

INDIAN INSTITUTE OF MANAGEMENT INDORE

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Enquiry No: IIMI/2014-15/22

Date: December 3, 2014



सिद्धिमूलं प्रबन्धनम्
भा. प्र. सं. इन्दौर
IIM INDORE

NOTICE INVITING TENDER FOR DESIGN, DEVELOPMENT, SUPPORT OF WEBSITE AND DELIVERING OF DOCUMENTS

Name of the Work	Completion Period	Estimated Cost (Rs.)	Cost of Tender Document (Rs.)	Earnest Money Deposit [EMD] (Rs.)
Design, Development, Support of Website and Delivering of Documents.	4 Months	08 Lakh	500/-	25,000/-

Submitted by: _____

Last date and time of Submission
of Tender

Dec 23, 2014 03:00 PM

Date and Time of Opening
of Tender

Dec 23, 2014 03:30 PM



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No. IIMI/2014-15/22

Date: 03-12-2014

NOTICE INVITING TENDER FOR DESIGN, DEVELOPMENT, SUPPORT OF WEBSITE AND DELIVERING OF DOCUMENTS

Name of the Work	Completion Period	Estimated Cost (Rs.)	Cost of Tender Document (Rs.)	Earnest Money Deposit [EMD] (Rs.)
Design, Development, Support of Website and Delivering of Documents.	4 Months	08 Lakh	500/-	25,000/-

BID SUBMISSION DETAILS

1	Date of Pre-Bid Meeting	Date: 15-12-2014 Time: 1400 Hrs.
2	Last date of submitting tender document	Date: 23-12-2014 Time: 1500 Hrs.
3	Date of opening of Technical Bid	Date: 23-12-2014 Time: 1530 Hrs.
3	Date of Presentation	To be intimated later
4	Date of opening of financial Bid	To be intimated later

The tender document shall be downloaded from IIM Indore website www.iimidr.ac.in.

The envelope with the Enquiry No. mentioned on the top and superscribed as "Tender for Design, Development, Support of Website and Delivering of Documents" should be addressed and submitted to:

The Stores & Purchase Officer
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439630/631
Email: stores@iimidr.ac.in

S. Shikhar
3/12/14
Stores & Purchase Officer



1. INTRODUCTION

With the objectives of imparting high quality management education and training, the Department of Higher Education, Ministry of Human Resource Development, Government of India established Indian Institute of Management Indore (IIM Indore) as an Institution of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.



Established in 1996, IIM Indore is the sixth in the family of state-supported management schools. Since its inception, IIM Indore has been acting as a leader in the field of management education, interfacing with the industry, government sector and PSUs.

IIM Indore seeks to be a contextually-relevant business school with world-class academic standards that develops socially-conscious managers, leaders and entrepreneurs. IIM Indore is committed to Excellence in management education, research, and training.

Keeping in line with this objective, we need IIM Indore's website (www.iimidr.ac.in) to be redesigned so as to address the needs of all its stakeholders. The website will be on par with that of top international educational institutions.

2. SUBMISSION OF BID PROPOSAL

a. Procedure for submission:

Sealed envelopes A, B & C (as stated below) to be placed in a single cover (sealed) and superscribed as "Tender for Design, Development, Support of Website and Delivering of Documents". The sealed envelope should be dropped in the tender box placed in the office of Stores and Purchase Officer before the due date and time. Those who send the tender document by post, have to ensure that the documents reach before the prescribed time and date. The Institute will not take any responsibility under any circumstances for courier/postal delays.

ENVELOPE 'A':

This envelope should contain following

1. Crossed demand draft in favor of Indian Institute of Management Indore towards Earnest Money Deposit (Rs. 25,000/-)
2. Crossed demand draft in favor of Indian Institute of Management Indore towards Tender fees (Rs. 500/-)
3. Duly completed certificate as per Annexure-I on your official letterhead.

ENVELOPE 'B':

This envelope should contain the following

1. Technical Bid as per Annexure-II to IV and the terms and conditions.
2. All relevant supporting documents of technical bid.

ENVELOPE 'C':

This envelope should contain the financial bid as per Annexure-V

b. Authentication of Bid:

The original and all copies of the Bid Document shall be a computer printout and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract.

