



IIM
SHILLONG

**NOTICE INVITING TENDER FOR DESIGN, DEVELOPMENT,
HOSTING and AMC OF IIM SHILLONG WEBSITE**
(<https://www.iimshillong.ac.in>)

e-Procurement

TENDER NOTICE No.: IIM /IT/02/2019-20/WEBSITE/02

Date: 31st May 2019

Bid Document Downloading Start Date:	15:30 hours of 31 st May 2019
Last Date and Time for Submission of Bid Document Online:	14:00 hours of 20 th June 2019
Date and Time of Opening of Techno -Commercial Bids:	14:30 hours of 21 st June 2019
Cost of Tender Fee to be Paid Online	<u>Rs 2000/- + GST@18%</u>
Cost of Earnest Money Deposit (EMD) to be Paid Online	<u>Rs 1,40,000/-</u>

INDIAN INSTITUTE OF MANAGEMENT SHILLONG
MAYURBHANJ COMPLEX, NONGTHYMMAI
SHILLONG- 793014
Tel: 0364-2308000; Fax: 0364-2308041
Website: www.iimshillong.ac.in

A. Tender Information

Online tenders, in two-bid system for **DESIGN, DEVELOPMENT, HOSTING and Annual Maintenance Contract OF IIM SHILLONG WEBSITE (<https://www.iimshillong.ac.in>)** is invited by Director, IIM Shillong as per enclosed specification and related terms and conditions.

1. Bidders /Tenderers would be required to register on the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app> using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
2. Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
3. Bidders /Tenderers can download the bid document from Central Public Procurement Portal website at <https://eprocure.gov.in/eprocure/app> Bidders /Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through <https://eprocure.gov.in/eprocure/app>
4. Tender information is also available in the Institute's website at www.iimshillong.ac.in. For further details regarding Amendment /Addendum /Extension/Corrigendum please visit website: <https://eprocure.gov.in/eprocure/app> and www.iimshillong.ac.in
5. Non –Refundable Tender Fee of **Rs 2000/- + 18 % (GST) (Rupees Two Thousand Plus GST of 18%)** has to be deposited as online payment to SBI a/c **30276148008** and upload the transaction receipt. A copy of the same has to be mailed to mks@iimshillong.ac.in; spo@iimshillong.ac.in ; amd@iimshillong.ac.in and skm@iimshillong.ac.in clearly mentioning the firm's name and Tender Id no. along with tender description, or in the form of Banker's Cheque or Demand draft, drawn in favour of IIM Shillong, shall be scanned and submitted online, along with the Techno-commercial bid, within the period of tender online submission date and time and the original (hard copy) should be sent to Store & Procurement Officer, Indian Institute of Management, Mayurbhanj complex, Nongthymmai, Shillong -793014 within the stipulated date and time. Refer below for Bank Details at Annexure "A"
6. Earnest Money Deposit (EMD)(Refundable) of **Rs 1,40,000/- (Rupees One Lakh Forty thousand only)** as online payment to SBI a/c **30276148008** and upload the transaction receipt. A copy of the same may be mailed to mks@iimshillong.ac.in; spo@iimshillong.ac.in ; amd@iimshillong.ac.in and skm@iimshillong.ac.in clearly mentioning the firm's name and Tender Id no. along with tender description, or in the form of Call deposit, Banker's Cheque, Fixed deposit or Demand draft, drawn in favour of IIM SHILLONG, Shillong or Bank Guarantee of any Scheduled Bank, shall be scanned and submitted online, along with the Techno-commercial bid (Un priced Bid), within the period of tender online submission date and time and the original (hard copy) should be sent to Store & Procurement Officer, Indian Institute of Management, Mayurbhanj complex, Nongthymmai, Shillong -793014 within the stipulated date and time. Refer below for Bank Details at Annexure "A".
7. In the event of the date being declared as a closed holiday for purchaser's office, the due date for submission of bids online and opening of bids online will be the following working day at the appointed times.

