भारतीय प्रबंधन संस्थान अमृतसर
Indian Institute of Management Amritsar

ONLINE BIDS ARE INVITED UNDER SINGLE-STAGE (TWO BID SYSTEM) PROFESSIONAL AGENCIES FOR THE BELOW REQUIREMENT

NAME OF SERVICE: DESIGN, DEVELOPMENT, AND MAINTENANCE OF IIM AMRITSAR NEW BILINGUAL WEBSITE AND ASSOCIATED WEB PORTALS

BID DOWNLOADING SCHEDULE: Tender documents can be downloaded from the CPPP site https://eprocure.gov.in/eprocure/app as per the schedule given CRITICAL DATE SHEET as under

CRITICAL DATE SHEET:

Tender Number	IIMASR/SP/2023-24/388
Published Date	03.10.2023
Bid Document Download / Sale Start Date	03.10.2023
Clarification Start Date	03.10.2023
Clarification End Date	10.10.2023 @ 10: 00 AM
Pre-Bid Meeting Date	10.10.2023 @ 02:30 PM Zoom Online Meeting https://zoom.us/j/91212266790 Meeting ID: 912 1226 6790 Passcode: 573755
Bid Submission Start Date	14.10.2023 @ 11: 00 AM
Bid Submission End Date	24.10.2023 @ 02: 00 PM
Technical bid opening date	25.10.2023 @ 02:30 PM
Contact information (Tender Inviting Authority)	Dean Administration Indian Institute of Management Amritsar PIT Building, Govt. Polytechnic Campus Polytechnic Road, Chheharta G.T. Road, Amritsar -143105 Email: purchase@iimamritsar.ac.in **Technical Queries:** ithelpdesk@iimamritsar.ac.in

1. Bid Submission:

Bids shall be submitted online only at the CPPP website: https://eprocure.gov.in/eprocure/app Tenderer/Bidder is advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided in Annexure A for online submission of bids.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document.

Not more than one tender shall be submitted by one bidder or bidders having a business relationship. Under no circumstance will the father and his son(s) or other close relations who have a business relationship with one another (i.e., when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

The tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app shall not alter/modify the tender form, including the downloaded price bid template in any manner. In case if the same is found to be altered/ modified in any manner, the tender will be completely rejected, and EMD will be forfeited, and the tenderer is liable to be banned from doing business with IIM AMRITSAR.

Intending tenderers are advised to visit the CPPP website https://eprocure.gov.in/eprocure/app again regularly till the closing date of submission of tender for any corrigendum/addendum/ amendment.

2. Contract Period:

The initial Contract/empanelment will be for a **period of 4 years (1 Year warranty + 3 Year AMC) from the date of Go-live/UAT.** The contract may be further extended based on mutual agreement and with the approval of the competent authority.

The contract/empanelment shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor will not have any right, either contractual or equitable, to demand any fresh contract for another term or to continue the same in preference to anyone else.

3. Earnest Money Deposit (EMD):

Bidders are required to submit EMD in favour of the "INDIAN INSTITUTE OF MANAGEMENT AMRITSAR" payable at AMRITSAR for an amount of **Rs. 50,000/- (Rupees Fifty Thousand Only)** along with their bids in the form of a Fixed Deposit Receipt /Bank Guarantee from any Commercial Bank or Private Bank Authorised to conduct Government business.

OR

The Bidder (s) may remit the Earnest Money Deposit (EMD) online at https://iimamritsar.ac.in/payment.html link.

OR

Sr. No	Description	Details
1	Name of Beneficiary	Indian Institute of Management, Amritsar
2	Bank account No	2083214000009
3	Name of Bank	Canara Bank
4	IFSC Code	CNRB0002083

A copy of the payment transaction receipt has to be attached with the Tender application form, without which the Tender won't be considered for the bidding process.

No hard copies of the bid or any documents in any form, except the EMD amount shall be accepted by IIM AMRITSAR as part of this bidding process.

All applicable bank charges shall be borne by the applicant. Tenders submitted without EMD shall be rejected.

However, MSMEs only with UDYAM/NSIC registered units with relevant NIC codes are exempted from the payment towards the cost of EMD on e- submitting valid, relevant documents along with the Bid security declaration. The decision of IIM AMRITSAR Officials will be final and binding to all for interpretation of any ambiguity.

4. Release of EMD:

EMD of unsuccessful Bidders shall be returned within 30 days after publishing the technical evaluation result OR awarding of the contract, whichever is later. EMD of successfully empanelled Bidder shall be returned after the deposit of the Performance Security Deposit (PSD).

5. Submission of Tender:

The tender shall be submitted online as follows:

Chapter-1: Pre-qualification documents as per Chapter-1.

Chapter - 2: Price bid as per Price Bid format.

The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.

Chapter-1

Pre-qualification Bid.

The following documents are to be furnished by the tenderer along with **Pre-Qualification Bid** as per the tender document:

Sr No	Eligibility Criteria	Document to be Produced as Part of Technical Bid
(a)	Should have a valid GST and PAN Number	Copy of GST certificate and PAN card
(b)	The company/agency shall be in existence for the last five (5) years from the date of the publishing of this tender.	A copy of the incorporation certificate shall be submitted.
(c)	As of 31-03-2023, the firm should have minimum of three years of experience in the design, development, and provision of maintenance and management services of websites/portals/web applications. The bidder should have executed Similar Work(s) during the preceding 3 (three) Financial years i.e, 2020-21, 2021-22 & 2022-23, reckoned till 31-03-2023: a) The Bidder must have successfully executed/completed at least one single order of **16 Lakhs**. OR b) The Bidder must have successfully executed/completed at least two orders of **10 Lakhs**. OR c) The Bidder must have successfully executed/completed at least Three orders of **8 Lakhs**.	Copies of the work order, the completion certificate, and the performance certificate are required to prove eligibility. Copies of Two (02) Work Orders / Contract Awards along with Work Completion Certificates during the last THREE (03) Financial Years from i.e, 2020-21, 2021-22 & 2022-23. The phrase "Similar Service" means: "Design, development & providing maintenance and management services of websites/portals/web applications in any CFTI/ Institute of National Importance like IIM/ IIT/ IISc/ IISER /NISER /NIT /IIIT/AIMS/ Central and State Govt Organization / PSU / Public Listed Company."
(d)	The bidder's average annual turnover (AATO) should not be less than **60 Lakhs** during the preceding three (03) completed financial years, i.e., i.e, 2020-21, 2021-22 & 2022-23 as on the date of the Techno-Commercial bid opening.	For this purpose, the bidder shall submit the Income Tax return statements and the Financial Statement(s) / Audited Balance Sheet and P&L Account (wherever applicable) undertaken/ signed by a Member of the Institute of Chartered Accountants of India (ICAI), which Bidders submit in support of compliance to Qualifying Requirements will carry Unique Document Identification Number (UDIN) generated in line with the Gazette Notification of Council of Institute of Chartered Accountant of India (ICAI).

(e)	The bidder shall not incur any losses in the last three (3) financial years i.e., i.e, 2020-21, 2021-22 & 2022-23.	For this purpose, the bidder shall submit the Income Tax return statements and the Financial Statement(s) / Audited Balance Sheet and P&L Account (wherever applicable) undertaken/ signed by a Member of the Institute of Chartered Accountants of India (ICAI), which Bidders submit in support of compliance to Qualifying Requirements will carry Unique Document Identification Number (UDIN) generated in line with the Gazette Notification of Council of Institute of Chartered Accountant of India (ICAI).
(f)	Bidder should not have been debarred /blacklisted by any State/ Central Government during the last THREE (03) Financial Years with effect from i.e, 2020-21, 2021-22 & 2022-23	A self-certificate should be attached.
(g)	Bidder shall not have abandoned any works/services in the last three (3) financial years, i.e, 2020-21, 2021-22 & 2022-23.	A self-certificate should be attached.
(h)	Bidder Should have a sufficient number of workers for the proper execution of the contract	A self-certificate should be attached.
9	Other mandatory documents as per PQC Criteria. (Scanned documents duly signed and stamped on Company's Letterhead)	- GSTIN (Registration certificate) Copy self-attested - PAN Copy self-attested. **Annexure-B** (Tender acceptance letter) **Annexure- C** (List of Work orders and Completion Certificates) **Annexure- D** (CA Turnover Certificate)
10	EMD (Earnest Money Deposit)	EMD payment detail **OR** Certificate for exemption **(Udyam /NSIC)** + Bid Security Declaration

Bidders are advised to upload/ attach only relevant and valid documents. Uploading/ attaching unsolicited documents/ certificates may lead to the rejection of the bid.

Chapter-2

Technical Bid

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. All the above information should be organized in a logically structured form and submitted as a technical bid with an index. Bidder is free to add any information that can help in assessing the technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the product being proposed by the bidder.

The Technical bid will have two parts, Part I and Part II, for evaluation. Part I is documentation, and part II is presentation. The Technical Proposal will be opened first and evaluated for Part I. The bidders who qualify for the criteria mentioned in Part I will be eligible for Part II.

Presentation: A Separate online meeting for presentation will be conducted through Google Meet or any other platform, as decided by IIM Amritsar, to assess the technical competence of the technically eligible bidders in Part I, confirming the pre-eligibility criteria. The bidders can use this presentation as an opportunity to present their proposal and to understand the requirements of the institute. This presentation will be part of the evaluation of technical bids. A maximum of two representatives per bidder will be permitted to attend an online meeting for presentation, subject to the submission of a valid authorization letter.

The Financial Proposal of only those Agencies whose technical bid is found to be technically responsive by the Committee will be opened. The Financial Proposals of ineligible Agencies will not be opened.

Chapter-3

Price Bid

Price Bid of only technically qualified bidders shall be opened at a later date in the presence of the Institute's Officials. Qualified bidders shall be intimated by web notification or auto-generated email through e-procurement. The date and time of opening the price bid shall be communicated to the eligible bidders through web notification at the e-procurement website: https://eprocure.gov.in/eprocure/app

1. The bidders have to e-submit the price bid only as per the price schedule format/template available on the CPP portal. Any other format for e-submission of price bid shall be outright rejected without any further reference to the bidders.

2. In case the price bid is found to be tempered/modified in any manner, the tender will be completely rejected, and EMD will be forfeited, and the bidder is liable to be banned from doing business with IIM AMRITSAR.

3. Do not quote a price in the Pre-Qualification, Technical bid, or elsewhere; it would lead to your bid getting disqualified without any further reference to the bidders.

4. The prices must include all the applicable taxes and duties, fees, and any other charges except GST. If applicable, the GST component will be shown separately and will be paid extra as per the price bid.

5. IIM AMRITSAR reserves the right to ask for a detailed price break-up /justification of the quoted price with the successful bidder.

6. IIM AMRITSAR reserves the right to negotiate the quoted price with the lowest successful bidder.

7. The quoted rates shall remain firm throughout the contract period and no revision is permissible for any reason.

    7.1. Any quote by the bidder for a few items in any of the sections shall not be considered for evaluation.

The IIM, Amritsar reserves the right, at any time and in its absolute discretion, to accept or reject proposals (or to permit any bidder to resubmit its proposal, such that proposal fails to meet any or all of the criteria and/or the requirements), to pursue negotiation with any number of bidders to withdraw from negotiation with any bidder at any time and to suspend, discontinue, modify and/or terminate the Tender process at any time.

Chapter-4

General Terms & Conditions

1. **Bid Validity:**

   The bid submitted by the bidder shall remain valid for a period of **Three (3) Months from the date of opening of the Price bid**. During this period, the bidder shall not be entitled to revoke or vary the content of Bid or any term thereof. In case of making any variation subsequent to submission of bid at their own, the offer shall be treated as "REJECTED," and the Bidder shall be suspended from being eligible for bidding and EMD shall be forfeited without any reference to the Bidder. The Bidder shall be suspended from being eligible for bidding if the bidder prematurely withdraws his bid or the successful Tenderer fails to take up the Work or fails to deposit the performance guarantee.

2. **Payment Terms:**

   Payment will be made based on the certification of IIM AMRITSAR Officials on part (as Running Account Bill) OR full completion of work. No Advance Payment will be made. Payments will be made **within 30 working days** after submitting a corrected copy of the bills. The invoice shall be paid within a time limit of 30 working days, Payment of the subsequent invoice shall be made after IIM AMRITSAR verification on the GST portal for the previous invoice GST paid. Payment will be made by E- payment/NEFT/RTGS after deducting the TDS as applicable.

3. **Rejection of Tender:**

   IIM AMRITSAR reserves the right to, at any time and in its absolute discretion the following:
   (i)   Accept or reject any or all bids.

   (ii)   To permit any bidder to resubmit its shortfall documents.

   (iii)   To suspend, discontinue, modify and/or terminate the Tendering process at any time.

   Canvassing by the bidders in any form, unsolicited letters or emails may result in suspension of the bidder being eligible for bidding from any tender at IIM AMRITSAR. IIM AMRITSAR reserves the right to accept or reject any or all tenders received by it without assigning any reason whatsoever. IIM AMRITSAR may also withdraw or cancel the tender in part or in full at its sole discretion. IIM AMRITSAR also does not bind itself to accept the lowest bid.

4. **Rejection of Bid:**

   (i)   The Techno-Commercial Bid should not contain any price content entry. In case, the Techno-Commercial Bid is found to contain any price content, such bid shall be liable for rejection.

   (ii)   Any effort by a Bidder to influence the Employer in the Employer's bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

5. **Prices/taxes duties:**

   The Bidder should quote firm prices/ rates inclusive of all Taxes like Duties, Levies, Personal Tax, Corporate Tax, worker welfare cess, Labour welfare Cess, etc. and all other expenditures required to be incurred by him/her for providing required construction work, etc. during the contract period as indicated under this tender and afterwards no variation on any account unless otherwise specifically mentioned will be allowed. (The contractor will indemnify IIM AMRITSAR against all statutory liabilities present and future, arising out of this contract.) Only GST as applicable shall be paid extra over and above the quoted rates.