Document shall support the letter of authorization. The person or persons signing the Bid Document shall place their initials on all pages of the Bid Document, including pages where entries or amendments have been made.



c. **Late Bids:**

Bids received after the due date and time will not be accepted in any case.

d. **Evaluation of Technical Bids:**

The evaluation of technical bids will be on the basis of the following criteria:

- i. The technical proposal will be evaluated on the basis of the strengths, experience so far, etc. The total points allotted for this is 30.
- ii. Vendors will be asked to make a presentation before a Technical Evaluation Committee on:
 - a. Their Technology, Tools, Strategy & Methodology
 - b. Sample of Home Page, second level pages and the flow
 - c. Administrative Facilities to be provided to the Departmental Officials for updating contents etc.
 - d. Security measures of the Website
 - e. Support

The total points allotted for this activity is 70.

- e. Commercial Bids will be opened for only those firms who score a minimum of 70 points out of the 100 points allotted for the technical proposal and presentation.

3. **GENERAL INSTRUCTIONS**

- a. The Bidder shall duly fill in all the information specified in the pre-qualification criteria specified. In the event of any additional information required by the Indian Institute of Management Indore (IIM Indore) other than that specified in the pre-qualification criteria, the Bidder should submit such information in the prescribed date and time. The Bidder shall submit the Tender Document duly signed on each page as a part of the bid. It shall be expressly agreed herein by the bidder that he understood the complete Tender Document and other documents / requirements and shall comply with the same.
- b. IIM Indore shall reserve the right to verify the operation and performance of Project by the Bidder and the Bidder shall permit IIM Indore to do so. The Bidder cannot subcontract the work at any stage.
- c. Bids received with incomplete information / documents shall be rejected. Bids not adhering to Terms, Conditions, Specifications and other details as given in this document will be summarily rejected.
- d. IIM Indore shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. IIM Indore reserves the right to make any changes in the terms and conditions of the tender.
- e. Tenders sent by telex/fax/telegram & e-mail will not be accepted.
- f. The downloading of tender document from the website and/or submission of the same does not automatically qualify the tender.
- g. The successful tenderer will have to deposit the performance guarantee in the form of Bank Guarantee/D.D./FDR at the rate of 10% of the total value of order immediately on receipt of order, and the same will remain with IIM Indore until



- expiry of maintenance period. No interest will be paid by IIM Indore on the deposit.
- h. In case of delay in successful hosting of the website, by the stipulated date, IIM Indore reserves the right of imposing Liquidated Damages (LD) @ 0.5 % per week on the order value of the work order subject to maximum 10 % of the total cost of work order.
 - i. No advance payment will be made at any cost.
 - j. Payment will be released by IIM Indore after inspection and acceptance of the Website developed as per the contract.

4. PRE-BID MEETING

A pre-bid meeting will be convened on 15-12-2014 for all prospective bidders. The bidders may clarify any queries they have regarding the project requirements at that time. Bidders may contact the following official of IIM Indore for any clarification that they might have regarding the project requirements:

Mr. Piyush Trivedi
IT Department, IIM Indore
(Email id: ptrivedi@iimidr.ac.in)

5. QUALIFICATION CRITERIA OF THE BIDDER

1. The bidder should have completed either of the following during the last 5 years:
 - (a) Three similar completed work costing not less than Rs.3.20 Lakh each.
OR
 - (b) Two similar completed work costing not less than Rs. 4.0 Lakh each.
OR
 - (c) One similar completed work costing not less than Rs. 6.40 Lakh.
2. Bidder should have the experience of minimum 5 years in the line of Designing, Development, Support and Maintenance of websites.
3. The bidder should have at least developed & maintained 03 websites during last 05 years. Supporting documents for fulfilling the qualification criteria are to be submitted alongwith the technical bid.

6. EVALUATION OF BIDS

1. The Bidding process shall be of two-stage process. Prior to the detailed evaluation of the Technical Bids, IIM Indore shall determine whether each bid is (a) complete (b) accompanied by the required information and documents and (c) substantially responsive to the requirements set forth in the tender document. IIM Indore's evaluation in this regard shall be final and binding on all Bidders.
2. Based on results of the Technical evaluation, IIM Indore will evaluate the Commercial Bid of those Bidders who qualify in the Technical evaluation.

7. UNDERTAKING

An undertaking from the Bidder stating compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be submitted as per the format placed at Annexure-I.

8. BID PRICES

1. The price shall include all charges including taxes & other statutory duties, not specifically mentioned in the specification but essential for successful completion of work.



2. Any royalties or patents or charges for the use of content, images, third party software etc. thereof that might be involved in the contract shall not be paid by IIM Indore. The bidder shall pay for such claims without putting any financial burden on IIM Indore and transfer all the ownership/IPR rights to IIM Indore including the 3rd party licenses etc.
3. In addition to the scope of work mentioned herein, IIM Indore may require the bidder to undertake additional development work on a Time & Material payment basis during the contracted period. The timelines and service levels for the added development work will be agreed after consultation with the bidder. To this extent, please provide a standard rate card for the roles that you would anticipate to be required to support such development work. Rates should be in INR and for a standard 8-hour day. All rate cards should assume a 1-year SOW.