8. The technical bids will be opened online by a committee duly constituted for the purpose at the time and date as specified in the tender document. All statements, documents, certificates, proof of EMD /Tender fee /, etc uploaded by the bidders will be verified and downloaded for technical evaluation and the result of technical bid evaluation will be displayed on <https://eprocure.gov.in/eprocure/app> in which can be seen by all bidders who participated in the tender.
9. The bidders should download the **BoQ.xls** from CPP Portal and filled in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same **BOQ in .xls format**. IIM SHILLONG /Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
10. The Financial bid (price bid) i.e. Bill of Quantity (BOQ) of only technically qualified bidders will be opened online by a committee and the result will be displayed on the <https://eprocure.gov.in/eprocure/app> which can be seen by all bidders who participated in the tender.
11. At any time prior to the date of submission of bid, Director, IIM Shillong may, for any reason, modify the bidding documents by an amendment. All prospective bidders/tenderer who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid. Director, IIM Shillong may at his discretion, extends the date and time for submission of bids.
12. The tendered rates and the validity of bids shall be for a minimum period of six months from the date, as the tender are finalized /awarded.
13. It will be the prerogative of the Institute to place the supply order for the whole lot/item or in piecemeal basis depending upon the requirement of the Institute. The Institute shall have the right to reject any tender without assigning any reason thereof. No correspondence will be entertained in this regard. Only one best quality item (according to our specification) should be quoted against the item.
14. Stores will be accepted subject to the verification and inspection by the competent authority.
15. Time schedule of delivery is within **2 (Two) months** of receipt of supply order or else deduction on gross bill @0.5% per week or part thereof will be made as liquidated damages/ delay in supply subject to maximum of 10% of the value of the delayed supplies.
16. Insurance during transit to be borne by the Vendor/ Supplier/Contractor inclusive of handling within the Institute premises till the completion of final Inspection and acceptance.
17. Bills should be submitted in quadruplicate along with a receipted copy of challan duly endorsed in the desk of the of the Receiving section of the Institute.
18. Payment of the approved vendor for supply of items at IIM SHILLONG shall be made through Cheque or electronic clearing system. In case of Cheque, the same will be dispatched registered post and postal charges shall be deducted from their bills.
19. IIM Shillong reserves all rights to make any changes in terms and conditions of the tender and also to reject any or all bids without assigning any reason thereof.

20. Settlement of disputes – Director, IIM Shillong or his authorized representative shall be the final authority in all disputes and decision will be binding on all concerned.
21. Vendor has to submit an escalation Matrix for raising support queries.
22. For any queries please contact **Manish Kr Sinha, Officer (IT & ERP) on +91.364.2308080 or at +918131983051 email mks@iimshillong.ac.in on any working day from 09:30 AM till 18:00 PM.**

B. GENERAL CONDITIONS

1. Minimum validity of the Proposal must be 180 days from the date of its opening.
2. The IIM Shillong reserves the right, not an obligation, to carry out the capability assessment of the Bidder(s) and pre dispatch inspections at the cost of the Bidder. This right inter alia includes seeking technical demonstrations, presentations and live site visits.
3. The IIM Shillong reserves its absolute right to seek any clarifications from the respective Bidder(s).
4. The IIM Shillong will neither provide nor shall pay any charges for boarding, lodging and transportation facilities for the Bidder(s) or their Representative.
5. The products/ services offered should strictly conform to the specifications given in the product literature. The models proposed/ marked for withdrawal from the market or models under quality testing should not be offered.
6. The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of the IIM Shillong shall be final, conclusive and binding on the Bidder(s).

Sd/-

Chief Administrative Officer

Copy to:

- Director for information
- Finance Officer / Purchase Committee members for information.
- IT Department, IIM SHILLONG to upload on the Institute's Website

1.0 INTRODUCTION

Indian Institute of Management Shillong (IIMS) was established in 2007 by the Government of India, Ministry of Human Resources Development, with the objective of offering world class management education and research in the country. It was envisioned that IIM Shillong would engage itself in teaching, research, training, and consulting.

1.1 OVERVIEW

The Institute has a website under the name of <http://www.iimshillong.ac.in> keeping in view of technological enhancements in web technology it is propose to redesign its website so as to develop a dynamic database driven website with Web 2.0 features and web guidelines issued by the National Informatics Centre (NIC) and adopted by Department of Admin Reform & Public Grievances. The newly developed website would also provide Role based management for routine updates by various departments within the IIM SHILLONG. The selected bidder shall design, develop, implement and support that application for a period of three years from the day of User Acceptance Test (UAT). All the activities related to services and support shall be done through a dedicated Technical Team

1.2 Instructions to Bidders (Eligibility Criteria of Bidders)

At the time of submission of bid response, the Bidder should conform to and/or be able to demonstrate the following: -

- (a) The bidder should be a company registered in India under companies Act 1956 and operating for the last Five years in IT Services in India as of 31st March 2019.
- (b) The bidder must have a Valid PAN and registered with GST.
- (c) The bidder must be at least ISO 9001 certified company and the certificate needs to be valid till the date of submission of bid.
- (d) The bidder should have a proven track record of successful implementation of at least one dynamic portal/web based application worth of ₹50,00,000/- or two dynamic portals/web based applications with value of ₹25,00,000/- each or three dynamic portals/web based applications value of ₹15,00,000/- each for any Govt Department/Organisation/Autonomous Body/PSUs/State Renewable Nodal Agency in India.
- (e) The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government/PSU.
- (f) The bidder must have an average turnover of not less than ₹5.0 crores in last three financial years ending with FY2018-2019 and should be a profit making company for the last three (03) years. Audited balance sheet/CA Certificate will need to be submitted in support of this requirement.
- (g) The bidder must submit Tender document fee amounting to **₹2,000 + GST @ 18%** in the form of Online Transfer (NEFT / RTGS etc.) /DD and an EMD of Rs/- to **₹1,40,000/-** in the form of Online Transfer (NEFT / RTGS etc.) /DD.

1.3 Bid Processing (General Information)

- a. The bid process involves a three-stage evaluation namely, Pre-qualification, followed by the evaluation of the Technical bid and Financial bid.
- b. The bidder shall submit only one Proposal.
- c. Proposal should be in the specified format. Any other format shall not be acceptable.
- d. Proposals should be in English Language only.
- e. The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
- f. Bid should be valid for a period of 180 days from the date of submission
- g. The original Proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- h. An authorized representative of the bidder should sign on all the pages of the Proposal. The representative's authorization should be confirmed by a written power of attorney or board resolution accompanying the Proposal.
- i. Bidders should specify the price of their services in Indian Rupee (INR) only.
- j. Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- k. All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

1.4 Evaluation of Technical Bid

- a. Criteria for evaluation of technical bids have been specified in clause 1.6 of this document.
- b. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- c. The commercial bids of only the technically qualified bidders will be opened for further processing.

1.5 Evaluation of Financial Bid

- a. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives
- b. The bidder with lowest financial bid (L1) will be awarded.
- c. The bid price will include of all taxes and levies and shall be in Indian Rupees.
- d. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

