



INDIA ISLAMIC CULTURAL CENTRE

87-88, Lodhi Road, New Delhi-110003

Minimum Requirements for Website Support & Maintenance Service

The **India Islamic Cultural Centre (IICC)** intends to engage a competent and professional agency to provide **Website Support & Maintenance Services** for managing and strengthening the Centre's digital presence.

The selected agency shall be responsible for the **complete management of the IICC website (www.iiccentre.com)**, including updates, maintenance, and technical support.

Interested agencies must meet the following **minimum requirements** and submit a **detailed technical proposal** outlining their methodology, resources, workflow, and service delivery approach.

1. Website Support & Maintenance Services

The selected agency shall ensure the **continuous operation, security, performance optimization, and timely updating of the IICC website.**

The agency will be responsible for **all operational website-related activities**, and routine involvement of IICC staff in website management will not be required.

1.1 Website Content Management & Updates

The service provider shall be fully responsible for **all website content updates and modifications.**

The agency shall:

- Upload and update **news, announcements, notices, event details, programme information, images, videos, and documents** as provided by IICC.
- Create and update **web pages, banners, sliders, and information sections** whenever required.
- Maintain **photo galleries, video galleries, and document repositories** related to IICC activities.
- Ensure **proper formatting, layout consistency, and professional presentation** of all website content.
- Provide **unlimited updates and uploads** as required by IICC administration.

Routine website management and updates shall be handled **entirely by the service provider.**



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1.2 CMS / Admin Panel

The service provider shall provide the following two types of secure and user-friendly CMS/Admin Panels:

- **Departmental Panel** – enabling authorized users to access and manage their respective departmental webpages on the website.
- **IICC Master Panel** – enabling authorized users to access and manage all webpages of the website.

The CMS/Admin Panel must:

- Be simple, intuitive, and easy to operate for non-technical users.
- Have feature for optimizing image.
- Enable quick publishing and updating of notices, announcements, and other website content.
- Provide secure login authentication and role-based access control.
- Maintain activity logs and records of all updates and modifications carried out through the CMS.

Notwithstanding the availability of the CMS/Admin Panel, all routine and regular website updates and maintenance shall remain the responsibility of the service provider.

1.3 Website Maintenance & Technical Support

The service provider shall:

- Ensure **smooth functioning and uninterrupted operation** of the website.
- Provide **continuous monitoring, troubleshooting, and bug fixing**.
- Ensure compatibility with **major browsers and mobile devices**.
- Provide **server-side and application-level technical support**.
- Ensure the website remains **fully responsive across desktops, tablets, and smartphones**.

1.4 Technical Maintenance, SEO & Performance Optimization

The agency shall ensure:

- Secure hosting services with a minimum guaranteed uptime of **99.5% per month**.
- Continuous monitoring and optimization to maintain **fast page loading speed** and superior user experience.
- Optimization of images, multimedia files, and all web resources to enhance performance.



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- Implementation of **on-page SEO best practices**, including proper URL structuring, keyword optimization, and internal linking.
- Creation, management, and regular updating of **meta tags** (title, description, alt attributes, schema markup) to improve search engine visibility.
- Ensuring proper **search engine indexing**, sitemap management, and integration with webmaster tools.
- Periodic **SEO audits** to assess website performance, keyword rankings, crawlability, and technical compliance.
- Continuous website performance monitoring using industry-standard tools and analytics platforms.
- Conducting a **comprehensive website health check-up** at defined intervals, covering performance, SEO, accessibility, and technical parameters, along with actionable improvement recommendations.

1.5 Security & Data Integrity

The service provider must ensure:

- Continuous monitoring against **malware, hacking attempts, and unauthorized access**.
- Regular security updates, patches, and **vulnerability assessments**.
- Proactive malware scanning, detection, and prevention mechanisms.
- Implementation and maintenance of **SSL certificates** and secure HTTPS connectivity.
- Automated periodic backups of website files and databases with secure storage.
- Clearly defined and tested **data restoration and disaster recovery procedures** in case of system failure.
- Periodic **security audits and system health check-ups** to identify risks, ensure data integrity, and maintain compliance with best practices.

1.6 Technical Support & Service Level Agreement (SLA)

The agency shall provide **structured technical support services** including:

Support Mechanism

- Dedicated support email and contact number
- Structured support ticket or service request system
- Submit detailed **Response & Resolution Timelines**



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Reporting

The service provider shall submit **periodic reports including:**

- Website uptime statistics
- Security monitoring reports
- Website performance analysis
- Visitor analytics and engagement metrics
- Summary of updates and maintenance activities

2. Eligibility Criteria

Agencies applying must:

- Be legally registered entities (Company / LLP / Partnership / Proprietorship) in India.
- Possess valid PAN, GST Registration, and other applicable statutory registrations.
- Have a minimum five (5) years of relevant experience in website development, maintenance, hosting, and technical support services.
- Have successfully completed at least three (3) website maintenance/support projects of similar nature during the last three years.
- Demonstrate experience in managing websites, content management systems (CMS), hosting environments, SEO activities, and social media platforms.
- Possess an in-house team comprising web developers, designers, SEO specialists, content management personnel, and technical support resources.
- Have experience in providing role-based CMS/Admin Panels and website content management solutions.
- Demonstrate capability in website security management, SSL implementation, malware protection, backup management, and disaster recovery procedures.
- Demonstrate experience in website performance optimization, analytics, search engine optimization (SEO), and search engine indexing management.
- Currently manage and maintain at least five (5) active websites on an annual maintenance/support basis.
- Submit a portfolio with verifiable website links and details of services being provided.
- Submit at least three (3) client references with contact details for verification.



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- Have an average annual turnover of not less than ₹25 lakh during the last three financial years.
- Not have been blacklisted, debarred, or terminated by any Government Department, PSU, Autonomous Body, Educational Institution, or Corporate Organization during the last five years. A self-certified declaration in this regard shall be submitted.
- Preference will be given to agencies having experience working with cultural, educational, charitable, membership-based, or institutional organizations.
- Preference may also be given to agencies having an operational office in Delhi-NCR for better coordination and support.

3. Technical Proposal Requirement

Interested agencies must submit a **detailed technical proposal** including:

- Understanding of the assignment
- Proposed methodology and workflow
- Team composition and qualifications
- Tools and technologies to be used
- Content production process
- Work plan and timelines
- Portfolio of similar projects
- Support and communication mechanisms

The proposal should clearly demonstrate the agency's **technical capability, experience, and ability to deliver the required services effectively.**

4. Proposal Submission

Interested agencies are required to submit:

- Company profile with registration details.
- Certificate of Incorporation / Registration.
- PAN Card and GST Registration Certificate.
- Portfolio and relevant work samples.
- Details of at least three similar projects completed during the last three years.
- List of currently managed websites along with URLs and scope of services.
- Proposed technical approach and strategy.
- Detailed technical proposal as specified in Section 3.
- Financial proposal (clearly indicating rates, applicable taxes, and payment terms).



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- Average annual turnover details for the last three financial years supported by audited financial statements or a CA-certified turnover certificate.
- Details of key personnel, their qualifications, experience, and organizational structure.
- Details of technical infrastructure, software tools, and support systems to be utilized.
- Client list with contact details for verification.
- Service Level Agreement (SLA) including response time, resolution time, escalation matrix, and support mechanism.
- Self-certified declaration regarding non-blacklisting/non-debarment.

Proposals must be submitted in a sealed envelope superscribed as:
"Proposal for Website Support and Maintenance Services – IICC"//

Last Date for Submission: 10/08/2026

Address for Submission:

Secretary

India Islamic Cultural Centre (IICC)

87-88, Lodhi Road, New Delhi – 110003

Email: it.office@iiccentre.com

Phone: 011-43535337

6. General Terms

- IICC reserves the right to accept or reject any or all proposals without assigning any reason.
- Incomplete proposals or proposals received after the due date shall not be considered.
- Only shortlisted agencies will be contacted for presentation/discussion.

**Secretary,
India Islamic Cultural Centre**



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Shahana
Secretary, 22/7/26

India Islamic Cultural Centre