9. **PERIOD OF VALIDITY OF BIDS**

Bids shall remain valid for one year from the date of opening of financial bids.

10. **TIMELINE**

The entire scope of the contract is envisioned to be completed in 5 phases in a prioritized manner. The timelines provided herewith are indicative and the final timelines will be decided in consultation with the successful bidder.

Phase	Scope of Work	Completion time
1	Design & Development of the IIM Indore official website	45 days
2	Development of the Hindi version of the website	15 days
3	Online forms, Admission section, Alumni & Placement Portals	45 days
4	Student Portal	15 days
5	KT & Support	365 days

Please refer below for the detailed description of the scope of work required as a part of this tender.

11. **SCOPE OF WORK**

a. **Site Structure – General**

The Bidder should do detailed study of the Institute's area of functioning, work involved, various attached communities, and end users while designing and developing the website's detailed content with the help of the concerned staff member(s) of the institute. The website's existing structure is to be changed and a completely new structure is to be designed keeping its core content intact and additions of new content in consultation with IIM Indore. The bidder should design the website to keep it at par with the top management institutes in India and abroad. The contents of the website will be in English and Hindi languages.

b. **User Interface Design**

The bidder will propose UI design templates that are suitable and acceptable to IIM Indore.

The successful bidder shall be required to present several designs of output templates out of which some templates will be selected by a Committee with/ without suggestions for changes, which the bidder will have to incorporate.



c. **Multi Language Support**

Preparation of the website (Both Hindi & English) is required, as per GOI Guidelines for the website. The Hindi content should be in Unicode font. The visitors should be able to view the content with ease without any requirement of font download. However, there might be a case wherein browser might not support automatic font configuration, so proper guidelines should be in place for font configuration for such users.

d. **Site Search**

The website will have a comprehensive site search option

e. **Backend Support**

A backend support for all the sections of the website should be developed and editing privileges to different sections will be provided. The access rights of managing/editing would be provided to IIM Indore.

f. **Online Forms and Admissions Section**

The bidder should design the website with different types of online forms and a separate section on Admissions-related requirements. This includes online Application forms, Acknowledgement form, Result publishing form, Interview form etc. with respect to each programme. Similarly, forms for recruitment in different areas, MDP forms, Placement forms and many others need to be in place. Output data should be available in the form of excel and/or pdf and/or email form as per prescribed format and access to this section should be based on department/users, if required.

g. **Student, Alumni and Placement Sections**

The website should have separate sections for Students (activity clubs), Alumni (academic/executive programmes) and Placement. These pages may contain the following:

- (a) Registration and login to the portal
- (b) Information about the Institute w.r.t infrastructure pictures; events; achievements
- (c) Job postings
- (d) Current articles/media news about the Institute
- (e) Ability to get in touch with other members
- (f) Any other feature/widget, which the agency can suggest in sync with the current industry trends.

h. **Content Distribution and Functionality**

Content on Homepage will be distributed so as to grasp the visitor's attention, encourage the exploration of the website, and allow easy access to the most important information on the website.

Functionality with a link to IIM Indore's social media pages, student login, and alumni login should be provided.

i. **Update and maintenance of website:**

Successful bidder will update the website as and when asked by the IIM Indore. Successful bidder will update/maintain the respective website for a minimum period of 01 (One) year.

j. **Search Engine Optimization:**

The bidder shall disclose the SEO methodology implemented for IIM Indore's proposed website



k. Web analytics

The bidder will make provisions in the website so as to provide necessary site analytics in terms of web reach, unique site visits etc. Bidder may provide the page level hit number and web logs.

l. Browser and Mobile Compatibility

The proposed website should have a responsive and intuitive design. The bidder shall ensure necessary compatibilities with mobile phones and major web browsers like Google Chrome, Mozilla, Opera, Safari etc.

The contents of the website should be readable using any Screen access Reader Software for Visually Impaired users.

m. Payment Gateway Integration

The proposed website will have provisions to accept payments online. Bidder will ensure payment gateway integration and necessary security protocol to enable this feature.

The Website shall facilitate online payments/payment gateways (through Direct Debit or Debit and Credit Cards of multiple Banks) through the Portal. It shall also provide interface and access to external payment gateways to enable the online payment services. Payment Gateway services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place.