6. **Performance Security Deposit (PSD):**

   6.1. **Purpose and Intent:** This performance deposit clause aims to ensure the commitment and performance of the successful tenderer (hereinafter referred to as "the contractor") in executing the awarded contract. The contractor

shall provide a performance security deposit to protect the interests of the tendering party (hereinafter referred to as "the Institute") in case of non-performance, default, or breach of contractual obligations by the contractor.

6.2. **Performance Security Deposit Amount: (PSD)** The contractor shall provide a performance deposit in the form of a bank guarantee/account payee demand draft/ fixed deposit from a scheduled commercial bank. The amount of the performance deposit shall be **10% of the order value**, as specified in the tender documents and subsequent contract agreement.

6.3. **Performance Security Deposit Submission:** The contractor shall submit the performance deposit to the IIM, Amritsar within 21 days from the date of the Letter of Intent (LOI)/Work Order (WO) or before the commencement of the work/services. The performance security deposit shall be submitted in favour of "Indian Institute of Management Amritsar", payable in the currency specified in the tender documents and subsequent contract agreement. The validity of PSD must be up to 2 months beyond expiry of the contract period. The contractor shall provide extended PSD if the contract period is extended.

6.4. **Non/late-Submission of PSD:** In the event that the contractor fails to submit the required performance security deposit within 21 calendar days from the date of the Letter of Intent (LOI)/work order by the Institute, it shall be considered a material breach of the contract and shall be dealt with accordingly. In case of unavoidable circumstances, the contractor may approach the IIM, Amritsar in advance for availing an extension on the submission of PSD without any penal liability. It shall be the prerogative of the institute to grant such extension on being satisfied by the reason provided.

6.5. In the case where the contractor fails to submit the Performance Deposit after 30 days of completion of original time limit, the IIM, Amritsar shall have right to terminate the Contract, and shall also have an option to 'blacklist' the contractor for a minimum term of 3 years.

6.6. Any such amount due for payment shall be received from the contractor's immediate invoice.

(Proforma for bank guarantee attached as Annexure-H)

7. <u>Error in Tender submission:</u>

IIM AMRITSAR does not take any responsibility for the tender being wrongly submitted in the e-procurement portal and malfunction of the system at the bidder's end or not received in the portal by the stipulated date and time.

8. <u>Authorization:</u>

Bidder signing the tender form or any other documents forming part of the contract on behalf of the Bidder shall be deemed to warranty that he has authority to bind the Bidder. If subsequently comes to light that the person so signed had no authority to do so, IIM AMRITSAR may cancel the tender without prejudice to any other civil & criminal remedies and hold the Bidder liable for all costs, charges, and damages.

9. <u>Conditional Bids:</u>

Conditional bids or Bids based on the process / basic schemes other than those mentioned and / or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

10. <u>Escalation / De-Escalation of Rates:</u> Not Applicable.

11. <u>Compliance with statutory obligations:</u>

The bidder will be required to comply with all statutory obligations from time to time applicable to this contract. In the event of a violation of any contractual or statutory obligations by the bidder, the bidder shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against IIM AMRITSAR by any individual, agency, or government authority due to acts of the bidder, the bidder shall be liable to make good / compensate such claims or damages to the IIM AMRITSAR. As a result of the acts of the bidder, if IIM AMRITSAR is required to pay any damages to any individual, agency or government authority, the bidder would be required to reimburse to IIM AMRITSAR such amount along with other expenses incurred by IIM AMRITSAR

or IIM AMRITSAR reserves the right to recover such amount from the payment(s) due to the bidder while settling its bills.

12. **Assignment and sub-contracting:**

The successful bidder shall not assign, sub-contract or sublet the whole or any part of the contract in any manner. In case of unavoidable circumstances, the successful bidder shall be able to do it with the prior approval of the IIM AMRITSAR officials. However, the job shall be sublet only to the party approved by IIM AMRITSAR officials.

13. **Award of similar types of work/services at the same rates:**

Upon mutual consent, IIM AMRITSAR may award a similar type of work in the campus for which the rates shall be valid up to One year from the date of issue of the work order/ Issue of site clearance letter.

14. **Liquidated Damages:**

a) If the contractor fails to deliver any or all of the Goods/services/works or fails to perform the incidental Works/ Services within the time frame(s) incorporated in the contract, the Procuring Entity shall, without prejudice to other rights and remedies available to the Procuring Entity under the contract, deduct from the contract price, as agreed liquidated damages, but not as a penalty, a sum equivalent to the HALF PERCENT (½%) (or any other percentage if prescribed in the contract) of the delivered price (including elements of GST & freight) of the delayed Goods and/ or incidental Works/ Services for each week of delay or part thereof until actual delivery or performance, subject to a maximum deduction of the TEN PERCENT (10%) (or any other percentage if prescribed in the contract) of the delayed Goods/services/works or incidental Works/ Services' contract price(s). Besides liquidated damages during such a delay, the "Denial Clause" shall also apply. Any failure or delay by any sub-contractor, though their employment may have been sanctioned, shall not be admitted as aground for any extension of time or for exempting the contractor from liability for any such loss or damage as aforesaid.

b) Any failure or delay by any sub-contractor, though their employment may have been sanctioned under the clause above, shall not be admitted as aground for any extension of time or for exempting the contractor from liability for any such loss or damage as aforesaid.

15. **Termination of Contract/Empanelment:**

If the contractor is in default under any of the provisions of this Contract/Empanelment, including but not limited to:

a) Failure to proceed with all or any part of the Contract/Empanelment or Contract Work with due diligence.

b) Failure to execute all or any part of the Contract or to perform any other obligations in accordance with the Contract/Empanelment.

c) Refusal or neglect to make good defective services or after being instructed to do so by IIM AMRITSAR.

d) Going into liquidation (other than a voluntary liquidation for the purpose of reconstruction) or having a receiver appointed for all or part of its undertaking.

e) Delay in executing the Contract/Empanelment such that Liquidated Damages are due under the terms of the Contract/Empanelment.

f) Abandoning the Contract/Empanelment.

g) Assigning or subletting any part of the Contract/Empanelment Scope of Work without the prior written approval of IIM AMRITSAR.

h) Failure to comply with any Applicable Law.

then, and in any such event and without prejudice to any other rights or remedies that IIM AMRITSAR may have, IIM AMRITSAR may issue the contractor written notice describing the default. If the contractor does not commence remedy of the default within (10) Ten days after receipt of the notice, IIM AMRITSAR may terminate all or any part of the Contract/Empanelment Work under this Contract/Empanelment and may then complete or have others complete all such terminated Work at the contractor's sole risk and cost. In case of such termination, the contractor

shall not be entitled to receive further payment, until the terminated Work is completed and accepted by IIM AMRITSAR. If the costs incurred by IIM AMRITSAR, including costs incurred in performing additional services to complete the Contract Scope of Work and IIM AMRITSAR's overheads in this regard, exceed the unpaid balance of the Contract Price, the contractor shall reimburse IIM AMRITSAR such excess within (10) ten days after receipt of an invoice thereof. The rights and remedies provided in this article are in addition to the rights and remedies provided to IIM AMRITSAR by law, equity, or under any other Article in this Contract/Empanelment. Such termination will not relieve the contractor of its responsibility to its labourers, suppliers, or any other creditors, including IIM AMRITSAR. In the event of such eventuality, the Bank Guarantee/PSD of the Bidder/service provider shall be liable to be forfeited.

16. <u>Termination for Convenience</u>

IIM AMRITSAR may, in its opinion, terminate for convenience the Contract/Empanelment Scope of Work in whole or in part at any time by written notice to the contractor. Such notice shall specify the extent to which the performance of Work is terminated and the effective date of such termination. Upon receipt of such notice, the contractor shall:

a) Immediately discontinue the Contract/Empanelment Scope of Work on the effective date or date of receipt of notice from IIM AMRITSAR, whichever is the latest and to the extent specified in the notice and place no further orders or sub-Contracts for services, other than as may be required for completion of such portion of the Contract/Empanelment Scope of Work that is not terminated.

b) Promptly obtain cancellation upon terms satisfactory to IIM AMRITSAR of all purchase orders, sub-contract0073, rentals, or any other agreements existing for the performance of the terminated Work or assign those agreements to IIM AMRITSAR as instructed.

c) Assist IIM AMRITSAR in the maintenance, protection, and disposition of Work in progress, plant, tools, equipment, property, and Goods acquired by the contractor or furnished by the contractor under this Contract/Empanelment; and

d) Complete performance of the Contract/Empanelment Scope of Work that is not terminated. Upon any such termination for convenience, IIM AMRITSAR shall have no liability towards the contractor for any damages, including loss of anticipated profits.

As its sole right and remedy, the contractor shall be paid for

a) The Work, which has been satisfactorily performed till date of such term termination. The Contractor shall have the responsibility to submit the Scope of Work that had been carried out prior to the termination date with sufficient documentation within 7 days from the date of the receipt of the termination notice. All such Scope of Work shall be properly protected and handed over to IIM AMRITSAR.

b) All amounts due and not previously paid to the contractor for Contract/Empanelment Scope of Work completed in accordance with the Contract/Empanelment prior to such notice of termination and for Work thereafter completed as specified in such notice.

The termination of the Contract/Empanelment shall not relieve the contractor of any continuing rights, obligations, and liabilities under the Contract/Empanelment.

17. <u>Termination without cause:</u>

Notwithstanding any of the above terms, this contract/Empanelment can be terminated by IIM AMRITSAR without assigning any reason by giving the other party thirty (30) days written notice of termination.

Terminating the Contract/Empanelment shall not relieve the Contractor of any continuing rights, obligations, and liabilities under the Contract/Empanelment.

Further, after the termination of the contract/Empanelment, the work done by the vendor up to the date of cancellation of the contract/Empanelment will remain the property of IIM AMRITSAR, and the vendor cannot claim his right to the same.

While terminating this contract/Empanelment due to the reason mentioned in 17 & 18 above, it is agreed that IIM AMRITSAR will make payments to the vendor on a pro-rata basis for delivered service and other actual costs incurred by empanelled agency/service provider, which is duly certified by an authorized officer of IIM AMRITSAR made up to the day of cancellation of the Contract/Empanelment excluding the taxes, if the authority approves to release the payment. The decision of Director IIM Amritsar will be final, and the vendor has to abide by the decision.

18. Limitation of Liability:

Except in cases of criminal negligence or willful misconduct, the aggregate liability of the contractor to the Procuring Entity, whether under the contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the contractor to indemnify the Procuring Entity concerning IPR infringement.

19. Contract Agreement:

If required by IIM AMRITSAR, the successful Bidder has to execute a contract Agreement with IIM AMRITSAR on the non-judicial stamp paper of appropriate value. The cost of stamp paper shall be borne by the successful Bidder. IIM AMRITSAR reserves the right to amend the terms and conditions of the contract/Empanelment after Mutual discussions and shall only be in writing.

20. Conflict of Interest among bidders/agents:

20.1. Conflict of Interest is defined as:

Participation by a Bidder (i.e. bidding firm/bidder's subcontractors/sister concern companies or any of its affiliates) that are either involved in the work/services to which this tendering is linked; or if they are part of more than one bid in the tendering process; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of Procuring Entity (i.e. IIM AMRITSAR/Architect/PMC & their subsidiaries) who are directly or indirectly related to tendering process or execution process of tender; or improper use of information obtained by the (prospective) bidder from the Procuring Entity with an intent to gain unfair advantage in the tendering process or for personal gain or in any other ways.

20.2. Conditions & remedies for conflict of interest:

20.2.1. The Bidder will take all appropriate steps to ensure that the bidding firm/bidder's subcontractors/sister concern companies are not in a position where there is or may be a conflict between the financial or personal interests of the bidding firm/bidder's subcontractors/sister concern companies and Procuring Entity where both are providing the Services to the IIM AMRITSAR.

20.2.2. Any breach of this Clause will result in cancellation eligibility for tendering.

20.2.3. A conflict of interest may arise in situations including but not limited to where a member of the Bidder, i.e. bidding firm/bidder's subcontractors/sister concern companies or any of its affiliates:

20.2.3.1. is related to someone with IIM AMRITSAR/Architect/PMC & their subsidiaries who both form part of the same team performing the work/services under the respective tender.

20.2.3.2. has a business interest with IIM AMRITSAR/Architect/PMC & their subsidiaries who part of the same team is performing the work/services under the respective tender.

20.2.3.3. has been provided with, or had access to, information which would give the Bidder i.e., bidding firm/bidder's subcontractors/sister concern companies or any of its affiliates an unfair advantage in a further competition procedure.

20.2.4. Where the Bidder identifies a risk of a conflict or potential conflict, they will (at the time of bidding) inform the IIM AMRITSAR officials of such conflicts of interest and how they plan to mitigate the risk. Details of such mitigation arrangements are to be sent to the IIM AMRITSAR as soon as possible during the bidding process. On receiving this notification, the IIM AMRITSAR will, at its sole discretion, notify the Bidder if the mitigation arrangements are acceptable or whether the risk or conflict remains a Breach.

20.2.5. The IIM AMRITSAR reserves the right to terminate the bidder from tending process immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the IIM AMRITSAR, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the bidder and the duties owed to the IIM AMRITSAR under the provisions of the tender. The actions of the IIM AMRITSAR pursuant to this clause shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the IIM AMRITSAR.

The rights and remedies provided in this clause will supersede any rights and remedies provided under any other Article in this tender, in which case IIM AMRITSAR official's decision shall be final.

21. Penalty for Use of Undue Influence.

The Contractor undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the BUYER or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Contractor or anyone employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) or the commission of any offers by the Contactor or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Customer to cancel the contract and all or any other contracts with the BIDDER/ SERVICE PROVIDER and recover from the BIDDER/ SERVICE PROVIDER the amount of any loss arising from such cancellation. A decision of the Customer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the BIDDER/ SERVICE PROVIDER. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the BIDDER/ SERVICE PROVIDER towards any officer/employee of the Customer or to any other person in a position to influence any officer/employee of the Customer for showing any favour in relation to this or any other contract, shall render the Contractor to such liability/penalty as the Customer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee/PSD and refund of the amounts paid by the BUYER.