1.6 Technical Evaluation and Scoring Patterns

Sl.No	Parameters	Maximum Points	Evaluation Criteria	
A	Organizational Capability-	70		
(a)	Annual Turnover	10	Annual Turnover 5 to 6 Crore – No Point Annual Turnover Beyond 6 Crores- 2 Points. For every additional Crore – 2 points each (up-to maximum of 10 Points)	
(b)	Quality Certification	10	ISO27001- 4 Points CMM3 or above- 6 Points	
(c)	Experience of development & implementation of Website and dynamic web based applications (order value of more than ₹ 50 lakhs will be considered for each website developed for institutes like IITs / IIMs / ISB etc.)	30	Each Project 5 Points up to maximum 30 Points	
(d)	Manpower Strength: The bidder should have Full time 15 Technical Resources as an employee of the organisation. [BE/B.Tech. / MCA/ M.Tech.]	15	15 resources – 2 points 1 points each for additional 5 resources	
(e)	Branch/Head/Support Office in Shillong / Guwahati	05		
B	Technical Presentation	30	Presentation Duration (In Minutes)	
	Requirement gathering and analysis by understanding the scope	10	20	
	Design/Content Structure	10		
	Branding/Marketing Aspect	5		
	Demo Website (Vendor has to give demo. See for example: https://web-school.in/try-demo/)	5		

1. The bidder has to produce documentary evidence for awarding the marks.
2. Detailed documentation on project plan with work breakdown structure, Project Management methodology, Software solution approach and implementation methodology, Testing and Quality Assurance Approach, Risk Management, Mitigation and Exit Management plan in both hard copy and soft copy (in CD-R) to be submitted in Technical Bid.
3. Bidders has to score at least 70% for attaining success in Technical evaluation.

1.7 Project Documentation

The bidder shall create / update and maintain all project documents that would be submitted to IIM SHILLONG after UAT. Any subsequent approved changes to the requirements / design shall be incorporated into the documents and submitted to IIM SHILLONG. Project documents include but are not limited to the following:

- i. Latest version of Source Code
- ii. SRS documents. For all the new requirements/modification in existing process, bidder shall conduct a detailed system study and update the SRS documents.
- iii. Test Plans and Reports
- iv. Issue Logs
- v. User Manual
- vi. Website Installation & Configuration Manual
- vii. Service Provider shall submit a list of deliverables that they would submit based on the methodology they propose. All project documents are to be kept up-to-date (updated every six months) during the course of the project.

2. Scope of Work

2.01 (A) General Scope of Website

Some of the important guidelines which the website should meet are:

1. To enhance the overall look and feel of the website.
2. Hosting of the Website shall be in the scope of the Vendor but vendor has to specify the below responsibilities.
 - (a) Computational resources,
 - (b) Resources for data storage, and
 - (c) Bandwidth
3. Fast Website loading time with 99.99% uptime.
4. Aesthetics and design should be balanced and professional.
5. The website should cater to promote the Marketing and branding aspect of the Institute.
6. Website should reflect our organization's intent and values.

7. SEO friendly website. Note: Vendor has to provide fortnightly report on website analytics.
8. Security of website.
9. To develop Bi-lingual Website with English & Hindi Version and to ensure that Hindi content is universally accessible by using Unicode compliant font.
10. 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.
11. To make the website accessible and compatible on Cross-Browser/Cross-Platform and to maintain similar look and feel even when viewed by smaller devices like mobile, tablet etc.
12. To restructure content of the website so that it is easily accessible by the differently abled.
13. 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.
14. A Feedback management system shall facilitate collection of feedback from visitors to the site in the predefined form.
15. Full Text Searching as well as custom search.
16. The redesigned website shall have the web information/data as per the existing links of IIM SHILLONG website and shall also have additional links to cater to more information.
17. Training to the department for routine update.
18. Five Year Free Maintenance Support inclusive of DNS, Hosting Services and Technical Support for the Website.
19. Existing data from the present website will require to be migrated to the new website.
20. Migration of content of old website of IIM Shillong to new website
21. Resolve all the Vulnerabilities found during security audit before Go-live of the website. Security audit will be done at least once in a year by any Cert-in empaneled firm/any other organisation assigned by IIM Shillong. However, bidder has to resolve all the Vulnerabilities found during security audit.
22. Ensure compliance with Guidelines for Indian Government Websites (GIGW) and Web Content Accessibility Guidelines (WCAG 2.0).
23. Installation of required software and hosting of website in a secured environment such as AWS etc. or any designated location identified by IIM SHILLONG
24. Optimization of website time to time for better performance
25. Training on daily website maintenance and modification to the officials of IIM SHILLONG IT Dept.
26. Support and maintenance of the portal for a period of 5 years from the date of Go-live
27. Refurbishment of website design at appropriate interval with no extra cost.
28. Home page improvement and design change may be necessary from time to time.
29. User Acceptance Test
30. Micro Site for each faculty and other members.
31. Feedback / Ticket Management System should be available for the Admission / Placements / Website or any other 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)

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

2.01 (B) Features of the Website

1. Display of bilingual information in English and Hindi.
2. Interactive multimedia oriented home page design.
3. Compatible to all the browser like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera.
4. Web portal should be Responsive i.e. compatible to Mobile, Tabs, i-Pad
5. Database driven website (for specific modules mentioned below) and User Management to manage the requirement from Admin Interface by the multiple users.
6. Website should be free from vulnerabilities.

2.02 Indicative functionalities of the website

The following functionalities will be incorporated in the web site

The website will have two parts:

1. Public view and interaction which is called as Client part
2. Interface to manage the requirement by the administrator from admin interface which is called as backend.

The website covers information for the following heads/subheads (but is not limited to) for public view -

1. About the Organisation
2. News and Events
3. Notification
4. Tender
5. Contact
6. Who is who
7. Program details
8. Documents
9. Links
10. Archive
11. Sitemap
12. RTI
13. Publication (News Letter/Articles etc.)

14. Feedback / Ticket Management System should be available for the Admission / Placements / Website or any other 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)
15. Social media Presence (Facebook/Twitter/LinkedIn Page)
16. Success Stories/Achievement's-Sector Wise
17. Complete Virtual Tour Solution
18. Dynamic Modules

(A) ADMISSION MODULE:

Complete Admission System module for all Programs of the Institute including SMS integration, Payment Gateway integration.

i. Application forms for all programs – Platform for students to fill online application to various programs of the Institute -PGP, PGP Overseas PGPEX, PGPEX Overseas, FPM etc.

ii. Admission Dashboard for each programs - 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.

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

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

iv. Mentor Mentee Module – Platform for aspiring students to communicate with the student/faculty of IIM Shillong.

(B) RECRUITMENT MODULE

For Faculty and Non-faculty of the Institute including SMS and Payment Gateway integration. Application forms for filling up of Personal, Academic details, Work Experiences etc. for applying to IIM Shillong. The recruitment module should have an admin dashboard to manage the data.

(C) PLACEMENT MODULE

For recruiters. - Platform for recruiters to recruit/survey profiles of prospective students. The recruiter module should have a dashboard to manage the student data/ profile/analytics.

(D) ALUMNI MODULE

For IIM Shillong Alumni. - Platform for IIM Shillong alumni to connect members.

(E) MODULES FOR FDP / MDP / INSTITUTE'S CENTRES / INCUBATION

Detail of the above shall be provided during vendor presentation.

(F) ACADEMIC MODULES FOR INSITITUTE PROGRAMS

Detail of the above shall be provided during vendor presentation.

(G) MODULES FOR FACULTY, STAFF, STUDENT'S LIFE CYCLE MANAGEMENT

Detail of the above shall be provided during vendor presentation.

2.03 Banner Management:

System should have the features to add and manage banner in the banner container with size as per the requirement. Banner may be a short clip-video or images.

2.04 News & Events:

System should have the option to add news & events in the respective module. It will give the option to give the headings of news, photo, more news or a sharable link to other URL/ social media feeds for display of more information.

System should have the option to select the news headline to display in the home page of the web portal for client view. An archive section of the old news and events should be there in the website.

2.05 Support and Maintenance

Support and Maintenance will be provided by the Selected Agency for 5 years from the date of Go-live which will be renewed subject to the satisfactory performance.

2.06 Placing a Service Request

Service Requests will be directed and sent by our technical support 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)

2.07 Security Audit

It is to be noted that the following is to be carried out for the web portal

1. The selected vendor has to engage any Cert-in Empaneled 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.
2. The Selected bidder has to resolve all the security vulnerabilities found during security audit.

2.08 Content Migration

After development of website, the bidder should migrate the existing content from old website of IIM SHILLONG and place it at required place in new website.

2.9 Training

The bidder should provide adequate training to the concern staffs of the IIM SHILLONG on entire functionality of the application software. After completion of one year from the date of Go-live, the bidder should carry out another round of refresher training to the officials of IIM SHILLONG.

2.10 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 RFP. In such scenarios, there may be a need of modification of the website beyond SRS/Scope document mentioned in this RFP. In such case, IIM SHILLONG may direct to take up such assignments. The bidder is supposed to prepare the detail effort estimation for development and implementation of such assignments and submit the proposal to IIM SHILLONG for approval. On approval of IIM Shillong, bidder shall deliver the services and raise the claim as per actual according to the Commercial Bid. 10 man months are provisioned for such additional software enhancement services. The bidder can raise claims under this head as per actual consumption of service duly approved by IIM SHILLONG.

2.11 Change Request Management

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows.

- **Identification and documentation of change request requirement**– The details of scope of change will be analyzed and documented
- **Effort Estimate** – IIM SHILLONG will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis.
- **Approval or disapproval of the change request** – Committee constituted by IIM SHILLONG will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- **Implementation of the change Request**– The changes will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to IIM SHILLONG accordingly. The costing of change request shall be finalized as per cost mentioned in financial bid format- Software Enhancement Service.
- No additional payments shall be made to the vendor without formal work order issued by the competent authority and work beyond the scope of work as defined in the NIT.

3.0 Performance Requirements (SLAs)

The purpose of this Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by the bidder for the duration of the project.

Sl. No.	Major Area	Parameter	Requirements	Penalty
1	Application System Development and Implementation	Major milestone during development and implementation as per project plan document.	12 Weeks	Delay up to 4weeks after scheduled date @0.5% and beyond 4weeks penalty will be 1% of the development cost per week. Week means full week (7 days) or part thereof. If delay is more than 8 weeks from the scheduled date, authority reserves the right to cancel the Work Order.
2	Availability of application	Application covering all the features	98% availability round the clock and Computation will be done on monthly basis. Note : Fault at application level only.	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	12hrs to 24 hrs @ 0.25% of application development cost. Beyond 24 hrs 0.5% of application development cost per 24 hours.

4.0 Timelines for Project Implementation with the milestones and deliverables

SI	Deliverables	Time-Line [Days]
Web Portal Development		
T1	Website Prototype presentation (3 in number to select one for deployment)	T0+15

T2	Integration of the Modules (Admission, Recruitment, Placement etc. as in 2.02 of page 11 & 12) with the Website.	T1+30
T3	UAT and Cyber Security Audit	T2+30
T4	Training ,Content up-gradation and make it live	T3+15

Note: T0 stands for the date of giving Lol / Purchase order.

The website should be developed, security audited through any Cert-in empaneled firm and Go-live within the time duration of 3 months from the date of issuance of work order.

5.0 Payment term and Mile Stone:

Desirable Timelines for Project Implementation with the milestones deliverables

Sl	Milestones	Payment %
Web Site Development		
1	After go live	30% of web development cost
2	40% to be paid after successfully running of web site for a period six months from date of go live of the project	40% of web development cost
3	Rest to be paid after successfully running of web site for a period of twenty four months from date of go live of the project.	30% of web development cost
Annual Maintenance Cost		
4	Annual Maintenance cost will be paid yearly basis after the end of contract ie 5 years from the date of issue of work order. (includes all modules of the website, hosting, DNS charges, technical manpower support and maintenance)	100% of AMC cost after completion of each year
Software Enhancement Service		
5	Software Enhancement cost will be paid on the man month rate as per actual.	100% after completion of respective activity

6.0 TECHNOLOGY

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

7.0 Content and Data Ownership

IIM Shillong will be the sole ownership of all Data, Content, and Application develop as per the agreement of this tender or any portion of the Website Content, together with all modifications, enhancements, of the Website.