Negotiating the terms of agreement of payment gateway with third party service provider is outside the scope of this project. However, the Bidder will integrate the payment gateway services to IIM Indore's website as required.

n. Documentation & Deployment

The successful bidder should include documentation of all development processes and tools employed to enable the IT Department to maintain the website post completion of the contract. It would be the sole responsibility of the bidder to ensure complete deployment of the project.

o. Guarantee/ Warranty

Maintenance of website would be for a period of one-year from the date of hosting the website. Ownership of all the elements including source code etc. would be transferred/handed over to IIM Indore.

p. Contract Period

The contract period for site Designing, Development and successful hosting of website will be as per the timeline, from the date of contract. Contract period for support will be one year from the date of hosting the website.

The bidder is not authorized to terminate the agreement before its maturity.

q. Ownership of Artifacts

All deliverables must conform to IIM Indore's architecture, strategy and solution design guidelines. All source code and dependent artifacts must be provided in full at the end of each delivery, with source code being managed into IIM Indore source code repositories on a regular basis. Full build and technical documentation must be provided for each deliverable.



r. **Security**

- The bidder is expected to use its own experience to develop a website which is secure and spread knowledge of good / emerging practices in response to new threats. Security architecture should be multilayered and all patches related to webserver, application and database should be taken care of before deployment.

s. **Other preferences**

- Operating system shall be preferably on Redhat Linux ES platform.
- Website logs and reports should be available in required format.

t. **Testing**

The Vendor is expected to fully test its deliverables in the context of the set of deliverables requested. This will include unit testing and ensuring that the code will integrate successfully with the existing systems.

The bidder will also propose a standard User Acceptance Testing (UAT) scheme

12. INDICATIVE DELIVERABLES

- Software Requirements Specification (SRS)
- Functional Specifications
- High Level Design/ Architecture Document
- Performance Test Reports
- Security Test Reports
- UI Usability Report
- Deployment Script
- User Manual/SOP
- Technical Manual
- Data Backup/ Archival Process
- Requirement Traceability Matrix
- Source Code
- Infrastructure design document
- Data Migration Utility
- Data Model

13. DOCUMENTATION, TRAINING AND SUPPORT

1. The developed system and data will be the intellectual property of IIM Indore, The bidder is required to submit the complete developed software system and documentation to the Institute immediately after the completion of the deployment.
2. The bidder is required to prepare detailed documentation on the website development and online and offline systems so that after the completion of the support period the institute will be able to maintain the system with the help of its own staff.
3. The bidder is required to provide complete awareness training on the system and software technology used for the developed website and online and offline system to the institute staff so that after completion of support the Institute staff will operate the systems. The price as quoted by the bidder in the commercial bid will include all training and support costs.
4. One year support of the website with rectification of errors, addition or upgradation of contents. The one year support period will start after development and successful deployment of all phases as indicated above in the Timeline (Point no. 9).



14. RESOLUTION OF DISPUTES

In case of differences arising in the terms and conditions of the tender documents / contract with the firm, the decision of IIM Indore shall prevail.

15. AWARD OF CONTRACT

IIM Indore reserves the right to accept any Bid and to reject any Bid or all Bids, notwithstanding anything stated herein. IIM Indore reserves the right to accept full or part of the Bid or reject any Bid, and to cancel / annul the bidding process and reject all Bids at any time.

16. SIGNING OF AGREEMENT

The successful Bidder has to enter into an agreement with IIM Indore for successful execution of the work as specified in the tender.

17. EXPENSES FOR THE CONTRACT

Any incidental expenses of the execution of the Contract / agreement shall be borne solely by the successful Bidder.

18. FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of IIM Indore.

19. TERMINATION OF CONTRACT

IIM Indore may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the Bidder, terminate the Contract in whole without assigning any reason if:

- The qualified Bidder fails to perform any other obligation(s) under the Contract.
- The Bidder is in material breach of the representations and warranties contained in this Contract

20. ARBITRATION

All dispute and differences which may arise between the IIM Indore and the Service Provider shall be referred to Director, IIM Indore whose decision shall be binding on all concerned.



FORMAT OF TECHNICAL BID: PROFILE OF ORGANISATION
(To be submitted on the letterhead of Bidder)

S.No.	Particulars	
1.	Name of the Bidder	
2.	a) Address for correspondence b) Telephone No. c) Fax No. d) Email Id e) Name of the contact person	
	f) Contact number of the contact person g) Website	
3.	Year of Establishment/incorporation (Certificate to be attached)	
4.	Income Tax PAN/TAN (attach copy of PAN card)	
5.	ST/CST No (Copy of relevant documents to be attached).	
6.	Registration details (Copy to be attached)	
7.	Verification: The tender document should be signed by the authorized signatory verifying that all the details furnished in the tender are true and correct to the best his/her knowledge. In case of furnishing of any false information, the tender shall be liable for outright rejection.	
8.	Turnover in last three years 2011-12 2012-13 2013-14 <i>Attach audited Balance sheet</i>	Rs. Rs. Rs.
9.	List of Major Corporate Clients where similar type of service was delivered by you during the last 5 years as detailed below: Three similar works of Rs.3.2 Lakh OR Two similar works of Rs 4.0 Lakh OR One similar works of Rs.6.4 Lakh (attach copies)	
10.	List of enclosures	



FORMAT OF TECHNICAL BID: INFRASTRUCTURE DETAILS
(To be submitted on the letterhead of Bidder)

1. Name of the Bidder with Address:
2. Details of Hardware (Give number of operational items):
 - a) PCs:
 - b) Servers:
 - c) Printers:
 - d) Scanners:
 - e) Other items:
3. Details of Software Tools (Give name of the software with version):
 - a) Front End Designing:
 - b) Software Engineering:
 - c) Development:
 - d) Database:
 - e) Project Management:
 - f) Testing / QA:
4. Details of Manpower (Specify details of professionals working on the tender subject justifying agency's capability in varied platforms):

S.N.	Name	Role	Educational Qualifications	Experience (in Years)	Date of Joining the bidder	Area of Expertise	Projects handled(#)
1							
2							
3							

Role: Project Manager, Analyst, Coder, Developer, Designer, Creative Artist, Content writer, Communicator, Quality Assurance, Testing etc.

Area of Expertise: JAVA, .NET, PHP, SQL Server etc.

Date:

Place:

Yours faithfully,

(Signature of the Authorised Signatory)

(Name and designation of the Authorised Signatory)

Name and seal of Bidder

**FORMAT OF TECHNICAL BID- BIDDER'S EXPERIENCE**

Details of three projects of website design, development, hosting and maintenance. Please use separate sheet for each project.

Job No: (1/2/3)

Name & Address of the Client	
Type of Client (Government / Semi-Government / Private)	
Period of project: a. Scheduled Date of commencement b. Scheduled Date of Completion c. Actual Date of Commencement d. Actual Date of Completion	
Title of the Project Specify the name of website	
Tools & Technology used	
Manpower deployed (in terms of man months) a. Project Manager b. Analyst / Coder / Developer c. QA & Testing d. Technical writer e. Designers/Creative Artists f. Any other	
Total Number of Professional man months of services provided	
Project cost (in Indian Rs.)	
Details of Software used, Technology used	
Attach copy of letter from the Client for satisfactory completion of the project	
Whether the application is being maintained by the agency after its successful implementation. If so, give the date from which being maintained.	

Date:
Place:

Yours faithfully,
(Signature of the Authorised Signatory)
(Name and designation of the Authorised Signatory)
Name and seal of Bidder/Lead Firm

The above tender cum bid format should be typed on the official letter head of the bidder. Separate sheet is to be enclosed if the space provided is not sufficient for the data to be provided. List of enclosures should be attached with the bid form.



FINANCIAL BID – DESIGN, DEVELOPMENT, SUPPORT OF WEBSITE

S. No.	Description	Cost in INR
(A)	Design, development, Support of Website for one year and delivering of documents.	
	Total Quoted Cost (inclusive of all):	

Total Rupees in words:- _____

S. No.	Description	Cost in INR
(B)	Rate card (for additional development work on a Time & Material payment basis)	

1. I / We agree to keep this offer valid for one year from the last date of submission of bid specified in the bid document. We shall also be agreeable to extend the validity of the bid, if so desired by the IIM Indore.
2. I / We agree and undertake to abide by all the terms and conditions of the bid document. In witness thereof, I / We submit this Bid under and in accordance with the terms of the bid document.

Date:
Place:

Yours faithfully,
(Signature of the Authorized Signatory)
(Name and designation of the Authorized Signatory)
Name and seal of Bidder



CERTIFICATE

ANNEXURE – I

(To be provided on letterhead of the firm)

1. I hereby undertake to comply with all the conditions of the Contract and Technical Specifications of the Bidding Document.
2. I hereby certify that:
 - (a) Our firm has not been ever blacklisted by any Central / State Government / Public Undertaking / Institute on any account.
 - (b) The above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

(Authorized Signatory)

Seal

Name:

Place:

Designation:

Contact No.: