for participation in any Government tender by any Ministry/Department of the Government of India, State Government, Public Sector Undertaking (PSU) or Autonomous Body as on the date of submission of this bid.
2. We further declare that no proceedings for blacklisting or debarment are pending against our Company/Firm, except those, if any, specifically disclosed in our bid.
3. We undertake to comply with all applicable Government of India rules, regulations, procurement guidelines, integrity and anti-corruption provisions.
4. We shall comply with all applicable statutory requirements, including those relating to taxation, labour laws, information technology, data protection and cyber security.
5. We undertake to maintain strict confidentiality of all information, documents, website designs, source codes, databases and other data provided or accessed during the execution of the project.
6. We understand that any false declaration, concealment of material information or violation of the above undertaking may result in rejection of our bid, termination of the contract and/or other appropriate action as per applicable rules and contractual provisions.

We hereby confirm that the information furnished above is true and correct to the best of our knowledge and belief.

Yours faithfully,

For and on behalf of the Bidder

Authorized Signatory: _____
Name of Authorized Signatory: _____
Designation: _____
Name of Company/Firm: _____
Company Seal: _____
Date: _____
Place: _____

Annexure E: Indicative Cloud Infrastructure Requirements

The following is a vendor-neutral reference architecture. Bidders shall propose detailed sizing based on expected traffic, repository size, concurrent users, media workload, administrative usage, backup requirements and security controls.

S. No.	Component	Purpose	Indicative Requirement
1	DNS / Hosted Zone	Domain and DNS management	1 hosted zone / as required
2	WAF	Protection from common web attacks	Managed WAF with custom rules
3	Load Balancer	Availability and scalable traffic distribution	Application-layer load balancer
4	Application Servers	Website/CMS workloads	Bidder-proposed scalable Linux instances
5	Database Server	CMS/repository database	Managed DB or dedicated instance, HA where required
6	Object Storage	Documents, images, videos and media	Scalable object storage
7	Backup Storage	Database, files and configuration backups	Automated scheduled backup with retention policy
8	Monitoring & Logging	Infrastructure/application monitoring	Metrics, dashboards and centralized logs
9	Audit Trail	Administrative and API activity	Continuous activity logging with defined retention
10	Threat Detection	Security monitoring	Managed threat detection/security analytics where applicable
11	CDN	Static/media delivery and performance	CDN-ready architecture
12	Secure Admin Access	Restricted administrative access	VPN / zero-trust / controlled access as proposed

Production-equivalent infrastructure shall be sized by the Bidder. Development and Staging/UAT may be proportionately smaller provided they are adequate for parallel development, testing and UAT without affecting Production.

All cloud infrastructure shall comply with applicable Government of India hosting, security and data requirements and shall be hosted with an eligible/approved cloud provider where mandated.

Annexure F: Indicative IKS Content Taxonomy & Metadata

The taxonomy shall be configurable and may be expanded by the IKS Division. It is based on the information architecture visible on the current IKS public portal and is intended to provide a structured foundation for the redesigned CMS.

Content Type	Indicative Metadata
Content Type	Indicative Metadata
IKS Centre	Centre name, institution, location, domain, coordinator/contact, status, activities, publications, links
Research Project	Title, investigators, institution, domain, abstract, duration, status, outputs, reports, documents
Course	Course title, institution/course creator, category, language, mode, duration, URL, status
E-Book / Publication	Title, author/editor, year, ISBN where applicable, language, subject, file, rights/licence, keywords
Lecture / Video	Title, speaker, event, date, language, duration, video URL, transcript/caption, topic
Event	Title, type, date, time, venue/mode, speakers, registration, brochure, recordings, gallery
Funding Opportunity	Scheme, objective, eligibility, documents, deadline, application link, status, corrigenda
Internship	Programme, eligibility, dates, application, project themes, instructions, results/status
Policy / Guideline	Title, document type, date, version, issuing authority, effective date, file, status
News / Announcement	Title, summary, date, category, priority, attachment, publish/expiry date
Media	Caption, alt text, credit, date, category, rights/licence, associated content

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