8.0 Back up.

The Vendor will be responsible to take regular backup periodically at the regular interval as agreed between the Institute and the concerned vendor, also the vendor will be responsible for providing the said backups to the Institutes local server.

9.0 PROJECT DELIVERABLES & SCHEDULE

- Requirement Specification Document.
- User Manual.
- Technical Documentation of the website and all the developed Modules- Admissions, Recruitment module for Faculty/Non-faculty of the Institute, Placement Module for recruiters
- Project Plan and timeline.
- Training
- Periodic Status Reports.
- Web Security Check list.
- Guidelines compliant source code in USB/CD/DVD.
- User Acceptance Testing.

Bid Proposal Proforma

1.1 BID COVERING LETTER

To:

The Director,
IIM Shillong,
Mayurbhanj Complex
Nongthymmai
Shillong 793014

Dear Sir,

Sub: **DESIGN, DEVELOPMENT, HOSTING and AMC OF IIM SHILLONG WEBSITE**
(<https://www.iimshillong.ac.in>)

1 Terms & Conditions

1.1 I/ We, the undersigned Bidder(s), having read and examined in detail the specifications and all bidding documents in respect of this Tender do hereby propose to provide goods and services as specified in the bidding document.

1.2 I/ We, the undersigned Bidder(s) having submitted the qualifying data as required in your Tender, do hereby bind ourselves to the conditions of your Tender. In case any further information/ documentary proof in this regard before evaluation of our bid is required, I/We agree to furnish the same on demand to your satisfaction.

2 Rates & Validity

2.1 All the rates mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the rates and other terms and conditions of this proposal are valid for a period of 180 days from the date of opening of the bid.

2.2 I/ We have studied the Clauses relating to Indian Income Tax Act and hereby declare that if any Income Tax, surcharge on Income Tax and any other Corporate Tax is altered under the law, I/ we shall pay the same.

3 Deviations

I/ We declare that all the goods and services shall be performed strictly in accordance with the Technical specification, Time Schedule and other terms of the Tender Document except the deviation as mentioned in the Technical Deviation Proforma. Further, I/ We agree that additional conditions, if any, found in the proposal documents, other than those stated in deviation pro-forma shall not be given effect to.

4 Bid Pricing

I/ We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the bidding document.

5 Earnest Money

I/We have enclosed the earnest money as required in case of default it is liable to be forfeited in accordance with the provisions enumerated therein.

6. Declaration

I/ We hereby declare that my/ our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of my/ our knowledge and belief and nothing has been concealed therefrom.

Thanking you,

Yours faithfully,

(Signatures)

Date:

Place:

Name:

Designation:

Seal

F. PROFORMA TECHNICAL BID

Sl.No	Description
1	<p>Bidder's Proposal Reference No & Date</p> <p>Bidder's Name and Address</p> <p>Contact Person</p> <p>Designation</p> <p>Telephone Number Fax Number E-mail Address</p> <p>Please attach a copy of company incorporation certificate.</p> <p>Please attach list of your offices in India with addresses thereof:</p> <p>a. Offices</p> <p>b. Development Centre's</p> <p>Please provide details if you have been blacklisted / debarred by the Government of India or their undertakings, any State Governments or their undertakings previously. If no, please enclose an undertaking in this matter.</p> <p>Please enclose a list of similar carried out by you along with their value. Please attach relevant experience certificates also.</p>

(Signatures and Seal)

Date:

Place:

Name:

Designation

G. PROFORMA MANUFACTURER'S / DEVELOPER'S AUTHORIZATION

Ref. No _____

Date: _____

To:

The Director,
IIM Shillong,
Mayurbhanj Complex
Nongthymmai
Shillong 793014

Dear Sir,

Tender No.:

We _____ who are established and reputed Manufacturers / Developers of _____ having Factory/ Development Centre at _____ do hereby authorize M/s _____ [Name and Address of Vendor] to submit a bid and sign the contract with you for the goods Manufactured / Products developed by us against the above Tender No **IIM /IT/02/2019-20/WEBSITE/02**. We hereby extend our full Guarantee and Warranty as per the clauses of contract based on the Terms and Conditions of the Tender for the goods and services offered for supply by the above organization in response to your Tender. OEM Warranty certificate is required for the product after finalization of Supply Order.