22. Taxes, Labour laws and other regulations:

The bidder/service provider will be exclusively responsible to meet and comply with all legal requirements related to the service. The bidder/service provider shall accept and bear full and exclusive liability for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done, or service rendered pursuant thereto. The bidder/service provider/firm shall be responsible for abiding by legal and labour provisions prescribed by the Government of India, including Income tax, Insurance, Accident, ESI, PF, Minimum Wages, Contract Labour R&A Act, etc. The minimum wages shall be as of applicable Central /Punjab State labour laws.

The Bidder/service provider shall be responsible for issuing Tax Invoices, filing statutory returns and deposit of statutory taxes within the time limit as prescribed in law. Any interest/Penalty/taxes (non-availing Input tax credit due to mismatch to GSTRN) which is required to be paid by IIM AMRITSAR due to default by the Bidder/service provider to comply with the above-mentioned activity/provisions as prescribed in laws, rules and regulations shall be recovered from the Bidder/Service provider and adjustment shall be made when mismatch is attended and solved, and credit is extended to IIM AMRITSAR.

Apart from compliance mentioned at above para, in the event of non-payment/default in payment of taxes and duties and any other statutory compliances, under any other Local/State/Union Government Statute, IIM AMRITSAR reserves the right to withhold the dues/payment of contractor and make payment to Local/State/Union Government

authorities or to Labourers, as may be applicable. In such case the Bank Guarantee/PSD of Bidder/service provider shall be liable to be forfeited.

23. Indemnity:

The contractor shall indemnify and keep indemnified to the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, servicemen Compensation Act, GST, Royalty, Excise Duty, Octroi, services Contract/Empanelment etc. and shall keep IIM Amritsar indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or by-laws. The contractor shall not employ child labour. Payment to servicers must be according to the Applicable Minimum wages act. The Agency acknowledges that monetary damages alone would not be an adequate remedy for any breach of the provisions of this Contract/Empanelment. Accordingly, in addition to all other remedies available at law or in equity or any other relief, which may be available to IIM AMRITSAR, IIM AMRITSAR shall be entitled to seek equitable relief of any kind including but not limited to injunctive relief and the right to seek specific performance against Agency. The Contractor at all times should indemnify IIM AMRITSAR against all claims, damages, or compensation under the provisions of the Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Employee's Workmen Compensation Act,1923; Industrial Disputes Act, 1947; Shops and Establishment Act or any modification thereof or any other law relating thereto, and rules made thereunder from time to time. IIM AMRITSAR will not own any responsibility in this regard.

24. Compliance with IIM AMRITSAR's rules and regulations:

The Contractor shall comply with all norms stipulated by the IIM AMRITSAR such as Gate Passes, security, maintenance of cleanliness, discipline & decency at and around the work site, safety precautions and safety regulations.

25. Dispute Resolution:

If any dispute, difference, controversy or claims of any kind whatsoever shall arise between IIM AMRITSAR and the successful bidder, they shall seek to resolve any such dispute or difference by amicable mutual consultation and deliberation in good faith within 21 days from the date of intimation of such dispute, difference, controversies, or claims by referring it to the Director of IIM AMRITSAR. If IIM AMRITSAR and the successful bidder fail to resolve such dispute or difference, controversy, or claim by mutual consultation, then either Party may give the other, a formal notice in writing that the dispute, difference, controversy, or claim exists specifying its nature, the point(s) in issue and its intention to refer such disputes, differences, controversies, or claims to arbitration under the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed mutually having the requisite technical expertise to adjudicate such nature of disputes. The decision of the sole arbitrator shall be binding on both parties. The arbitration shall be held in Amritsar, India and the arbitration proceedings shall be conducted in English. The arbitrator will be requested to give their award in 60 days' time. The award shall be a reasoned award and the same shall be final and binding on the Parties. The award shall be entered in the courts at Amritsar and such courts may order enforcement of the award against the Parties and their respective successors and permitted assignees. The costs and expenses of the arbitration shall be borne equally by both parties. The courts in Amritsar shall have exclusive jurisdiction.

26. Jurisdiction:

In case of any dispute during tendering (pre-/post-award), legal proceedings shall be held in Amritsar, India, and the legal proceedings shall be conducted in English.

27. Force Majeure:

If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances, or events beyond the control of the Parties including but not limited to delays due to floods, fires, accidents, pandemic, epidemic, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties

shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance. However, there will not be any additional cost implications towards IIM AMRITSAR for such delay in performance, and the successful bidder agrees to complete scope of service & meet his obligations under contract/Empanelment for the cost agreed in LOI/ service order.

28. Fall Clause.

The price charged for the Goods/service supplied under the contract by the contractor shall in no event exceed the lowest price at which the contractor sells the Goods/service or offers to sell Goods/service of identical description, to any Persons/ Organisations including the Procuring Entity or any Department or Undertaking of the Central Government, as the case may be during the currency of the contract. Contractor shall forthwith notify such reduction or sale or offer of sale to the Procuring Entity and the price payable under the contract for the Goods/services/works supplied after the date of coming into force or such reduction or sale or offer of sale shall stand correspondingly reduced.

29. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the BIDDER, and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

30. Applicable rules:

The tender is governed by General Financial Rules (GFR) – 2017 and the amendment thereafter and Manual for Procurement of Goods/ Consultancy & Other Services-2022.

Chapter-5

Scope of work & Special Terms & Conditions

1. SCOPE OF WORK:

1.1 **BROAD SCOPE OF WORK:** The selected Service Provider will work in collaboration with a Project Evaluation Committee to be constituted at IIM Amritsar. The collaboration will involve the following activities with mutually identified milestones at the start of the engagement:

1.1.1 A project plan for the entire scope of work with inputs from IIM Amritsar (architecture and structure of the website and web portals and schedule for implementation, deployment, and testing). Study, Requirement understanding, and Analysis with respect to developing a new integrated common website for all programs and domains for IIM Amritsar after undertaking the study of the existing website:

  1.1.1.1 Preliminary study for existing websites of IIM Amritsar.
  1.1.1.2 Requirement gathering through consultation with IIM Amritsar.
  1.1.1.3 Finalization of CMS and Database and other related configurations.

1.1.2 The Website design template must be done by the Service Provider in collaboration with the Institute. Design, Development, and Maintenance of the New Website shall be integrated with but not limited to technologies like Payment Gateways, e-forms, etc. It must include, at a minimum:
  1.1.2.1 A consistent look and feel for the website that will work with all kinds of devices such as mobile, Desktop, Laptop, and tablet browsers using Responsive Web Design and conform to W3C standards.
  1.1.2.2 New website content information architecture that supports easy access information interoperable with the information architecture of the current website.
  1.1.2.3 A navigation layout for the entire website will be approved by IIM Amritsar before proceeding with the website development.

1.1.3 A comprehensive "full function" multilingual CMS/web framework software solution that includes, but is not limited to, template creation, security and approval levels, WYSIWYG content editor, versioning, content scheduling, etc.

1.1.4 A website tested across all major browsers – Chrome, Microsoft Edge, Internet Explorer, Firefox, Safari, UC Browser, and similar, etc.

1.1.5 Migration of all content and documents from the existing website into the proposed CMS/web framework-based website.

1.1.6 Conversion of documents to content to be done in discussion with IIM Amritsar.

1.1.7 CMS/web framework configuration must include the appropriate CMS/web framework security features in conjunction with the available Web Application Firewall at the Institute.

1.1.8 CMS/web framework configuration must include appropriate multilingual features to enable the creation and rendering of multilingual content. The website should initially be Bilingual, having separate resource files for Hindi and English, and shall have provision for easily supporting other Indian Languages in the future. It shall ensure that the content is universally accessible by using Unicode-compliant font.

1.1.9 Preparation of handover documentation including but not limited to system installation and configuration, system specification, functional specifications, and operating manuals.

1.1.10 Transfer of CMS along with the installation and configuration to the IIM Amritsar team in charge of the website.

1.1.11 Any other additional details required to provide a new fully operational website.

1.1.12 A Technical Support plan that covers routine and event-based support and onsite support for a period of one year, and after completion of this warranty period, there is provision of AMC for three years as per the scope of work of this tender.

1.1.13 The scope of work is a full and complete design from discovery to launch, followed by ongoing support and services. The system should have the utility of addition/deletion of web pages along with the features and functionalities of new developments and will be part of the scope of work.

1.1.14 The selected Service Provider must work in collaboration with the identified IIM Amritsar team to understand requirements and obtain ongoing guidance as required.

1.1.15 The website shall have options for multiple levels of administrative control having varied rights for all the modules so that they are able to add/modify/remove content through Content Management System (CMS)/web framework pertaining to their respective Centre/Domain as per their assigned rights.

1.1.16 The website shall have provisions of Content Contributor/Creator, Moderator, and Approver System wherein only authorized individuals from different IIM Amritsar departments at different locations can upload the content on the website pertaining to their department/respective domain, which, after the due approval by the approving authority would be available to the Website Manager/Webmaster/Publisher for final uploading onto the website.

1.1.17 The Service Provider shall carry out the Data migration /Porting of existing data into the new website.

1.1.18 The Website to be developed shall meet the requirements of IIM Amritsar and shall comply with the 'Guidelines for Indian Government Websites (GIGW) [click the URL http://web.guidelines.gov.in/ for reference]

1.1.19 The Service Provider shall get the website **GIGW certified from STQC and security audited by CERT-In/CERT-In Empanelled Service Providers.**

1.1.20 Hosting – The development of the website must be hosted on a cloud-based platform and must also be hosted and compatible with the hosting environment available on premises at IIM Amritsar. This includes the staging and production environments. The scope of work includes the maintenance of the DNS and all kinds of server administration of both the cloud platform and on-premises infrastructure. The cloud hosting charges will be borne by the Service Provider until the expiration of the Annual Maintenance Contract. The cloud hosting facility should support auto-scaling features for the infrastructure for peak loads. The cloud hosting model should be on the basis of Pay as you Go model. The proposed cloud service provider/data Centre must be Tier III or above for better availability of cloud services. The cloud service provider should be empanelled with MeitY, Govt, of India. The cloud infrastructure provided to IIM Amritsar should be dedicated only to IIM Amritsar and shall not be shared with any other client at any cost.

1.1.21 The Service Provider would be required to provide Warranty, Maintenance, and Technical Support from the date of issue of completion certificate and annual maintenance of the website with remote technical support and onsite technical support as and when required. AMC includes additional requirements of the modules included in this document/changes including major and minor, both from regular maintenance. The warranty period of one year and three years AMC period shall start from the date of sign-off. The warranty period shall include all kinds of technical support and maintenance, updations, and upgradations as would be required. The period for the Annual Maintenance Contract will start on the first day after completing the warranty period of one year, and the scope of work of this tender would be applicable.

1.1.22 Identify the training requirements and train the concerned IIM Amritsar staff/officers for successful implementation, updation, and maintenance of the developed website. The Training shall include CMS/web framework, Database, System Administration, DNS maintenance, Regular Data Backups, and other related features.

1.1.23 Preparation of User, Design & Technical manuals and other documents for the developed website and

web portals in an easy to understandable and User-friendly language with proper Diagrams, Screen-shots and charts wherever required.

1.1.24 The design should organize business logic and presentation logic separately while developing and implementing the proposed system. Thus, restricting the database queries to be inserted inside the presentation and business logic rather, it should be written in the Database only.

1.1.25 The service provider must provide a proper system for automatic regular backup of the entire website/databases/all modules/any other and a disaster recovery management system. The backup should be stored at least in two different locations.

1.1.26 It is also required to integrate the Programme/Learning Management System with the website so that imperative requirements such as to facilitate rigorous teaching and learning through synchronous and asynchronous modes of content delivery. Numerous modes of instruction and the flexibility to use many pedagogies should be facilitated through the Programme/Learning Management System. The system should have the functionality of applying online, registering, enrolling, and tracking the complete lifecycle of the programme. The modules should have a platform for inquiry, download brochures of different programmes (MDP/FDP etc.) and be designed to simulate conversation with visitors, which help them by automated conversations and interact with them through messaging platforms. The web portal should include SMS, WhatsApp/Social Media notification integration, Email and Payment Gateway Integration. This platform will thus be enabling content authoring, content management and delivery. Online recorded sessions will enable equitable access by all students if they fail to attend the live classes. More detail of the above shall be provided during the presentation.

1.2 INDICATIVE SCOPE OF WORK: The indicative scope of work regarding for Design, Development and Maintenance of IIM Amritsar New Bilingual Website and Associated Web Portals by integrating information & activities of all the IIM Amritsar departments/programs specified as under:

1.2.1 Phase 1: Analysis
  1.2.1.1 Finalizing the detailed list of activities, scope and duration of each of the activities and detailed project plan.
  1.2.1.2 Study of the existing websites and web portals of IIM Amritsar which includes database, features and content.
  1.2.1.3 Detailed discussions with concerned stakeholders to understand the overall objectives of the assignment.
  1.2.1.4 Finalization of Project Objectives/Requirements.
  1.2.1.5 Submission of detailed Project Proposal /Plan.
  1.2.1.6 Signoff on detailed project plan, activities, timelines etc from IIM Amritsar.

1.2.2 Phase 2: Design
  1.2.2.1 Detailed Requirement gathering and analysis
  1.2.2.2 Study and analysis of existing /similar websites and include best practices in draft design
  1.2.2.3 Carry out a System Study including SOPs, guidelines, programmes eligibility, existing systems to be replaced and with which to interact, etc. to prepare the Software Requirements Specification (SRS) and Functional Requirement Specification (FRS) document.
  1.2.2.4 Identification of technologies/platforms for hosting on the cloud and on premises.
  1.2.2.5 Detailed High-level and Low-level application designs
  1.2.2.6 Information Integration and Consolidation
  1.2.2.7 Client Sign-off for Requirement Analysis
  1.2.2.8 Preparation of Content Structure/Information Architecture for the website
  1.2.2.9 Service Provider shall develop appropriate screen layouts and templates for the user feedback
  1.2.2.10 Approval of prototype (design interface) developed by Service Provider

1.2.2.11   Coordination and collection of required content from IIM Amritsar

1.2.2.12   Approval on the content gathered by the client department

1.2.2.13   Proper backup policy and Disaster Recovery Management

1.2.2.14   Data Migration Strategy

1.2.2.15   Design should comply with all parameters with guidelines issued by the Government of India for websites from time to time.

1.2.2.16   Comply with website security guidelines issued by NIC, CERT-IN and DeITY, GoI.

1.2.2.17   Phase 3: Development

1.2.2.18   Coding / Temporary Demo Server

1.2.2.19   Importing of data for testing

1.2.2.20   Application development

1.2.2.21   Content Population and Content Management System

1.2.2.22   Provide front-end user interface that allows a user, even with limited expertise, to add, modify and remove content from the Website

1.2.2.23   Website and Associated Application Development

1.2.2.24   Designing, development and integration of Website with secured payment gateway (existing or any new that may be proposed).

1.2.2.25   Integrate Online payment gateway services with acceptance of credit and debit cards (Visa, Master and Maestro), UPI, and internet banking of all public/ private banks providing such facility with the existing portal and any new/ additional portals as specified by IIM Amritsar from time to time

1.2.2.26   Generation of receipts/acknowledgement

1.2.2.27   Automated reconciliation and generate necessary reports etc.

1.2.2.28   Adherence to Web Application Audit/ Compliance and Approval / Security Features

1.2.2.29   Design and Development of Web Application Devices having the capability to connect directly to the Service Provider's central system through laptops, handheld devices, mobile etc., used for financial inclusion at the grassroots level.

1.2.2.30   Developed Website Application should have multiple backend systems interfacing capabilities.

1.2.2.31   Rigorous testing of Developed websites, including Unit Testing, Integration Testing, System Testing, Functional Testing, Peak Load Testing etc.

1.2.2.32   Testing of developed website based upon Compliance to applicable guidelines, Assess the user objective achievement etc

1.2.2.33   Ensure that the website is GIGW Compliance certified by STQC

1.2.2.34   Completed website components for UAT

1.2.2.35   UAT (User Acceptance Testing) Sign-off by IIM Amritsar

1.2.2.36   Modification based upon user feedback

1.2.2.37   Migration of data to the production environment

1.2.2.38   Sign off on developed website and web portals by IIM Amritsar

1.2.2.39   Putting the website on Go-Live in all respects.

1.2.3   Phase 4: Operation and Maintenance Support

1.2.3.1   Identify and execute training requirements for successful execution of new website and web portals

1.2.3.2   Creations of necessary documents and User Manual for training

1.2.3.3   Support in the handover of the website to IIM Amritsar

1.2.3.4   Support on Training / Demo as and when required

1.2.3.5   Annual Maintenance of the website for one year from the date of Go-Live.

1.2.3.6   Designing Interface/Mechanism for Mobile-based application.

1.2.3.7   Onsite personal support.

1.3 **INDICATIVE DELIVERABLES:** This section provides indicative deliverables; however actual deliverables will depend upon project specific requirements and will be finalized in consultation with IIM Amritsar.

1.3.1 Software Requirement Specification Document, High Level Design and Architecture Infrastructure Design Document

1.3.2 Performance Test Reports

1.3.3 Security Test Reports, GIGW compliant certificate from STQC and Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.

1.3.4 UI/UX Usability Report

1.3.5 Deployment Script: Error-free guidelines compliant Source Code of the actual running website and web portals in all respects along with the source code of DLLs and other Libraries

1.3.6 User Manual and SOP

1.3.7 Technical and Design Manual

1.3.8 Data Backup Process and Archival Process

1.3.9 Requirement Traceability Matrix

1.3.10 Data Migration Utility

1.3.11 Data Model

1.3.12 Technical Documentation of the website and all the developed modules

1.3.13 Training

1.3.14 Periodic Status Reports.

1.3.15 Web Security Checklist.

1.3.16 User Acceptance Testing.

1.4 **INDICATIVE LIST OF REQUIRED FEATURES TO BE INCLUDED IN THE NEW WEBSITE:** The following is an indicative outline of required features. Detailed requirements will be finalized by the Service Provider in consultation with user departments of IIM Amritsar. The website will be based on a Web Content Management System/web framework (Open Source are preferred). The website should have, but not limited to, the following features-

1.4.1 Dynamic Website with Content Management System (CMS)/Web Framework.

1.4.1.1 **Interaction with the administrative team at IIM Amritsar:** New website design should be approved on the development version and should involve multiple iterations with the IIM Amritsar Admin/ IT team.

1.4.1.2 Web Content Management System: We would like to have an easy-to-use web content management system (WCMS) for our website, which can be maintained effortlessly and can be learned easily by users. All the pages, including the home page, must be editable. The content management system should provide an easy User Interface functionality to create an event photo gallery video gallery, and it should have Menu management i.e., Ability to add, move, delete, and modify menus on the site.

1.4.1.3 Programme Management System: It should provide complete lifecycle management of programmes (for example, registration, payment, engagement, etc.) related to conference, MDPs, FDPs, Training Programme, Executive Education, and several academic programme. Programme Management System should be amenable for customization, upfront maintenance and seamless scalability and also is economic from the academic viewpoint. Moreover, the need for ensuring accountability and closed monitoring IIM Amritsar wants the system to be structured to have built-in access control and data capture mechanisms to make it foolproof.

1.4.1.4 Single Sign-On: The website should support Single Sign-On (Connect Once-Access everywhere) so that automation of modules is easily integrated into the website.

1.4.1.5   Bilingual language support: It should provide bilingual language support- Hindi and English. All page designs should be Bilingual (English and Hindi). Bilingual pages should have separate pages for the two languages. Users will choose English/Hindi and the page will load accordingly to the same page with the selected language, for example, http://www.india.gov.in, https://www.education.gov.in/. It should have provision for easily supporting other Indian Languages (multilingual) in future.

1.4.1.6   Navigation: The navigation system for the website should be intuitive such that people can easily find the required information from the website. Website should be easy to navigate for prospective stakeholders & visitors of IIM Amritsar. There shall be provision for viewing/searching/filtering contents/information regarding the Academic Programmes / FDP / MDP / Doctoral Programs etc.

1.4.1.7   Clean and focused design: The website must be visually appealing, polished and professional. There should be good use of color. It should have easily readable text, meaningful graphics, quality photography and simplicity in design.

1.4.1.8   Professional Branding: Provide attractive branding to the institute through the website. A site must be visually appealing, polished and professional.

1.4.1.9   Content: Along with style, the website must have substance and complete information.

1.4.1.10 Functionality: Each component of our site should work quickly and correctly. It should be kept simple and well organized. It should have fast-loading pages, minimal scroll, consistent layout, prominent and logical navigation and descriptive link text.

1.4.1.11 Cross-platform/browser compatibility: The website should work for all the different kinds of browsers and their different versions. It should not break or look different across the different platforms. Websites should be responsive and should work perfectly and seamlessly on all devices of different screen sizes. Websites should be accessible on all platforms and all major popular browsers (e.g., Microsoft Edge, Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, Netscape etc). Compatibility across all the browsers must be provided.

1.4.1.12 Screen Resolution: The screen resolution of the website should be high enough so that the content looks attractive and easily readable.

1.4.1.13 Search Engine Optimized (SEO): The website should have a search engine optimization (SEO) facility. Pages must be optimized so that it enables the average response time, and increases google ranking.

1.4.1.14 Mobile website: The website should be working well when opened from mobile devices with different screen sizes and should look attractive in mobile too. Portability to any of the Mobile Platforms and screen size should be provided.

1.4.1.15 Payment Gateway: Website should be enabled with payment gateways. to all microsites wherever required.

1.4.1.16 Good search feature: The website should have a good search feature. All the content should be easily searchable from the website itself. The Search feature should enable the global search and directory search based on their roles and name.

1.4.1.17 Interaction with administrative team at IIM Amritsar: New website design should be approved on the development version and should involve multiple iterations with the IIM Amritsar Admin/ IT team.

1.4.1.18 Good Error Handling: It should be able to handle failure scenarios well like content not found, link redirection etc.

1.4.1.19 Import of content: All applicable content should be imported from current website, and new content should be incorporated as discussed with the concerns team.

1.4.1.20 Web Content Accessibility: The website should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW), refer to http://guidelines.gov.in/ and certified by the Standardization Testing and Quality Certification (STQC), refer http://meity.gov.in/content/stqc and be social media enabled.

1.4.1.21 Performance Optimization: Back-end performance optimization like DB structure and query optimization to be done to enhance user experience in terms of fast load times and good mobile experience.

1.4.1.22 Deployment and Hosting: The Service Provider will deploy the website on a cloud platform and daily backup on existing on premises-servers of IIM Amritsar and will ensure Go-Live readiness in all aspects. The cost of cloud deployment and yearly charges shall be borne by the Service Provider till the AMC expiration, including the warranty period i.e., one year from the date of the sign-off. The project should be replicated on the existing hardware of the institute.

1.4.1.23 Testing: All types of post-development testing to be performed by the Service Provider (like Beta testing, Load testing, User Acceptance Testing, etc)

1.4.1.24 Social media integration: The website should have good social media integration (share buttons, follow buttons, etc.)

1.4.1.25 Banner Management: The system should have the features to add and manage banners in the banner container with size as per the requirement on all modules, including the main website/website for MDP/FDP/Other programmes/placement/or any other. A banner may be a short clip-video or images.

1.4.1.26 News & Events: The system should have the option to add news & and events in the respective module. It will give the option to give the headings of news, photos, more news, or a sharable link to other URL/ social media feeds for display of more information. The system should have the option to select the news headline to display on the home page of the web portal for client view. An archive section of the old news and events should be there on the website.

1.4.1.27 Administrative control for all the modules that will add/modify/remove content, headings, subheadings, images, documents, menu, navigation links, URLs, etc for their respective domain as per their assigned rights through Content Management System (CMS) in a standardized template. Administrative control is to be given to IIM Amritsar IT Department for deactivating /adding/removing the new/existing modules along with their content like headings, subheadings, images, documents, menus, navigation links, URLs, and other relevant information.

1.4.1.28 User administration and management services should be an integral part of the Content Management facility inbuilt with the site.

1.4.1.29 Secure login-in for each user along with audit/log trail.

1.4.1.30 One login for Super Administrator of IIM Amritsar and one login for Administrator of each department.

1.4.1.31 Super Administrator can create/edit/assign/delete roles, users along with audit/log trail.

1.4.1.32 The Department Administrator can create table(s) within the database of concerned departments from the front-end. Also, can access the database from the front end. Any updation to the centralized DB will be broadcasted to the other relevant DB of the website.

1.4.1.33 CMS/Web Framework should have features of Content Contributor/Creator, Moderator, and Approver System. The Content Management should be able to create and upload the pages daily/weekly/ or on a frequent basis with the appropriate flow required for authenticating content on site. The website shall have options for multiple levels of administrative control, having varied rights for all the modules so that they are able to add/modify/remove content through Content Management System (CMS) pertaining to their respective domain as per their assigned rights.

1.4.1.34 Feature of auto periodic backup of web pages and database – module-wise and consolidated full backup and incremental back.

1.4.1.35 Content updation will be managed through a content management system by the respective administrator of the module.

1.4.1.36 The design should support the Dynamic Generation of Links on the page and associate them with images wherever required.

1.4.1.37 The design should support the Dynamic Menu and Submenu, which can be easily administered through Admin.

1.4.1.38 The design should support the incorporation of links with images uploaded in the banners.

1.4.1.39 Design and Content Management should support Extensive Website Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content-wise analysis, top landing pages and top exit pages, and other statistical reports should be provided as per requirement of IIM Amritsar.

1.4.1.40 Website Design should provide an up-to-date Site Map that is linked to the home page as well as to all important entry pages of the Website.

1.4.1.41 The Content Management Infrastructure should give the flexibility to modify the design when a major event has to be publicized.

1.4.1.42 The website's layout/ colour scheme/ typography can be changed or swapped on a regular interval of time with interactive user interface (UI)/ user experience (UX).

1.4.1.43 The website should have a provision of interactive chat features with website visitors to understand various programs and to understand their purpose of visit. Continuous support of creation of landing pages for various programs or training programs etc. A detailed workflow will be provided by the concerned section of IIM Amritsar.

1.4.2 The opening webpage (home page) should be impactful and aesthetic and should convey a positive academic image of the Institute, news/events, indicating research achievements, current academic programmes, ongoing activities and compact descriptive links to various details available in other pages (including the history of the Institute). Interactive multimedia-oriented home page and web page design should be provided.

1.4.3 Restructuring of the existing Site-map: Web pages should have a well-organised hierarchical structure of low overall depth, reflecting the logical organisation of the functioning of the Institute. During the design, the existing institute website sitemap (Annexure -I) may be revised for the betterment.

1.4.4 Design of department's pages, faculty listing, visiting faculty listing, faculty listing tabular, microsite for each faculty and staff member, faculty profiles, research areas, announcements, subcategories, event calendar, news template, director's desk, curriculum template, jobs, typical inside page templates for communication directory, staff templates, students page, static page template with left/right panel should be provided.

1.4.5 The web pages should be dynamically generated periodically programmatically from available data of the institute. The programs for generating the web pages are also deliverables for the said purpose.

1.4.6 Primarily, the content on the existing website shall be migrated to the new website and new approved content to be displayed on the website as provided by the Institute.

1.4.7 The reliable translators having experience in scientific-technical translation of Academic, Scientific, Engineering and Technology matters should undertake the Hindi translation. The Institute-designated authority will verify the Hindi translation before uploading it to the website.

1.4.8 Web portals should be Responsive and compatible with Mobile, Tabs, iPads, Desktops, and Laptops of different screen sizes.

1.4.9 Database-driven website (for specific modules mentioned below) and User Management to manage the requirement from Admin Interface by the multiple users.

1.4.10 Websites should be free from all vulnerabilities.

1.4.11 The system should be robust, responsive, and support at least 5000 concurrent users per instance, and scalable as per need.

1.4.12 The successful implementation of the system means:

1.4.12.1 Sign off of UAT

1.4.12.2 Security Audit

1.4.12.3 Successful Implementation on Production Server on Cloud and On-Premises both.

1.4.12.4 Handover of actual running software source codes complete in all respects, including source code of DLLs and other supporting libraries.

1.4.13 The warranty period shall be counted for one year after the successful implementation, i.e., Sign Off of UAT. After the expiry of warranty period, the Service Provider shall compulsorily offer AMC for a minimum of **three years** at a specific percentage per annum of contract value after the expiry of the warranty period. However, IIM Amritsar may or may not award the AMC at its own sole discretion.

1.4.14 The look and feel should be attractive and as per the latest trends in web design.

1.4.14.1 All items will be aligned appropriately and layout should be consistent and a common theme followed on all the pages.

1.4.14.2 Styles, Fonts and colours shall be consistent across the website.

1.4.14.3 Common information about IIM Amritsar shall be placed on the main page of the website.

1.4.14.4 Graphic Design of the website should be Professional, having Corporate Look and shall also be in-

line with International Standards/Practices.

    1.4.14.5   Styling of the web pages should follow a theme and should also be parameterized so that necessary tuning may be carried out independently in the future by the Institute.

1.4.15   Audit Trail should be maintained throughout the web pages and database.

    1.4.15.1   Login attempts with time, IP Address, and monitoring the traffics towards website etc.

    1.4.15.2   Any change in content/page of the website with timestamp, IP Address etc.

1.4.16   Website should have features of publishing FAQs, results, advertisements, recruitments, notices, tenders, office orders, office memorandums, manuals, etc under the proper head. Dynamical content should be published using Database integration. All types of content should be delivered through the Website. The indicative content types may be HTML documents, Word Documents, PDF documents, Images, Photographs, Multimedia files, audio/ video files etc.

1.4.17   The website should have Auto Archival feature which will transfer the expired content in the Archive section as per the approved archival policy. The Archival Section will be available in each module and can be retrieved using the search option with appropriate filters.

1.4.18   Website must be compliant and compatible as follows:

    1.4.18.1   Service Providers should get the GIGW compliant certificate from STQC.

    1.4.18.2   Mobile browser compatibility (Smart phones & Tablets).

    1.4.18.3   Design and Development should support resizing the text without use of assistive technology.

1.4.19   Website must have security features as follows:

    1.4.19.1   Service Provider should also get the Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.

    1.4.19.2   Free from OWASP Vulnerabilities (Open Web Application Security Project 2017/2021 and as per latest guidelines).

    1.4.19.3   Captcha Code on all forms, wherever required.

    1.4.19.4   Strong Password Policy.

    1.4.19.5   Storing any kind of username and password in the encrypted form in the database.

    1.4.19.6   Session Management.

    1.4.19.7   Audit/Log Trail.

1.4.20   The website has a feature to send Email/SMS/Social notifications to stakeholders in the following cases:

    1.4.20.1   After publishing approved content on the website for acknowledgment.

    1.4.20.2   After each step of Content Contributor, Moderation, and Approval.

    1.4.20.3   When the content is near its expiry date.

1.4.21   Websites should have galleries like Picture, Video, Latest News, Press News, Sitemap, etc.

1.4.22   The Website is to be implemented using any open-source web framework or any open-source-based content management system like angular, react by keeping a centralized code repository, and the database can be kept either as individual or as centralized.

1.4.23   Provision for SSL VPN access.

1.4.24   Access to the code repository and central repository to be given to IIM Amritsar.

1.4.25   There should be a provision for having Intranet pages within the local community with a login facility.

1.4.26   The website should comply with Web 3.0 technologies, and W3 validated HTML and CSS.

1.4.27   UI as per web accessibility rules to ensure ease of use for users with Cognitive Disabilities or Screen reader-accessible web pages with PWD features.

1.4.28   The website should comply with Ministry of Education or GOI guidelines (WCAG/GIGW etc) and Quality Certification (STQC). Technically WCAG 2.0 can be achieved by following the https://www.w3.org/WAI/GL/WCAG20/ guideline. GIGW Guideline by Government of India.

1.4.29   As complete specifications cannot be provided, the organization of the content and aesthetic aspects should be implemented with feedback in several rounds to the satisfaction of the Institute during the design and development phase.

1.4.30   The contents which are purely in English as research papers, research areas, patents, thesis, synopsis, etc., which have been prepared originally in English only, need not be translated but would be required to upload as it is in the Hindi version of the website.

1.4.31 To manage such massive website development and end-to-end GIGW & WCAG 2.0 compliance of the site (CERT-IN Empanelled Agency Security Audit is an integral part of it)

1.4.32 Design of the Database Schema, Design of all responsive page Templates,

1.4.33 Development of the Dynamic Website and overall integration

1.4.34 The new website must be scalable so as to handle the addition of new sections, content and features. The new website must appeal to the various audience types.

1.4.35 The new website should support the following goals of visitors:

    1.4.35.1 Reflecting a vibrant and world-class academic institution.

    1.4.35.2 Engage all categories of visitors with relevant information to their queries

    1.4.35.3 Be 'Mobile First' and 'Responsive' – a mobile experience that adapts to laptops

    1.4.35.4 Follow Universal Design principles to maximize accessibility

    1.4.35.5 Provide an informative search of the website content to find experts, facilities, research groups, laboratories, and industrial consultancy.

    1.4.35.6 Promote user engagement and social sharing.

1.4.36 The new website should support the following goals of website administrators

    1.4.36.1 Provide for the quantitative tracking of visitor interests, determine directions for future innovation and to build stronger and more lasting relationships with visitors.

    1.4.36.2 The website and the content must be secure against intrusion

    1.4.36.3 Adhere to best practices in the industry regarding design and development.

1.4.37 The minimum viable product should include the following features:

    1.4.37.1 A Content Management System/Web framework described in para 2.5.

    1.4.37.2 All current content on the website should be migrated to the new website.

1.4.38 The selected Service Provider must work in collaboration with the IIM Amritsar team to migrate assets and content including but not limited to text, graphics, audio and video. Further, in collaboration with IIM Amritsar team the documents on the current website should be converted to CMS content.

1.4.39 For User Experience:

    1.4.39.1 Implement an information architecture and content classification that distinguishes accesses to the portal from audience internal to IIM Amritsar and external to IIM Amritsar.

    1.4.39.2 Install and configure CMS/web framework modules to integrate existing payment gateway and also gather information for the purpose of payment.

    1.4.39.3 Provide contact forms to get in touch with different stakeholders of the institute.

1.4.40 For Web Administrators

    1.4.40.1 Update an Events Calendar based on the published weekly campus news and postings on different Mailman lists.

    1.4.40.2 Configure access to all other relevant databases.

    1.4.40.3 Track the accesses to individual pages and integrate site/traffic analytics

    1.4.40.4 Prospective Service Providers are encouraged to review the existing website to see what other functionality or features are needed or may be useful for website visitors. Plans for any other proposed web features must be noted as separate line items in technical submission and the summary pricing or project cost.

1.4.41 Backup policy and Disaster Recovery Management.

Note: Features requirements indicated above are bare minimum. It does not limit service providers to provide a better system.

1.5 TECHNOLOGY: The website/ portal should be based on, but not limited to the Latest Web-based CMS and preferably use Open Source Tools like LAMP, Moodle, OpenLDAP, HTML5, CSS3 and Java Scripts Framework like JQuery, other necessary futuristic frameworks etc., Linux/Windows, Webpages customization by latest CSS, Media Players, Web server technologies – APACHE, TOMCAT; **Server-side languages** – JSP, JavaScript, JQuery, Bootstrap HTML 5, CSS 3, AJAX; with latest encryption technology; Framework technologies – Spring MVC/Any Other; **Programming Language** - Web-based latest technologies like Angular, React, Open Source, Java; **Database technologies** – My SQL, PostgreSQL or equivalent free open source database.

The website has to be developed using Open-Source Technologies that are freely available in the market and not a proprietary software product.

Suggestive infrastructure: 8-32 Core (Auto Scaling enabled), 32 - 64 GB RAM expandable to 128 GB VCPU Linux/Windows Server, 1 TB Hard Disk expandable to 4 TB.

Note: The above specification is the minimum indicative requirement. It is the total responsibility of the vendor to comply with the above minimum hardware requirement or provide the best capacity of the hardware infrastructure considering the future requirements and scalability.

1.6 **SECURITY AUDIT AND GIGW COMPLIANCE:** The service provider (vendor) shall get the website GIGW certified from STQC and security audited for "Safe to Host" certification from CERT-IN empanelled service providers before deploying the website in a production environment at Data Centre of Govt. of India preferably NIC Data Centre. The cost of security audit and GIGW certification will have to be borne by the Service Provider only.

1.7 **GENERAL SCOPE:** The website should meet the following guidelines:
    1.7.1   To enhance the overall look and feel of the website.
    1.7.2   Hosting of the Website shall be in the scope of the Service Provider on a Hybrid Model with a primary server on the Cloud and a secondary on-premises. The service provider must deploy the system on the cloud and use the existing infrastructure for the secondary service. The following must also be identified:
        1.7.2.1 Computational resources
        1.7.2.2 Resources for data storage, and
        1.7.2.3 Bandwidth
    1.7.3   Fast Website loading time with 99.99% uptime.
    1.7.4   Aesthetics and design should be balanced and professional.
    1.7.5   Website should reflect our organization's intent and values.
    1.7.6   To make it easy to use for citizens by providing latest updates, important events on the home page itself and by providing within Site Search feature.
    1.7.7   To restructure content of the website so that it is easily accessible by the differently abled.
    1.7.8   The content uploaded on the website would be completely isolated and would have restricted access. Only admin users with certain rights to add/edit/update the content would be able to manipulate the content they own.
    1.7.9   A feedback management system shall facilitate the collection of feedback from visitors to the site in the predefined form.
    1.7.10 Full-Text Searching as well as Custom Search.
    1.7.11 The newly designed website shall have the web information/data as per the existing links of the IIM Amritsar website and shall also have additional links to cater to more information.
    1.7.12 Training to the department for routine updates.
    1.7.13 Three-Year Annual Maintenance Support after completion of a one-year warranty period. This shall include the maintenance and support of DNS, Hosting Services, System Administration of Servers on Cloud and On-Premises, OS support, Patches and Security updates and Technical Support for the Website, Major and Minor changes, Any new Developments, i.e., Dynamic Pages, Front/Backend Changes etc, SSL Certificates for Domain and Subdomains of the websites, Auditing of the websites,
    1.7.14 Migration of content of old website of IIM Amritsar to the new website.
    1.7.15 Resolve all the vulnerabilities found during the period of AMC.
    1.7.16 Security audit shall be done at least once a year by any Cert-in empaneled firm/any other organisation assigned by IIM Amritsar. The arrangement of the Cert-in empaneled firms/organisations shall be the responsibility of the Service Provider approved by IIM Amritsar during the AMC period at no extra cost. However, the Service Provider has to resolve all the Vulnerabilities found during security audits.

1.7.17   Ensure compliance with Guidelines for Indian Government Websites (GIGW) and Web Content Accessibility Guidelines (WCAG 2.0).

1.7.18   Installation of required software and hosting of website in a secured cloud environment such as AWS/Azure/On-premises etc. or any designated location identified by IIM Amritsar.

1.7.19   Optimization of website time to time for better performance

1.7.20   Training on daily website maintenance and modification to IIM Amritsar IT Dept officials.

1.7.21   Support and maintenance of the project for a period of 4 years (1 Year warranty + 3 Year AMC) from the date of Go-live/UAT.

1.7.22   Home page improvement and design change may be necessary from time to time.

1.7.23   User Acceptance Test

1.7.24   Micro Site for each faculty, visiting faculty and other members.

1.7.25   Dynamic updation of visiting faculty information on the website.

1.7.26   Feedback/Ticket Management System should be available for the website and modules (Along with the interface for online feedback submission, this page will also display number of feedback / Tickets received, Responded and to be responded as on date)

1.7.27   API or alternative provision to be provided by the Service Provider as and when required for integration with different Modules of the Website/other applications of the institute.

1.7.28   The new website should have provision to add Complete Virtual Tour Solution

1.8   INDICATIVE LIST OF REQUIRED FEATURES FOR THE ASSOCIATED WEB PORTALS:

1.8.1   **Registration/Admission Module:** Provision of complete Admission System module individually for all Programs MBA/ MBA-BA/ MBA-HR/ Doctoral Programs/ EMBA/ IBM/ MSc/ MDP/ FDP/ Executive Education Programmes/ Any other etc. of the Institute including SMS integration, WhatsApp/Social Media notification integration, Bots integration, Email Integration, and Payment Gateway Integration. Provision of separate modules loosely coupled, without interdependency for each program should be provided. The features required, but not limited to the below, of the modules used for admission are as follows:

1.8.1.1   Integration of CAP/SAP/Other Exam processes for shortlisting for Personal Interview and Result declaration.

1.8.1.2   Application forms for all programs – Platform for students to fill online applications to various programs of the Institute -MBA/Doctoral Programs/EMBA/FPM/MDP/ FDP/ Any other etc.

1.8.1.3   Ability to upload required documents and photographs by candidates with credentials

1.8.1.4   Admission Dashboard for each program - platform for uploading and managing the student data (filters, analytics etc.) managing the applications received, Uploading Interview data, uploading results, validation and verification of uploaded student data, generating offer letters etc.

1.8.1.5   All program modules should be loosely coupled to avoid inter dependency.

1.8.1.6   Ability to upload documents both from Student Dashboard as well as Administrators Dashboard

1.8.1.7   Ability to check candidates uploaded in the Administrator Dashboard

1.8.1.8   Documents and verification with comments in Administrator Dashboard

1.8.1.9   Ability to retrieve information filled in by candidates / Verifier / download in excel format

1.8.1.10 Ability to Generate / Download Interview Letters and Offer Letters

1.8.1.11 Ability to push Interview Letters/Offer Letter through Email

1.8.1.12 Ability to send SMS/ WhatsApp/Social Media notification to candidates

1.8.1.13 Ability to mark the candidates as transferred who have completed the formalities

1.8.1.14 Report for Transferred candidates

1.8.1.15 Report for the Withdrawal candidates

1.8.1.16 Report for Paid/Unpaid students

1.8.1.17 Student dashboard for each program - Platform for filling up Application forms, downloading forms, Interview details-venue/data/time, Interview letter, Call letter, Making payments, withdrawal of acceptance etc.

1.8.1.18 User log reports with user-id/date-time/ip address etc.

1.8.1.19 Accounts Dashboard- Platform for Accounts section to track any Admission related payments / withdrawals etc.

1.8.1.20 Report for Payment Summary / Bankwise / Date Wise / Programme Wise etc.

1.8.1.21 Mentor Mentee Module – Platform for aspiring students to communicate with the students/faculty of IIM Amritsar.

1.8.1.22 The modules should be integrated with SMS, WhatsApp/Social Media notification and Email platforms for all necessary communications/alerts/notification controlled from the Admin Panel.

1.8.2 **Recruitment Module:** There should be a provision for a process-driven recruitment portal for Faculty, Non-faculty, and Fellowship of the Institute, including SMS, WhatsApp/Social Media notification integration, Email and Payment Gateway Integration. Application forms for filling up Personal, Academic details, Work Experiences etc., ability to upload required documents and photographs by candidates for applying to IIM Amritsar. The recruitment module should have an admin dashboard to manage the data with appropriate reports.

The recruitment module should have the provision to filter, shortlist and communicate to the candidate. It should also have facility to generate Call Letters / Download Offer Letters, Payment of Fees, Payment Reports / Summary, Request for Letter of Recommendation to the references provided in the application form by the candidates, ability to download data in excel format, ability to download in one go the application forms in PDF format with all uploaded documents folder wise/zipped folder and export the filled data is excel format. The result of the candidates selected/shortlisted/rejected to be displayed in the candidate portal. The recruitment module should have the ability to send automatic confirmation on submission of application through email/SMS/ WhatsApp/Social Media notification.

1.8.3 **Placement Module:** System should have provision for a platform for recruiters to recruit/survey profiles of prospective students. The placement/recruiter module should have a dashboard to manage the student data/ profile/analytics. A module to upload the student information in bulk, including the photos/video/resumes/any other media.

All existing features should be included and any new features as discussed with the concerned team from IIM Amritsar.

1.8.4 **Modules For FDP/MDP/Institute's Centers/Incubation/ Executive Education:** The new website should include the designs for Customized Programmes/MDPs/FDPs/Open Programmes/Blended Programmes with the functionality of applying online, registering, enrolling & tracking complete lifecycle of the programme. The modules should have a platform for enquiry, download brochures of different programmes (MDP/FDP etc.) and designed to simulate conversation with visitors which help them by automated conversations and interact with them through messaging platforms. The web portal should include SMS, WhatsApp/Social Media Notification Integration, Email and Payment Gateway Integration. More detail of the above shall be provided during the presentation.

1.8.5 **Programme Management System:** It should be customized for IIM Amritsar in terms of look and feel, and also the organization of courses by Semester / Trimester Programme / Department wise, as applicable to the Institute. Faculty members should have a dashboard facility where the details of all the courses offered by her/him are displayed together along with a calendar where the upcoming activities for the offered courses are

shown day-week-month-wise. There should be a dashboard for the students/candidates with a 'progress bar' for each course as well as a calendar where the student can easily see the upcoming activities for registered courses day-week-month-wise. In addition, the students should be able to access the platform through an android / iOS app - customized for IIM Amritsar - made available in Play Store and App Store. Provision should be available for maintaining the log of submissions made by the students. The system should be able to conduct online quizzes and to assign marks for each question. Provision for multiple choice, short answer, essay type questions with question and option randomization should be in-built into the system with an evaluation perspective for grading purposes. The system should hold a repository for course notes, presentation files, audio files, video files etc. which are to be suitably arranged in appropriate sections and archived for easy reuse. More detail of the above shall be provided during the presentation.

1.8.6   **Master Form:** A master form for dynamic creation of such registration forms for any future requirements. The master form should be capable of dynamically creating an interactive dynamic login and user registration system connecting frontend & backend code. Ready-made templates must be provided with the master form. The master form creator must give users a better experience with dynamic forms. Ability to set up conditional logic to show or hide form fields, pre-populate fields to speed up the form-filling process, send autoresponder emails, etc. It should have the ability to create dynamic reports based on the fields provided in the form.

1.8.7   **Library Module:** The expected key features of this module and the micro site for Library are as follows:
   1.8.7.1   Intuitive and customizable web interface
   1.8.7.2   Search IIMASR Library Website
   1.8.7.3   Resource linking
   1.8.7.4   User authentication
   1.8.7.5   Chat Service
   1.8.7.6   library forms with uploading image / mail acknowledge
   1.8.7.7   Library Services
   1.8.7.8   Library Resources
   1.8.7.9   Ask a Question
   1.8.7.10   Library spaces/ Photo Gallery
   1.8.7.11   E-resource's Image slide show with URL
   1.8.7.12   Video Guide Page / tutorial
   1.8.7.13   Staff profile page
   1.8.7.14   The main nav is sectioned into different tabs, and the search tab is easily accessible
   1.8.7.15   Events calendar
   1.8.7.16   A modern, modular look
   1.8.7.17   Multi-device friendly library websites
   1.8.7.18   Accessibility and readability for Low Vision students
   ❖ Home
   ❖ Search Box
      ➢ Discovery Search
      ➢ Catalog
      ➢ Databases
      ➢ E-Journals / E-Books
      ➢ Search this site
   ❖ Top Databases
   ❖ Top Services

   ❖ Quick Find
   ❖ Research
   ❖ Upcoming E-resources / Database Training Calendar
   ❖ New Arrival Books
   ❖ New Arrival Journal
   ❖ New Arrival Magazine
   ❖ Quick start guide

   1.8.7.19 Services
   ❖ Loans

- ❖ Requesting books
- ❖ Requesting articles
- ❖ For faculty
- ❖ For alumni
- ❖ For external libraries

1.8.7.20 E-resources
- ❖ All Databases
- ❖ E-Journals
- ❖ E-Books
- ❖ E-Newspaper
- ❖ A-Z for all sections
- ❖ Trail Database

1.8.7.21 Research
- ❖ Research Guides
  - ➢ Finding Company Information
  - ➢ Company Identifiers
  - ➢ Finding Industry Information
  - ➢ Career Guide
- ❖ Video Tutorials
- ❖ Company Identifiers
- ❖ Citation Software
- ❖ Google Scholar
- ❖ Journal Alerts

- ❖ Upcoming Database Training
- ❖ Open Access

1.8.7.22 Questions & appointments
- ❖ Quick start guide
- ❖ Make an appointment
- ❖ FAQs

1.8.7.23 About
- ❖ About Library
- ➢ Introduction, Library Committee
- ❖ Policies
  - ➢ Access & Registration
  - ➢ Code of Conduct
  - ➢ Use of Electronic Resources
  - ➢ Use of Print Resources
  - ➢ Loans
  - ➢ Termination of Membership
  - ➢ Acquisition and Development Collection Policy
- ❖ Social Media
- ❖ Contact Us
- ❖ Staff Profile
- ❖ Working Hours

1.8.7.24   The broader scope of this module and the micro site will be discussed with the concerned team from IIM Amritsar.

1.8.8   Tender Module: This module should enable IIM Amritsar to upload all kinds of tenders with Start Date, End Date, Uploading Date, Submission of Tenders etc. The broader scope of this module will be discussed by the concerned team of IIM Amritsar.

1.8.9   **Grievance Module:** This module will be integrated with the website with a form provided for registering various grievance from students and other internal stakeholder regarding ragging, sexual harassment, and general grievances, etc. via their active institute login.

1.8.10   **Feedback / Ticket Management System:** The system must provide a seamless interface to submit feedback / tickets related to various activities. For example: academic & administration activities. Along with this, it should also provide, monitoring, tracking & closing the activities.

1.9   SOURCE CODE, PROPRIETORSHIP AND PATENT, CONTENT AND DATA OWNERSHIP: Service Provider will be responsible to provide the latest and complete source code which can be compiled and deployed for IIM Amritsar along with all the requisite software (Source Code, Libraries, IDEs etc.). IIM Amritsar will be the sole proprietor of the website developed, source code, databases and any patents arising out of the work shall be of IIM Amritsar. The Service Provider will have no claim on the same. IIM Amritsar will be the sole owner of all Data, Content, and Applications developed, Web Portals or any portion of the Website Content, together with all modifications, enhancements, of the Website.

1.9.1   The service provider has to share the source code with the IIM Amritsar.

1.9.2   All materials/products and related courses on the website should be the property of IIM Amritsar and the service provider would have no claim over the same in the future.

1.9.3   All content should be stored and kept confidential. The service providers should not replicate the same design of the website/portal to anybody else. In this regard one non-disclosure agreement needs to be signed by the Service Provider.

1.9.4   The service provider should provide development documentation and complete training to the IIM Amritsar.

1.9.5   The service provider should also provide support for all future upgrades/initiatives of IIM Amritsar related to this website and associated web portals.

1.9.6   Minimum one qualified resource person may be deputed at our location during the development and deployment process.

1.9.7   The service provider shall provide the super admin rights for CMS/Web Framework and Cloud Hosting accounts and all users able to access with the level of rights to access the features of both the CMS/Web Framework and Cloud Hosting. IIM Amritsar at all times shall have access, right and administrative control over both CMS/ Web Framework, Cloud Hosting Platform and the source code.

1.10   SUPPORT AND MAINTENANCE:

1.10.1   The scope of Annual Maintenance and Support will be provided by the Agency for Three years from the date of expiry of the One Year warranty period after sign off/ Go-live and all the scope of work as mentioned in the tender document will be applicable during the period of AMC.

1.10.2   The scope of Annual Maintenance will cover to provide onsite personnel support for regular updating of contents in the entire iimamritsar.ac.in domain and subdomains, all above modules/ sub modules, software and security future up gradation, and any other as and when suggested by the institute.

1.10.3   Acting urgently on emergency events (within 1 hour based on the urgency of the event). Responsible for all graphic design and uploading of the approved Content from the Institute supplied text, video, audio, both in English and Hindi simultaneously. All the content of the website will be subject to the approval of the institute's designated person.

1.10.4   The firm will depute one qualified resource person who needs to be available (24x7) to maintain/manage/troubleshoot the website as per requirement.

1.11   PLACING A SERVICE REQUEST: Service Requests will be directed and sent by our technical team. These requests may be placed preferably by e-mail and can also be placed through telephone or through Feedback / Ticket Management System should be available for the website (Along with the interface for online feedback submission, this page will also display number of feedback / Tickets received, Responded and to be responded as on date)

1.12   TRAINING: The Service Provider should provide adequate training to the concerned staff of the IIM Amritsar on the entire functionality of the application software in whole. Additionally, after completion of one year from

the date of Go-live, the service provider should carry out another round of refresher training to the officials of IIM Amritsar.

1.13 BACK UP: The Service Provider will be responsible to take regular backup periodically at the regular interval as agreed between the Institute and the concerned Service Provider, also the Service Provider will be responsible for providing the said backups to the Institutes local server.

1.14 SECURITY SYSTEM:

1.14.1 Security of Website: The website should allow a secure socket layer. The website shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.
1.14.2 The agency would ensure that the site and database is secure and free from unauthorized access & hackers.
1.14.3 The agency should integrate SSL certificates to make the website (primary & subdomains) secured. The AMC period (3 years) should also include the integration of SSL certificates.
1.14.4 The portal should comply fully with the guidelines issued from time to time by the Government of India for the development of the new website.
1.14.5 It is to be noted that the following is to be carried out for the web portal
    1.14.5.1 The selected Service Provider has to engage any Cert-in Empanelled firm as per the Notification by the Government of India Guidelines for Indian Government Website to make security audit of websites and provide Safe to Host Certificate.
    1.14.5.2 The Selected bidder has to resolve all the security vulnerabilities found during security audit

1.15 SOFTWARE ENHANCEMENT SERVICES: Looking into the length of the project implementation period it is very usual to find changes in requirement beyond the scope mentioned in this document. In such scenarios, there may be a need for major enhancement and modification of the website and associated web portal and creation of new modules as per requirement beyond SRS/Scope document. In such cases, IIM Amritsar may direct the Service Provider to take up such assignments. The Service Provider is supposed to prepare the detailed effort estimation for development and implementation of such assignments and submit the required man hours to IIM Amritsar for approval. What constitutes a major enhancement shall be jointly decided by client and vendor on a case-by-case basis as per the requirements in future. On approval of IIM Amritsar, Service Provider shall deliver the services and raise the claim as per actual. The rate fixed as such shall be applicable till the expiration of the AMC.

1.16 CURRENT SITE MAP OF IIM AMRITSAR: Current Site Map of IIM AMRITSAR can be viewed at by visiting https://iimamritsar.ac.in.

2. <u>TERMS AND CONDITIONS OF CONTRACT:</u>

2.1 Period of Contract/ AMC: The contract/ AMC will be initially for a period of 4 years (including one-year warranty period and three years AMC period) starting from Go-Live date and may further be extended on yearly basis on same rate, terms and conditions, as per requirement of IIM Amritsar.

2.2 The rate shall remain the same throughout the contract period of 4 years (including one-year warranty period) and three years AMC period. No increment in rates would be permitted in any circumstances. However, the revision of rates are subject to the completion of four years of contract period (including one year warranty period and three years AMC period) and once in three years on mutual agreement and on approval of competent authority of IIM Amritsar.

2.3 **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract if any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.

2.4 **Exit Clause:** The contract can be terminated by giving a three-month notice period by the Institute and six-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor is not found satisfactory.

2.5 **TIMELINES FOR PROJECT IMPLEMENTATION WITH THE MILESTONES AND DELIVERABLES:** To stands for the date of giving LoI / Work order**.**

S.No.	Deliverables	Time-Line
Website and Associated Web Portal Development		
T0	Work Order / LOI acceptance date.	0
T1	Website Prototype presentation (3 in number to select one for deployment)	T0+15
T2	Website Development, Integration of the Modules (Admission, Recruitment, Placement, etc.) with the Website in all respects. The vendor is required to make plans for delivery of modules or sub-modules every 15 days. The plan has to be communicated in full at the beginning of these 60 days. And revisions based on completion or delay of promised work have to be made every 15 days.	T1+60
T3	UAT and Security Audit certification from CERT-In Empaneled vendor, GIGW- STQC certification,	T2+30
T4	Training, Content up-gradation and Go Live	T3+15

2.6 **The website should be developed, security audited through any CERT-In empanelled firm and Go-live within the time duration of 4 months (120 days) from the date of issuance of work order.**

2.7 The service provider should allocate a single point of contact (POC) who can provide support during the development and implementation stage. For an identified number of months/ years, the service provider shall depute a dedicated resource within IIM Amritsar for up-gradation, maintenance, and development of the website.

2.8 The service provider shall not utilize or publicize or disclose or part with any statistic, data, or information collected with assignment/contract without the express written consent of IIM Amritsar.

2.9 **PERFORMANCE REQUIREMENTS (SLAs):** The purpose of this Service Level Agreement (hereinafter referred to as SLA) to clearly define the performance criteria that shall be adhered to by service provider for the duration of the project. SLA defines the terms of the Service Provider's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by IIM Amritsar in the Service Level Agreement with the Service Provider. The Service Provider has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

S.No.	Major Area	Parameter	Requirements	Penalty
1	Application System Development and Implementation	Major milestone during development and implementation as per project plan document.	16 Weeks	The penalty for delay up to 4 weeks after scheduled date of delivery of the website will be 0.5% of the work order. For delays beyond 4 weeks, penalty will be 1% of work order per week. Week means full week (7 days) including non-working days. If the delay is more than 8 weeks from the scheduled date of completion, competent authority reserves the right to cancel the Work Order.
2	Availability of application	Application covering all the features	The service needs to be up and running with 98% availability round the clock. Computation of availability will be done on a monthly basis. Availability will be measured at the application level.	Up to 90 - 97.99% - 1% of application development cost. Less than 90%- 2% of application development cost.
3	Resolution Time (Only for Bug fixing)	Time taken by the bidder to fix the problem	Within 12 hours of reporting	12 hrs to 24 hrs @ 0.25% of application development cost. Beyond 24 hrs 0.5% of application development cost per 24 hours.

2.10   The service provider shall guarantee 99.95% uptime of the website including all portals and services.

2.11   IIM Amritsar reserves the right to cancel the contract at any time without assigning any reasons whatsoever.

2.12   The IIM Amritsar authority shall have the right to impose additional terms and conditions, if situation demands.

2.13   In case of any legal, quasi-legal challenge, the service provider will provide all information required by the legal authorities promptly and in the manner the data is sought.

2.14   **PAYMENT TERMS AND MILE STONE:** Desirable Timelines for Project Implementation with the milestone deliverables

S.No.	Milestones	Payment %
Website Development		
1	Within fifteen (15) days from the date of Go-live	60% of project cost (Other than AMC)
2	20% to be paid after successfully running of website for a period six months from date of go live of the project	20% of project cost (Other than AMC)
3	Rest to be paid after successfully running the website for a period of Twelve months from date of go live of the project.	20% of project cost (Other than AMC)
Annual Maintenance Cost		
4	**Year-1** - One Year of Warranty Period for Maintenance from Go-Live date	Free (Included in the Project Cost)

5	**Year-2, 3 & 4:** Annual Maintenance cost will be paid yearly basis from 2nd year onward (starting after the end of **Yr-1** warranty period is completed). (Includes all modules of the website, major minor development, new development, form development, cloud hosting, DNS charges, SSL, system administration of both cloud as well as on premises infrastructure, technical manpower support and maintenance).	25% of AMC cost after completion of each quarter.
Software Enhancement Service		
6	Software Enhancement cost will be paid on the man day rate as per actual.	100% after completion of respective activity.

2.14.1 The payment under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the IIM AMRITSAR.

2.14.2 Bill to be made in the name of Indian Institute of Management Amritsar. GST No, Pan No and account details should be clearly mentioned on the bill.

2.14.3 No advance payment will be made under any circumstances.

2.14.4 TDS/ Income Tax etc. are to be deducted at source from the bills of Contractor as per rule.

    2.14.1 Copyrights and Trade Marks: The source code, text, design, trademarks, photos and graphics in editable mode, or other artwork furnished in the designing of the new website shall be owned by IIM Amritsar, upon the successful completion of the website implementation by the vendor. The website implemented through this tender will not include the name or logo of the web developer, vendor etc. anywhere.

    2.14.2 The dynamic data (including the third-party data) generated through the website analytics will completely remain under control of IIM Amritsar and it shall reserve all the copyrights.

Chapter-6

BID EVALUATION SYSTEM:

The process for the selection of the contractor will be in Two stages:

Stage-1: The opening & evaluation of the Technical Bid.

Firms shortlisted in Stage-1 shall be evaluated on the technical parameters by the evaluation committee, as per the criteria mentioned.

Stage-2: Opening of Price bids of Technically qualified bidders.

1. Evaluation Criteria:

3. EVALUATION OF TECHNICAL BID AND FINANCIAL BID:

The sealed Technical Bid and Financial Bid will be opened respectively on the specified dates and will be evaluated based on the Quality and Cost Based Selection (QCBS) Criteria mentioned in this Tender document.

3.1 QCBS Criteria: The award of contract will be based on Quality and cost-based selection: (QCBS) criteria. The evaluation of the technical and financial bids will be made as mentioned below. Out of 100 marks, the technical bid will be allotted a weightage of 70% technical score (TS), while the financial proposal will be allotted a weightage of 30% financial score (FS). The technical scores (TS) and financial scores (FS) secured by each bidder will be added with their respective weightages and a composite score (CS) will be calculated using the formula:

$$CS = TS * 0.70 + FS * 0.30$$

Bidders will be ranked according to their CS (H1, H2, H3, and so on). Bidder ranked as H1 would be the successful bidder and eligible for the award of work.

3.2 Evaluation of Technical Bids: Technical bid details comprise technical bid Part – I and Technical bid Part - II. Technical bid Part - I (Documentation) will be evaluated out of 20 Marks and Technical bid Part II (Presentation) will be evaluated out of 80 marks.

3.3 Technical Bid-Part-I (20 Marks): Bidders will be evaluated based on the following criteria and only technical qualified bidders will be allowed to proceed to the "Technical bid part II (presentation)". The mandatory eligibility criteria are given below. Bidders not complying with the mandatory criteria will be summarily rejected.
The bidder should qualify the following eligibility conditions:

3.3.1 The firm shall be a legal entity as per the GOI regulations and laws of the land.

3.3.2 The firm should have a GST Registration certificate and PAN.

3.3.3 The company should not be blacklisted from participation in government tenders.

3.3.4 As on 31-03-2023, the firm should have minimum of three years of experience in the design, development, and the provision maintenance and management services of websites/portals/web applications.

3.3.5 The firm should have designed, developed and maintained at least 02 (TWO) websites in any Centrally Funded Technical Institute (CFTI)/Institute of National Importance (INI), like IIM/ IIT/IISc/IISER/NISER/ NIT/ IIIT/ AIIMS/ Central and State Universities and/or Central PSUs/State/Central Govt. departments, with a project value of minimum Rs. 05 Lakhs per project, within the past 03 (three) years from the last date of submission of bid.

3.3.6 Copies of the work order, the completion certificate, and the performance certificate are required to prove the eligibility. The past 03 years will be reckoned till the date 31-03-2023.

3.3.7 The firm should have a minimum average annual turnover of Rs. 60.00 Lakhs per annum during

the last three financial years ending on 31-03-2023. Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.

3.4 List of documents to be submitted with the technical bid

S. No.	Basic Requirement	Specific Requirements	Document Required
1.	ITRs	Copy of bidder's ITRs for the last three (03) financial years till 31.03.2023	Yes
2.	Undertaking & Declaration	Undertaking and Non-Blacklisting Declaration by the bidder: The bidder/ firm or any of its Directors/ Board Members should not have been blacklisted by any Government/ Semi-Government Organization / Statutory Body during the last three years.	Yes
3.	Tender Fee & EMD	Should submit applicable tender fee and EMD, if applicable	Yes
4.	Contracts completed	Details of contracts provided / completed during the last three (03) years.	Yes
5.	Contracts under progress	Details of contracts under progress	Yes
6.	Performance report by clients	Performance report by the clients for contracts completed	Yes
7.	Company/ agency profile	Structure and organization of the bidder/agency.	Yes
8.	Bid Security declaration	Bid-Security declaration to be submitted by MSME	Yes
9.	Registration certificate	Registration Certificate under Companies Act/Partnership Act	Yes
10.	Proprietary company/agency	Self-attested copy of Article/Memorandum of Association or Partnership Deed or an affidavit stating that it is a proprietary concern, as the case maybe, of the agency.	Yes
11.	GST & PAN	Self-attested copy of GST and PAN of the agency (not of individual)	Yes
12.	Experience certificates	The agency should have at least previous three financial years of experience in design, development & providing maintenance and management services of websites/portals/web applications to Central /State Govt. organizations / Institutions.	Self-attested copy of experience certificate issued by party
13.	Total workers	Should have a sufficient number of workers for the proper execution of the contract	Declaration

Note: The bidder who fulfils the requirement of submission of TECHNICAL DOCUMENTS AND DETAILS (for PART -1) WILL BE AWARDED 20 (twenty) marks and will be termed as "Technical Responsive". Only such bidders will be allowed to participate in the Part - 2 of the technical evaluation (i.e., the presentation).

1.4 **Technical bid Part II (80 Marks):** The bidder will present the 'Concept & Vision for the Website':

a) A brief of the proposed vision and concept for the design and development of the IIM Amritsar website (to be enclosed with the technical bid documents).

b) A note explaining the scope of the work as understood by the bidder and which shall be executed by the firm (to be enclosed with the technical bid documents).

The presentation (80 Marks) done by the bidder will be evaluated out of 80 marks on the basis of following criteria:

a) The applicants may be asked to present 3 options of design templates (not final) for the IIM Amritsar website in the presence of the committee constituted for this purpose.

b) The presentation will be followed by a 10-15-minute question and answer session.

1.4.1 Understanding and Compliance with Requirements and scalability (maximum 20 marks)

The proposal should address each work area in sufficient detail to demonstrate a clear understanding of the statement of objectives/ work, including operations and maintenance. The bidder should provide evidence of sufficient planning to show that the work will be accomplished as required and on schedule, utilizing all the available resources. Specifically, the proposal from the bidder will be evaluated on whether it addresses each requirement and goal set forth in the scope of work in the tender document.

1.4.2 Design templates and Proof of Concept (POC) (maximum 40 marks)

The design templates and POC presented by the bidder should demonstrate compliance with all the mandatory requirements mentioned in the tender and also demonstrate extra capabilities. During the POC presentation, one IT/ Web design expert from the firm should be present to answer technical queries and to demonstrate the capabilities of the firm to deliver the assignment.

1.4.3 Relevance of Experience in Technical and Managerial Aspects (maximum 20 marks)

The firm will be expected to provide details of their past experience with contracts of this nature/ type/ complexity. They will also be asked to provide information on their performance in these contracts, and present testimonials from previous or existing clients. They will be asked to furnish details of key personnel, both supervisory and technical. Resumes of personnel must include education, experience, background, accomplishments, and other pertinent information. The firm will be evaluated based on how closely their experience fits with the technical and managerial requirements for developing a website for IIM Amritsar.

S. No.	Particulars	Eligibility Criteria	Proof/Documents Required	Maximum Marks (20)
1	Experience	The bidder should have at least previous three financial years of experience in design, development & providing maintenance and management services of websites / portals / web applications to Central /State Govt. organizations / Institutions	Details of experience relating to design/ development/ maintenance of web portal services for Central/State Govt. organizations / Institutions along with self-attested copies of the work orders and agreements.	Above 3 and below 6 years: 5 marks; 7 to 10 years: 8 marks; Above 11 years: 10 marks

2.	Number of contracts	The bidder must have successfully completed, minimum two (02) contracts, in the last three years till 31-03-2023, of providing Design/ Development / Maintenance of web portal services for any Centrally Funded Technical Institute (CFTI)/Institute of National Importance (INI), like IIM/ IIT/IISc/IISER/NISER/ NIT/ IIIT/ AIIMS/ Central and State Universities and/or Central PSUs/State/Central Govt. departments.	Bidder must submit the list of work order executed with contract amount and competition date. Also submit the all supporting documents as per the list submitted.	3 to 5 contracts:6 marks; 6 to 8 contracts:8 marks Above 8 contracts: 10 marks

IIM Amritsar retains the right to ask for any further information/ clarification during the tendering process. Based on the above evaluations, the financial bid of only those firms/ bidders who qualify in the above parameters will be opened. The technical bids that are found suitable will only be scrutinized that shall be eligible firms.

Even though an applicant may satisfy the above requirements, s/he would be liable to disqualification if s/he has:

a) Made misleading or false representation or deliberately suppressed any information in the forms, statements and enclosures required in the qualification document.
b) Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

The bidders who qualify in this stage will be considered for the financial bid; other bidders who have been found technically unqualified will not be considered further in the process.

3.31 Financial bid: The financial bid (tender) of the applicants who have not been qualified in the technical bid shall not be considered/opened. Financial bids of only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority letter). Any information in this regard will be intimated only to the technically qualified bidders.

The financial bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below:

3.6.1 The bidder with the lowest financial bid (L1) will be awarded a 100% score. The Financial Scores (FS) for the bidders other than L1 will be evaluated using the following formula:

$$FS = \{ \text{Financial Bid of L1 (FL) / Financial Bid of the particular bidder (F) X 100} \} \text{ (adjusted to 2 decimals)}$$

3.6.2 The financial bid (tender) should be submitted strictly in the prescribed Form-1 ("FINANCIAL BID"). Also, the Financial Bid should clearly contain the details as mentioned in the form.

3.6.3 The financial bid should remain valid for a minimum of three months from the date of opening of the financial bid. The bidders should be ready to extend the validity, if required, without any additional financial implications.

3.6.4 The bidder must ensure to quote the rate of each item. Financial bids, which are incomplete and not submitted in the prescribed form, will be summarily rejected.

3.6.5 Where applicable, if a tenderer quotes nil rates against each item in the item rate tender, the tender shall be treated as invalid and will not be considered as lowest tenderer.

3.6.6 Rates quoted by the vendor shall be all-inclusive. Any other charges over the quoted rates shall be clearly indicated.

3.6.7 If there is a discrepancy in the financial bid between words and figures, the amount indicated in words will prevail.

3.32 Operation and Maintenance (O & M): The scope of Annual Maintenance & Management will be for a period of 01 (one) year and will cover regular updation of the content in the website's modules/ sub-modules, application forms, software and security feature up-gradation, etc.

In order to undertake the above, the firm will depute one qualified resource person who needs to be available on-call basis 24*7*365 to maintain/manage/troubleshoot the website as per IIM Amritsar's requirements. Any delay in performing the work provided by the IIM Amritsar officials to that resource person would lead to the imposition of penalty at the rate of 0.5% per week of the total order value, and the amount may be recovered from the bank guarantee.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions below are meant to assist the bidders in registering on the CPP Portal, preparing their bids per the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "**Online bidder Enrolment**" on the CPP Portal which is free of charge.
2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognised by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSC's to others which may lead to misuse.
6) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
3) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

I.   Bidder should take into account any corrigendum published on the tender document before submitting their bids.
II. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to the rejection of the bid.
III. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
IV. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or ''Other Important Documents'' area available to them to upload such documents.

These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white-coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorised persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorised bid openers.
6) The uploaded tender documents become readable only after the tender opening by the authorised bid openers.
7) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2) Any queries relating to the process of online bid submission or queries relating to the CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Tender acceptance letter
(To be given on Company Letter Head)

Date: ………………………

To,
Indian Institute of Management Amritsar
Amritsar, Punjab-143105

Sub: Acceptance of Terms and Conditions of Tender & Price bid undertaking.

Tender Reference No: …………………………………………………………………….

I _____ Son/ Daughter/ Wife of Sh.
_____Proprietor/ Director, authorised signatory of the Agency/Firm,
mentioned above, is competent to sign this declaration and execute this Bid**:**

1. I/We have carefully read and understood all the terms and conditions and other instructions of the tender and undertake to abide by them.

2. I/We do hereby declare that our company/agency has not been blacklisted/debarred by any of the Govt. Department/Govt. Autonomous/Public sector undertaking.

3. I/We do hereby declare that our company/agency has not abandoned any works/services/supply order in the last three financial years.

4. I/We certify that all information furnished by our company/agency is true & correct. In the event, that the information is found to be incorrect/untrue or found violated, then your department/ organization shall, without giving any notice or reason, therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

5. The Information/documents furnished along with the above tender are true and authentic to the best of my knowledge and belief. I/We are well aware that furnishing any false information/fabricated document would lead to rejection of my tender, besides liabilities towards prosecution under appropriate law.

6. The corrigendum(s) issued from time to time by your department/organization has also been considered while submitting this acceptance letter.

7. I/We certify that I/We have a sufficient number of workers for the proper execution of the contract.

8. We also clarify that the rates quoted are not higher than those quoted by us against enquiries received from Educational Institutes and other Government Department/ Institutions.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

List of Work orders and Completion Certificates

Sr. No.	Department/ Company Name	Work Description	Contract Value (Rs.)	Contract Start Date	Contract Completion Date	Work order attached YES or NO	Completion Certificate attached YES or NO	Page No. on submitted document

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

CA Turnover Certificate and profit -Loss certificate

(Format of the CA Certificate to be submitted by the Firm)

Dear Sir/ Ma'am,

This is to certify that M/s……………………………………………………having office at…………………………………………. in the business of for completed years (considered up to 31-March of last Financial Year). Their Turnover in each Financial Year during the preceding years (years in words) are as given below:

SR. NO.	FINANCIAL YEAR	ANNUAL TURN OVER IN INR	PROFIT AND LOSS IN INR
1	2020-2021		
2	2021-2022		
3	2022-2023		

This is further certified that the above Turnover is in line with the Turnover declared by the Business in their Income Tax Returns filed under PAN No: ………………………………….

[UDIN]…………………………………………….

For, ………………………………………… Chartered Accountants

Partner, M. No/ FRN No………………………………………………….

Signature with seal…………………………………………………………

Date:

Place:

Note:

Note:

- If Bidders have turnover certificates in their own format, they can submit in that format else Bidders have to submit turnover certificate in this format.

- Bidder shall also submit the P&L statement & ITR statements of these financial years.

Form of Bid Security

Declaration Date: .... [insert date]

Tender No.: .... [insert Tender number]

To,

Indian Institute of Management Amritsar
Amritsar, Punjab-143105

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration. We accept that we may automatically be suspended from being eligible for bidding in any contract with you, Indian Institute of Management, Amritsar (IIM AMRITSAR), if we are in breach of our obligation(s) under the bid conditions, more specifically, if we:

1) withdraw or modify our Bid after deadline for submission of bids, during the period of bid validity specified in the tender document (hereinafter "the tender document"); or

2) having been notified during the period of bid validity specified in the tender document, about the acceptance of our Bid by you,

   • fail or refuse to execute the Contract Agreement within the time period specified in the tender document,

   • fail or refuse to furnish the performance security, in accordance with the tender clause within the time period specified in the tender documents,

3) not accept the correction of arithmetical errors in price bid; or

4) breach a provision of the Code of Integrity.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) thirty days after the expiration of our Bid.

Signed: _____ [insert signature of the person whose name and capacity are shown] Name: _____ [insert complete name of the person signing the Bid-Securing Declaration] In the capacity of: _____ [insert legal capacity of the person signing the Bid-Securing Declaration]

Duly authorised to sign the bid for and on behalf of: _____ [insert complete name and address of the Bidder] Dated on ………. day of……………., 2023 [insert date of signing]

Corporate Seal _____ [affix corporate seal of the bidder]

Part-1

Bidder's Details

(To be submitted on the letterhead of the Agency/ Firm)

Sr. No.	Description	Document required	Details	Attached (Yes/No)	Page No.
1.	Name of the Agency				
2.	Registered Address				
3.	Phone/Mobile Nos.				
4.	E-Mail ID				
5.	ORGANISATION TYPE (The bidder shall be a legal entity as per GOI regulations and laws of the land (Joint venture shall not be allowed)	Attach the Copy of proprietorship OR partnership Deed OR Memorandum of the Articles of Association OR Registration certificate.			
6.	The firm should be in the vehicle hiring business for at least Three years as on 31.05.2023. The right to accept contracting business of the vendor will rest with IIM AMRITSAR.	Please upload the relevant document as a proof that the firm is in business for the period mentioned.			
7.	Other mandatory documents	GSTIN (Registration certificate) Self attested. PAN Copy self-attested			

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

Part-2

**MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS
TRANSFER**

(To be submitted on the letterhead of the Agency/ Firm)

To,

Indian Institute of Management Amritsar

Sub: Authorization for release of payment/dues from Indian Institute of Management Amritsar through Electronic Fund Transfer/RTGS Transfer.

1. **Name of the Firm/Company/Agency:**

2. **Address of the Firm/Company/ Agency:**

City_____ Pin Code_____ E-Mail ID_____

Mob No: _____Permanent Account Number_____

3. **Particulars of Bank:**

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque to ensure the accuracy of the bank name, branch name and code number)			
IFS Code:(11-digit alphanumeric code)			
Account	Saving	Current	Cash Credit
Account Number:			

DECLARATION:

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed and not effected for reasons of incomplete or incorrect information, I shall not hold Indian Institute of Management Amritsar responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for the purpose of credit of the amount through NEFT/RTGS Transfer.

Signature & Seal of the Authorized Signatory of the Firm/Company/Agency:

Date: _____ Place: _____

(Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.)

Declaration (On Company Letter Head)

It is certified that I do not have any personal/professional/legal/commercial relationship with any of the employees/staff/consultants of IIM AMRITSAR as specified in the tender documents. If it is found that the information given by me is false /incorrect, IIM AMRITSAR shall have the absolute right to take any action or terminate the contract as deemed fit without any prior intimation to me.

OR

We have the following employees working with us who are near relatives of the Officer/ Director of the Corporation/ Central/ State Government in India.

Sr. No.	Name of the employee of the Tenderer	Name & designation of the Officer of the IIM AMRITSAR

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY
(ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)

Ref. No._____   Bank   Guarantee   No:
_____

Date: _____

To,

Indian Institute of Management Amritsar

Amritsar, Punjab-143105

In consideration of INDIAN INSTITUTE OF MANAGEMENT AMRITSAR an institute having office at Amritsar, Punjab-143105 (hereinafter referred to as the "Institute" which expression shall unless repugnant to the context include its successors in interest and assigns) having entered into a contract dated_____ (hereinafter called the "CONTRACT" which expression shall include all the amendments thereto) at with M/s. _____ India (hereinafter referred to as the "CONTRACTOR" (which expression unless repugnant to the context or meaning thereof, shall include its successors, administrators, executors and assigns) and such contract having been signed and accepted by the Contractor at _____ Rs. _____ for project for a value of AND WHEREAS under the terms of the said Contract, the Contractor is required to submit a PERFORMANCE Guarantee for the due, punctual, satisfactory and faithful PERFORMANCE of the entire Contract to the context of ___% of the Contract Sum. We (BANK NAME AND ADDRESS) (hereinafter referred to as the "Bank") hereby agree, guarantee and undertake that we shall forthwith, immediately and immediately upon receipt of written intimation/demand/letter/claim from you viz., INDIAN INSTITUTE OF MANAGEMENT AMRITSAR addressed to the bank, pay to INDIAN INSTITUTE OF MANAGEMENT AMRITSAR without any deduction, reservation, protest, demur, delay or reference to M/s. _____ the aforesaid sum of Rs. _____ (Rupees _____ Only) irrespective of and not withstanding any dispute or demand to the contrary made/raised by the Contract.

1. We further undertake and agree that we shall make payment to you of the aforesaid amount of Rs. _____ (Rupees _____ Only) immediately upon demand being made, as aforesaid, without in any manner referring to, or seeking the consent of or instructions from the Contractor and without in any manner, explicitly or by conduct, issuing notice of our intent to honor our commitment under this guarantee or on the issue of any instructions to the contrary issued by the Contractor. Any such demand made by the Institute on the Bank shall be conclusive and binding notwithstanding any difference between the Institute and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority or any instructions, letter contrarily issued by the Contractor. We agree that the Guarantee herein contained shall be irrevocable and shall continue to be in force and enforceable till it is specifically discharged by the Institute by issuance of a letter/certificate to such effect. No periodic renewal by the bank shall be necessary.

2. The Institute shall have the fullest liberty, from time to time, without in any way affecting the liability of the Bank under this Guarantee to extend the time for PERFORMANCE of the Contract by the Contractor, or vary the terms of the Contract. The Institute shall have the fullest liberty without affecting this Guarantee to postpone, from time

to time, the exercise of power vested in them or of any right which they might have against the Contractor and to seek compliance with any covenants contained or implied in the Contract between the Institute and the Contractor or any other course or remedy or security available to the Institute. Notwithstanding any such extension or variation, the Bank shall not be released of its obligations as assumed under these presents by the exercise by the Institute of any liberty with reference to matters aforesaid or any of them or by reason of any act or forbearance or other acts of Institute or any other indulgence shown by the Institute to the Contractor. We agree that irrespective of such extension of time or variation in contract, our liability to pay the aforesaid amount of Rs. _____ (Rupee_____ Only) without demur, objection shall continue to remain unaltered, enforceable and valid.

3. The Bank further agrees that the Institute, at its option, shall be entitled to enforce this Guarantee against the Bank, without in the first instance proceeding against the Contractor or making any demand upon the Contractor to pay and notwithstanding any security or other Guarantee that the Institute may be possessed of in relation to the Contractor's liabilities, either in relation to this agreement or otherwise and our liability to make unconditional payment on demand by the Institute shall not be affected or diluted and shall remain valid, enforceable and unaltered.

4. We further agree that for the purpose of this Guarantee any notice issued to us by the Institute and the amount claimed in such notice as being payable by the Contractor to the Institute shall be deemed to be correct and shall not be disputed or questioned by us but shall be paid in the manner herein before stated forthwith and without delay. We further agree that this guarantee shall not be affected by any change in our constitution or that of the Contractor. We further undertake not to revoke this guarantee during the period of its validity viz., till the Institute discharges us, in writing, as aforesaid, notwithstanding any dispute, difference between the Contractor and ourselves and our bankers' lien either general or particular in relation to the Contractor shall not include the amount guaranteed to the Institute under this guarantee.

Dated this the _____ day of _____ 2023, at _____.

Witness:

_____   _____

Signature   :   Signature:

Name   :   Name :

Official Address :   (Designation with bank Stamp)

Attorney as per power of attorney no _____dated_____