SREENARAYANAGURU OPEN UNIVERSITY
KOLLAM

No. IT-1/110/WebAudit/SGOU/2024   Date: 08/09/2025

Expression of Interest Invited

Sreenarayanaguru Open University invites Expressions of Interest (EOIs) from qualified experts and experienced vendors for conducting a comprehensive functional audit of the university's official website and the academic ERP. The purpose of the audit is to evaluate and improve the usability, accessibility, performance, compliance, and security of the university's web platform.

Scope of Work

The functional audit shall include, but is not limited to, the following areas:

1. **Evaluation of Delivered Services Against Functional Requirements**

   - Validate functional aspects against complete contractual deliverables.

   - Align process steps with global and national benchmarks, UGC norms and guidelines, and University Statute guidelines.

2. **Usability Across Multiple Devices and Browsers**

   - Optimize data entry points and avoid repeated data entry across processes and process steps.

3. **Compliance with Accessibility Standards**

4. **Review of Content Structure and Internal Link Consistency**

5. **Performance (Speed/Load Time, Uptime Tracking, optimized cloud service utilisation)**

6. **Security Aspects and Vulnerability Assessment**

7. **Identification of Technical Issues Affecting User Experience**

8. **Effective Risk Management**

   - Review system maintainability.

9. **Server Load Management**

   - Review records and quality records for global and national best practices.

10. **Identification of Functional Gaps and Misses**

11. **Recommendations for Functional Improvements, changes and updates, additional features to be included**

12. **Recommendations for optimized resource utilisation including cloud storage**

13. **Any Other Areas Found Relevant During the Audit Process**

Eligibility Criteria

Agencies/Experts should have experience in managing or auditing ERP applications for academic entities/business firms or web services for universities or educational institutions. Relevant documents demonstrating the following qualifications/experience shall be submitted along with the EoI:

- Successful completion of similar projects

- Experience in working with government or academic websites

- Knowledge of compliance with UGC, WCAG, and GIGW standards

Submission Guidelines

Interested vendors are advised to submit sealed tenders along with supporting documents as proof of eligibility and qualifications. The tenders must reach the office of the Registrar on or before 4:00 PM on 15/09/2025. The EoI shall specify the details of the cost breakup and mode of operation. For technical queries, please contact 9188909904, cc@sgou.ac.in, or registrar@sgou.ac.in. The tenders will be opened on 16/09/2025 at 11:00 AM.

Registrar