Yours faithfully

Name of the Manufacturer / Developer

Authorized Signatory

Note:

This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

I. Financial Bid

1. The bidders should download the BOQ.xls from CPP Portal and filled in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same BOQ in .xls format. The Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
2. The Financial bid (price bid) i.e Bill of Quantity (BOQ) of only technically qualified bidders will be opened online by a committee of members and the result will be displayed on the <https://eprocure.gov.in/eprocure/app> which can be seen by all bidders who participated in the tender.
3. If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail.
4. A sample BOQ is placed herewith in excel sheet format.
5. If any column is not applicable, keep the sheet as it is or quote '0'. The BOQ is in excel sheet, as such only number will be taken calculable.

Signature of Tenderer _____

Name _____

Business Address _____

Date: _____

J. PROFORMA FINANCIAL BID

We hereby quote our commercial offer as given below:

SI No.	ITEM	Quantity	Rate	Tax Component (Specify the Tax Charged)	Tax Value	Price including Taxes
1						
2						
3						
TOTAL						

(Signatures)

Date:

Place:

Name:

Designation:

Seal

INTEGRITY PACT

To,

The Intending Bidders,

.....,

.....

Sub: NIT No. for the work
“ _____ ”

Dear Sir,

It is here by declared that IIM, Shillong is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender/bid documents, failing which the bidder will stand disqualified from the bidding process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIM, Shillong.

Yours faithfully

Sd/-

Chief Administrative Officer
IIM Shillong.

INTEGRITY PACT

To,
The Director,
IIM, Shillong

Sub: Submission of tender / Bid for the “ _____ ”
_____”

Dear Sir,

I/We acknowledge that IIM, Shillong is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender / Bid is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender/bid documents, failing which I/We will stand disqualified from the bidding process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by IIM, Shillong. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, IIM, Shillong shall have unqualified, absolute and unfettered right to disqualify the tenderer / bidder and reject the bid/bid is accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder along with Name and Designation)

This document has to be on the Letter Head of the Vendor / Bidder.

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of IIM.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this..... day of2019.

BETWEEN

IIM Shillong represented through **Chief Administrative Officer** (Hereinafter referred as the '**Principal/Owner**', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....
(Name and Address of the Individual/firm/Company)

through..... (Hereinafter referred to as the
(Details of duly authorized signatory)

"Bidder/Contractor" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (NIT No. ** .) (hereinafter referred to as "**Tender/Bid**") and intends to award, under laid down organizational procedure, contract "

hereinafter referred to as the "**Contract**".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “**Integrity Pact**” or “**Pact**”), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner will endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of **fraud or corruption or Coercion or Collusion** of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner’s employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications,

subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/ Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per Proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice **means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.**

5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner will have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/ Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion

will be determined by the severity of transgression and determined by the Principal/Owner. **Such exclusion may be forever or for a limited period as decided by the Principal/Owner.**

2) **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of Indian Penal code (IPC)/Prevention of Corruption Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

3) If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.

2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 60 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, Bidder.

Article 7- Other Provisions

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the **Headquarters of the Division** of the Principal/Owner, who has floated the Tender.
- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this Pact must be signed by all he partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
- 5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this **Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.**

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/ Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....

(For and on behalf of Principal/Owner)

.....

(For and on behalf of Bidder/Contractor)

WITNESSES:

1.

(Signature, name and address)

2.

(Signature, name and address)

Place:

Dated: