

भारतीय प्रबंध संस्थान जम्मू

Indian Institute of Management Jammu

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# REQUEST FOR PROPOSAL (RFP) (E-PROCUREMENT MODE ONLY)

## FOR

# REDESIGN, REVAMP, REDEVELOPMENT AND MAINTENANCE OF IIM JAMMU'S BILINGUAL WEBSITE AND ASSOCIATED WEBPORTALS

RFP Ref No: IIMJ/RFP/Website/2021-22/14

Dated: 09.03.2022

RFP Document can be downloaded from following websites:

<http://www.iimj.ac.in/tender-and-notice>

<https://www.eprocure.gov.in/epublish/app>

<https://mhrd.euniwizarde.com>

Address To:

Chief Administrative Officer

Indian Institute of Management Jammu

Old University Campus, Canal Road

Jammu- 180016 (J&K)

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**REQUEST FOR PROPOSALS (RFP)- E-PROCUREMENT MODE ONLY**  
**FOR REDESIGN, REVAMP, REDEVELOPMENT AND MAINTENANCE OF IIM**  
**JAMMU'S BILINGUAL WEBSITE AND ASSOCIATED WEBPORTALS**

RFP Ref No: IIMJ/RFP/Website/2021-22/14

Dated: 09.03.2022

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Education, Government of India invites E-Tenders / online proposals (E-PROCUREMENT MODE ONLY) for REDESIGN, REVAMP, RE-DEVELOPMENT AND MAINTENANCE OF IIM JAMMU'S BILINGUAL WEBSITE AND ASSOCIATED WEBPORTALS.

Interested Agencies meeting the eligibility criteria as per terms & conditions RFP document may submit their Proposals complete in all respect.

**THE IMPORTANT INFORMATION AND SCHEDULE RELATED TO RFP:**

Date of Issue/Publishing	:-	09.03.2022
Last Date and Time for Submissions of Bids	:-	02.04.2022 up to 3.00 PM
Date and Time of Opening of Technical Bids	:-	04.04.2022 at 3.00 PM
Date and Time of Opening of Financial Bids	:-	Will be informed later
Last Date and Time for receipt of queries	:-	21.03.2022 at 5.00 PM
Pre-Bid Meeting	:-	17.03.2022 at 3.00 PM
Presentation Date	:-	Will be informed later
Tender Fee (Non Refundable)	:-	Rs.1,180/- (Rupees One Thousand One Hundred and Eighty only) Including GST
EMD	:-	Rs. 20,000/- (Rupees Twenty Thousand Only)
Performance Security	:-	EMD shall be converted in to Performance Security
No. of Covers (Two Bid System)	:-	02
Bid Validity	:-	90 days (From date of opening of Bids)
Contact detail	:-	Chief Administrative Officer 0191-2585837 cao@iimj.ac.in
Location	:-	Indian Institute of Management Jammu, Old University Campus Canal Road, Jammu-180016 (J & K)

**Note:** The Applicants are requested to read the RFP document carefully and ensure compliance with all specifications/ instructions herein. Non-compliance with specifications/instructions in this document may disqualify the Applicants from selection process.

In case, the last date of receipt of tenders and / or the day of opening of tender is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.

**\*\*SD/-\*\***

**Chief Administrative Officer**

## 1. BACKGROUND:

- 1.1 Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education (MOE), Government of India. The Institute imparts quality/ world class education in Management and conducts MBA program, postgraduate programme in management equivalent to MBA, Doctoral level programmes and executive training programs in all the functional areas of Management.
- 1.2 IIM Jammu is operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016. Indian Institute of Management Jammu has setup a new extension transit campus to accommodate new students, staff and faculty at Jallo Chak, Jammu, which will be used for residential and academic purposes.
- 1.3 IIM Jammu is also operating its transit Satellite campus for Executive's Education Programs at Pohroo Chowk, Nowgam Bypass, Srinagar-190015 J&K.
- 1.4 The proposed 200 acres of state-of-the-art campus is coming up at Jagti, 14 Kms. from Jammu City, about 16 Kms. from Jammu Railway Station and 18 Kms. from Jammu Airport. The proposed Campus will be a blissful mix of modern architecture, culture and heritage of Jammu and Kashmir.
- 1.5 **OVERVIEW:** The existing website of the Institute can be accessed/viewed at <https://www.iimj.ac.in/>. The contents are fetched from the Institute's database system. The site provides information on history and background about the institute and presents up to date information on the administrative and academic structure, courses being offered, details about the faculty, forms, results, research, careers/ jobs, tenders, notices etc. The site provides information related to RTIs and press releases and has an intranet section meant for use by restricted members of students, faculty and staff of the institute. The contents are fetched from the Institute's database system.
- 1.6 **OBJECTIVE:** IIM Jammu plans to have a dynamic state-of-the-art web portal which would reflect the vision of IIM Jammu, various functions, activities, profile and add to the Institute's vibrant academic environment and campus life. This means the proposed website shall have an eye-catching presentation of information, blend up-to-date information, current data & information that can go lively. The purpose is also to have an improved look & feel with the latest design features & elements, which an international institution can be able to capture. The website should be elegant and uncluttered in look, and user friendly in its layout design and content.

Keeping in view of technological enhancements in web technology, IIM Jammu plans to redesign its website so as to develop a dynamic database driven website with latest 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 Jammu. The selected service provider 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.

The newly designed/revamped website shall have a friendly corporate look and shall have options for multiple level of administrator having varied rights so that they are able to maintain the information pertaining to their respective Centre/Domain as per their assigned rights. The integrated website would have a common front end with identical centre information displayed along with independent administrator right to update / access.

The Website to be developed shall meet the requirements of IIM Jammu and must be GIGW certified from STQC and security audited from CERT-IN/CERT-IN Empanelled Service Providers and shall be deployed on a hybrid model with the primary server on cloud and

secondary server on premises. In addition to above, the selected service provider will also carry out the migration of existing data from IIM Jammu website and all associated web portals to the proposed redesigned and revamped website and web portals. The proposed website should have the provision to remove/deactivate/add the existing/new programs along with their respective content.

The selected service provider will have the sole responsibility to deploy and maintain the website. The selected service provider should assess the capacity planning and assessment for the solution.

To meet this objective, IIM Jammu invites competent, reputed, experienced and financially sound agencies/firms and professional organizations/firms having proven expertise in System Study, Design, Development, Implementation and Maintenance of Websites / Web Portals / Web enabled applications using latest available technologies like PHP, JAVA, .NET, Open Source CMS such as Drupal etc. are to submit their RFP against this document.

1.7 **TARGET AUDIENCE OF WEBSITE:** For all the envisaged portal will be used by the students, faculty members and administrative staff for their day-to-day activities. It will also be used by prospective students and employees, visitors, partner institutes and businesses, other government departments and agencies, and the public in India and abroad. The main audience of our website would be:

- ❖ **The prospective students and their family members:** These are the people who are the aspiring MBA/IPM/PhD/Researchers students and their family members.
- ❖ **Companies interested in hiring our students (Recruiters)** – We would like to use our website to attract the big recruiters in the management field. Through our website, we would like to attract the companies to come for campus hiring.
- ❖ **Current students/faculty/staff of the Institute** – They would be getting all their day- to-day needs met for their study/teaching/courses/schedule/fees.
- ❖ **Alumni** – The students who have passed out of the institute.
- ❖ **Prospective employees (Faculty/Staff)** – To attract faculty and staff that would form the backbone of our institute.
- ❖ **General visitors** – These surfers would be looking at the course curriculum and research happening at IIM Jammu. We need to showcase all our achievements in teaching and research and all the activities that are going on in the institute.
- ❖ **Government Agencies**

1.8 Interested and eligible agencies and/or individuals can send their proposals in details supported by documentary evidence for consideration by the Institute. Based on the details submitted and evaluation carried out by the Institute, shortlisted agencies will be required to make presentation as per the schedule communicated for further consideration.

1.9 **CURRENT SITE MAP OF IIM JAMMU:** Current Site Map of IIM JAMMU is given at **Annexure- VIII.**

## 2. SCOPE OF WORK:

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

- 2.1.1 A project plan for the entire scope of work with inputs from IIM Jammu (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 new integrated common website for all programmes and domains for IIM Jammu after undertaking the study of the existing website:
  - 2.1.1.1 Preliminary study for existing websites of IIM Jammu.
  - 2.1.1.2 Requirement gathering through consultation with IIM Jammu.
  - 2.1.1.3 Finalisation of CMS and Database configuration.
- 2.1.2 The Website design template must be done by the Service Provider in collaboration with the Institute. Design, Development and Maintenance of New Website shall be integrated with but not limited to technologies like Payment Gateway, e-Forms etc. It must include at a minimum:
  - 2.1.2.1 A consistent look and feel for the website that will work with mobile and tablet browsers using Responsive Web Design and conform to W3C standards.
  - 2.1.2.2 New website content information architecture that supports easy access information interoperable with the information architecture of the current website.
  - 2.1.2.3 A navigation layout for the entire website that will be approved by IIM Jammu before proceeding with the website development.
- 2.1.3 A comprehensive “full function” multilingual CMS on LAMP stack software solution that includes, but is not limited to, template creation, security and approval levels, WYSIWYG content editor, versioning, content scheduling, etc.
- 2.1.4 A website tested across all major browsers – Chrome, Microsoft Edge, Internet Explorer, Firefox, Safari, and UC Browser.
- 2.1.5 Migration of all content and documents from the existing Drupal CMS based website into the proposed CMS-based website.
- 2.1.6 Conversion of documents to content to be done in discussion with IIM Jammu.
- 2.1.7 CMS configuration must include the appropriate CMS security features in conjunction with the available Web Application Firewall at the Institute.
- 2.1.8 CMS configuration must include appropriate multilingual features to enable creation and rendering of multilingual content. Website should initially be Bilingual having separated resource files for Hindi and English and shall have provision for easily supporting other Indian Languages in future. It shall ensure that the content is universally accessible by using Unicode compliant font.
- 2.1.9 Preparation of handover documentation including but not limited to system installation and configuration, system specification, functional specifications, operating manuals.
- 2.1.10 Transfer of CMS along with the installation and configuration to the IIM Jammu team in-charge of the website.
- 2.1.11 Any other additional details required to provide a new fully operational website.

- 2.1.12 A Technical Support plan that covers routine and event-based support for a period of one year after handover.
- 2.1.13 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 Jammu. This includes the staging and production environments. The scope of work includes the maintenance of the DNS, all kinds of server administration of both 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 feature 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 Jammu should be dedicated only to IIM Jammu and shall not be shared with any other client at any cost.
- 2.1.14 The scope of work is a full and complete redesign from discovery to launch, followed by ongoing support and services.
- 2.1.15 The selected Service Provider must work in collaboration with the identified IIM Jammu team to understand requirements and obtain ongoing guidance as required.
- 2.1.16 The website shall have options for multiple level 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 Centre/Domain as per their assigned rights.
- 2.1.17 The website shall have provisions of Content Contributor/Creator, Moderator and Approver System wherein only authorised individual from different IIM Jammu 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.
- 2.1.18 Service Provider shall carry out the Data migration /Porting of existing data into the new website.
- 2.1.19 The Website to be developed shall meet the requirements of IIM Jammu and shall comply with the 'Guidelines for Indian Government Websites (GIGW) [click the URL <http://web.guidelines.gov.in/> for reference].
- 2.1.20 Service Provider shall get the website GIGW certified from STQC and security audited from CERT-In/CERT-In Empanelled Service Providers.
- 2.1.21 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 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 apart from regular maintenance. The warranty period of one year shall start from the date of sign off. The warranty period shall include all kind of technical support and maintenance, updations and upgradations as would be required. The period for Annual Maintenance Contract will start on the first day after completing the warranty period of one year.
- 2.1.22 Identify the training requirements and train the concerned IIM Jammu staff/officers for successful implementation, updation and maintenance of the developed website. The Training shall include CMS, Database, System Administration, DNS maintenance, Regular Data Backups and other related features.



- 2.1.23 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.
- 2.1.24 The design should organise 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.
- 2.1.25 The service provide 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.

2.2 **INDICATIVE SCOPE OF WORK:** The indicative scope of work regarding Re-Designing, Revamping, Re-Development, Implementation, and Maintenance of Website and all associated Web portals by integrating information & activities of all the IIM Jammu departments/programs specified as under:

### 2.2.1 **Phase 1: Analysis**

- 2.2.1.1 Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan.
- 2.2.1.2 Study of the existing websites and web portals of IIM Jammu which includes database, features and content.
- 2.2.1.3 Detailed discussions with concerned stakeholders to understand the overall objectives of the assignment.
- 2.2.1.4 Finalization of Project Objectives/Requirements.
- 2.2.1.5 Submission of detailed Project Proposal /Plan.
- 2.2.1.6 Signoff on detailed project plan, activities, timelines etc from IIM Jammu.

### 2.2.2 **Phase 2: Design**

- 2.2.2.1 Detailed Requirement gathering and analysis
- 2.2.2.2 Study and analysis of existing /similar website and include best practices in draft design
- 2.2.2.3 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
- 2.2.2.4 Identification of technologies/platforms for hosting on cloud.
- 2.2.2.5 Detailed High level and Low level application designs
- 2.2.2.6 Information Integration and Consolidation
- 2.2.2.7 Client Sign-off for Requirement Analysis
- 2.2.2.8 Preparation of Content Structure/Information Architecture for the website

- 2.2.2.9 Service Provider shall develop appropriate screen layouts and templates for the user feedback
  - 2.2.2.10 Approval of prototype (design interface) developed by Service Provider
  - 2.2.2.11 Coordination and collection of required content from IIM Jammu
  - 2.2.2.12 Approval on the content gathered by the client department
  - 2.2.2.13 Proper backup policy and Disaster Recovery Management
  - 2.2.2.14 Data Migration Strategy
  - 2.2.2.15 Design should comply on all parameters with guidelines issued by Government of India for websites from time to time
  - 2.2.2.16 Comply with website security guidelines issued by NIC, CERT-IN and DeITY, Gol.
- 2.2.3 Phase 3: Development**
- 2.2.3.1 Coding / Temporary Demo server
  - 2.2.3.2 Importing of data for testing
  - 2.2.3.3 Application development
  - 2.2.3.4 Content Population and Content Management System
  - 2.2.3.5 Provide front-end user interface that allows a user, even with limited expertise, to add, modify and remove content from the Website
  - 2.2.3.6 Website and associated Application Development
  - 2.2.3.7 Designing, development and integration of Website with secured payment gateway (existing or any new that may be proposed).
    - 2.2.3.7.1 Integrate Online payment gateway services with acceptance of credit and debit cards (Visa, Master and Maestro) and internet banking of all public/ private banks providing such facility with the existing portal and any new/ additional portals as specified by IIM Jammu from time to time
    - 2.2.3.7.2 Generation of receipts/acknowledgement
    - 2.2.3.7.3 Automated reconciliation and generate necessary reports etc.
  - 2.2.3.8 Adherence to Web Application Audit/ Compliance and Approval / Security Features
  - 2.2.3.9 Design and Development of Web Application Devices having capability to connect directly to Service Provider's central system through laptops, handheld devices, mobile etc used for financial inclusion at grassroots level.
  - 2.2.3.10 Developed Website Application should have multiple backend systems interfacing capabilities.

- 2.2.3.11 Rigorous testing of Developed website including Unit Testing, Integration Testing, System Testing, Functional Testing, Peak Load Testing etc.
- 2.2.3.12 Testing of developed website based upon Compliance to applicable guidelines, Assess the user objective achievement etc
- 2.2.3.13 Ensure that the website is GIGW Compliance certified by STQC
- 2.2.3.14 Completed website components for UAT
- 2.2.3.15 UAT (User Acceptance Testing) Sign-off by IIM Jammu
- 2.2.3.16 Modification based upon user feedback
- 2.2.3.17 Migration of data to production environment
- 2.2.3.18 Sign off on developed website and web portals by IIM Jammu

#### 2.2.4 **Phase 4: Operation and Maintenance support**

- 2.2.4.1 Identify and execute training requirements for successful execution of new website and web portals
- 2.2.4.2 Creations of necessary documents and User Manual for training
- 2.2.4.3 Support in handover of website to IIM Jammu
- 2.2.4.4 Support on Training / Demo as and when required
- 2.2.4.5 Warranty Maintenance
- 2.2.4.6 Annual Maintenance of website
- 2.2.4.7 Designing interface/ mechanism for Mobile based application

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

- 2.3.1 Software Requirement Specification Document, High Level Design and Architecture Infrastructure Design Document
- 2.3.2 Performance Test Reports
- 2.3.3 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.
- 2.3.4 UI Usability Report
- 2.3.5 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
- 2.3.6 User Manual and SOP
- 2.3.7 Technical and Design Manual

- 2.3.8 Data Backup Process and Archival Process
- 2.3.9 Requirement Traceability Matrix
- 2.3.10 Data Migration Utility
- 2.3.11 Data Model
- 2.3.12 Technical Documentation of the website and all the developed modules
- 2.3.13 Training
- 2.3.14 Periodic Status Reports.
- 2.3.15 Web Security Check list.
- 2.3.16 User Acceptance Testing.

#### 2.4 **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 Jammu. The website will be based on a Web Content Management System (Open Source WCMS are preferred). The website should have, but not limited to, the following features-

- 2.4.1 Dynamic Website with Content Management System (CMS).
  - 2.4.1.1 **Interaction with administrative team at IIM Jammu:** New website design should be approved on the development version and should involve multiple iterations with the IIM Jammu Admin/ IT team.
  - 2.4.1.2 **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 learnt easily by users. All the pages including home page must be editable. The content management system should provide an easy User Interface functionality to create event photo gallery, video gallery and it should have Menu Management i.e. Ability to add, move, delete, modify menus on the site.
  - 2.4.1.3 **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.
  - 2.4.1.4 **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.
  - 2.4.1.5 **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 Jammu. There shall be provision for viewing/searching/filtering contents/information regarding the Academic Programmes/FDP/MDP/Doctoral Programs/etc

- 2.4.1.6 Clean and focused design: Our 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.
- 2.4.1.7 Professional Branding: Provide attractive branding to the institute through the website. A site must be visually appealing, polished and professional.
- 2.4.1.8 Content: Along with style, our website must have substance and complete information.
- 2.4.1.9 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.
- 2.4.1.10 Cross-platform/browser compatibility: The website should work for all the different kind of browsers and their different versions. It should not break or look different across the different platforms. Website should be responsive and should work perfectly and seamlessly on all devices of different screen sizes. Website 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 to all the browser must be provided.
- 2.4.1.11 Screen Resolution: The screen resolution of the website should be high enough so that the content looks attractive and easily readable.
- 2.4.1.12 Search Engine Optimized (SEO): The website should have search engine optimization(SEO)facility. Pages must be optimized so that it enables the average response time, and increase google ranking.
- 2.4.1.13 Mobile website: The website should be working well when opened from the 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.
- 2.4.1.14 Payment Gateway: Website should be enabled with payment gateway. to all microsities wherever required.
- 2.4.1.15 Good search feature: The website should have 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.
- 2.4.1.16 Interaction with administrative team at IIM Jammu: New website design should be approved on the development version and should involve multiple iterations with the IIM Jammu Admin/ IT team.
- 2.4.1.17 Good Error Handling: It should be able to handle failure scenarios well like content not found, link redirection etc.
- 2.4.1.18 Import of content: All applicable content should be imported from current website and new content should be incorporated as discussed with the concerns team.
- 2.4.1.19 Web Content Accessibility: Website should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW), refer

<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.

- 2.4.1.20 Performance Optimization: Back end performance optimization like DB structure, query optimization to be done to enhance user experience in terms of fast load times and good mobile experience.
- 2.4.1.21 Deployment and Hosting: Service Provider will deploy the website on on cloud platform and existing on premises-servers of IIM Jammu and will ensure Go-Live readiness in all aspects. The cost of cloud deployment and yearly charges shall be borne by the Service Provide 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 in the existing hardware of the institute.
- 2.4.1.22 Testing: All types of post-development testing to be performed by the Service Provider (like Beta testing, Load testing, User Acceptance Testing, etc)
- 2.4.1.23 Social media integration: The website should have good social media integration (share buttons, follow buttons, etc.)
- 2.4.1.24 Banner Management: System should have the features to add and manage banner in the banner container with size as per the requirement on all modules including the main website/website for MDP/FDP/Other programmes/placemen/or any other. Banner may be a short clip-video or images.
- 2.4.1.25 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.
- 2.4.1.26 Administrative control for all the modules who will add/modify/remove content, headings, sub headings, 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 to be given to IIM Jammu IT Department for deactivating /adding/removing the new/existing modules along with their content like headings, sub headings, images, documents, menu, navigation links, URLs and other relevant information.
- 2.4.1.27 User administration and management services should be an integral part of the Content Management facility inbuilt with the site.
- 2.4.1.28 Secure login-in for each user along with audit/log trail.
- 2.4.1.29 One login for Super Administrator of IIM Jammu and one login for Administrator of each department.
- 2.4.1.30 Super Administrator can create/edit/assign/delete roles, users along with audit/log trail.

- 2.4.1.31 Department Administrator can create table(s) within the database of concerned department 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 website.
- 2.4.1.32 CMS should have feature of Content Contributor/Creator, Moderator and Approver System. The Content Management should be able to create and upload the pages daily/weekly/ or on frequent basis with appropriate flow required for authenticate content on site. The website shall have options for multiple level 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.
- 2.4.1.33 Feature of auto periodic backup of webpage's and database – module wise and consolidated full back up and incremental back.
- 2.4.1.34 Content updation will be managed through a content management system by respective administrator of module.
- 2.4.1.35 The design should support the Dynamic Generation of Links on the page and associate them with images wherever required.
- 2.4.1.36 The design should support the Dynamic Menu and Sub Menu which can be easily administrated through Admin.
- 2.4.1.37 The design should support incorporation of links with images uploaded in the banners.
- 2.4.1.38 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, other statistical reports should be provided as per requirement of IIM Jammu.
- 2.4.1.39 Website Design should provide up to date Site Map that is linked to home page as well as to all important entry pages of the Website.
- 2.4.1.40 The Content Management Infrastructure should give the flexibility to modify the design when major event has to be publicized.
- 2.4.2 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 ewb page design should be provided.
- 2.4.3 Restructuring of the existing Site-map: Web pages should have 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.
- 2.4.4 Design of departments pages, faculty listing, faculty listing tabular, micro site 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.

- 2.4.5 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.
- 2.4.6 Primarily the content on the existing website shall be migrated to the new website and new approved content to be displayed in website as provided by the Institute.
- 2.4.7 The reliable translators having experience of 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 in the website.
- 2.4.8 Web portal should be Responsive and compatible to Mobile, Tabs, i-Pad, Desktops, Laptops of different screen sizes.
- 2.4.9 Database driven website (for specific modules mentioned below) and User Management to manage the requirement from Admin Interface by the multiple users.
- 2.4.10 Website should be free from vulnerabilities.
- 2.4.11 System should be robust, responsive and support at least 5000 concurrent users per instance and scalable as per need.
- 2.4.12 The successful implementation of the system means:
  - 2.4.12.1 Sign off of UAT
  - 2.4.12.2 Security Audit
  - 2.4.12.3 Successful Implementation on Production Server on Cloud and On Premises both
  - 2.4.12.4 Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.
- 2.4.13 The warranty period shall be counted for one year after the successful implementation i.e. Sign Off of UAT. After expiry of warranty period, the Service Provider shall compulsorily offer AMC for a minimum of five years at a specific percentage per annum of contract value after expiry of warranty period. However, IIM Jammu may or may not award the AMC at its own sole discretion.
- 2.4.14 Look and feel should be attractive and as per the latest trends in web design.
  - 2.4.14.1 All items will be aligned appropriately and layout should be consistent and a common theme followed on all the pages.
  - 2.4.14.2 Styles, Fonts and colour shall be consistent across the website.
  - 2.4.14.3 Common information about IIM Jammu shall be placed on the main page of the website.
  - 2.4.14.4 Graphic Design of the website should be Professional, having Corporate Look and shall also be in-line with International Standards/Practices.
  - 2.4.14.5 Styling of the webpages should follow a theme and should also be parameterised so that necessary tuning may be carried out independently in the future by the Institute.



- 2.4.15 Audit Trail should be maintained throughout the webpage's and database.
  - 2.4.15.1 Login attempts with time, IP Address, etc.
  - 2.4.15.2 Any change in content/page of the website with timestamp, IP Address etc.
- 2.4.16 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.
- 2.4.17 The website should have Auto Archival feature which will transfer the expired content in the Archive section as per the approved archival policy. Archival Section will be available in each module and can be retrieve using search option with appropriate filters.
- 2.4.18 Website must be compliant and compatible as follows:
  - 2.4.18.1 Service Provider should get the GIGW compliant certificate from STQC.
  - 2.4.18.2 Mobile browser compatibility (Smart phones & Tablets).
  - 2.4.18.3 Design and Development should support resizing the text without use of assistive technology.
- 2.4.19 Website must have security features as follows:
  - 2.4.19.1 Service Provider should also get the Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.
  - 2.4.19.2 Free from OWASP Vulnerabilities (Open Web Application Security Project).
  - 2.4.19.3 Captcha Code on all forms, wherever required.
  - 2.4.19.4 Strong Password Policy.
  - 2.4.19.5 Storing of any kind of username and password in the encrypted form in the database.
  - 2.4.19.6 Session Management.
  - 2.4.19.7 Audit/Log Trail.
- 2.4.20 Website have feature to send the Email/SMS notifications to stakeholders in the following cases:
  - 2.4.20.1 After publishing of approved content on the website for acknowledgement.
  - 2.4.20.2 After each step of Content Contributor, Moderation and Approval.
  - 2.4.20.3 When the content is near to its expiry date.

- 2.4.21 Website should have galleries like Picture, Video, Latest News, Press News, Sitemap etc.
- 2.4.22 The Website to be implemented using any Open Source based Content Management System (CMS) like Drupal or WordPress by keeping a centralized code repository and database can be kept either as individual or as centralized.
- 2.4.23 Provision for VPN access.
- 2.4.24 Access of the code repository and central repository to be given to IIM Jammu.
- 2.4.25 There should be a provision of having Intranet pages within the local community with a login facility.
- 2.4.26 The website should comply with Web 3.0 technologies and W3 validated HTML and CSS.
- 2.4.27 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.
- 2.4.28 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.
- 2.4.29 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.
- 2.4.30 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.
- 2.4.31 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)
- 2.4.32 Design of the Database Schema, Design of all responsive page Templates,
- 2.4.33 Development of the Dynamic Website, and overall integration
- 2.4.34 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.
- 2.4.35 The new website should support the following goals of visitors:
  - 2.4.35.1 Reflect a vibrant and world-class academic institution.
  - 2.4.35.2 Engage all categories of visitors with relevant information to their queries
  - 2.4.35.3 Be 'Mobile First' and 'Responsive' – a mobile experience that adapts to laptops
  - 2.4.35.4 Follow Universal Design principles to maximise accessibility
  - 2.4.35.5 Provide an informative search of the website content to find experts, facilities, research groups, laboratories, and industrial consultancy.

- 2.4.35.6 Promote user engagement and social sharing.
- 2.4.36 The new website should support the following goals of website administrators
  - 2.4.36.1 Provide for the quantitative tracking of visitor in interests determine directions for future innovation and to build stronger and more lasting relationships with visitors.
  - 2.4.36.2 The website and the content must be secure against intrusion
  - 2.4.36.3 Adhere to best practices in the industry regarding design and development
- 2.4.37 The minimum viable product should include the following features:
  - 2.4.37.1 A Content Management System on LAMP stack
  - 2.4.37.2 All current content on the website should be migrated to the new website.
- 2.4.38 The selected Service Provider must work in collaboration with the IIM Jammu Madras team to migrate assets and content including but not limited to text, graphics, audio and video. Further, in collaboration with IIM Jammu team the documents on the current website should be converted to CMS content.
- 2.4.39 For User Experience:
  - 2.4.39.1 Implement an information architecture and content classification that distinguishes accesses to the portal from audience internal to IIM Jammu and external to IIM Jammu.
  - 2.4.39.2 Install and configure CMS modules to integrate existing payment gateway and also gather information for the purpose of payment.
  - 2.4.39.3 Provide contact forms to get in touch with different stakeholders of the institute.
- 2.4.40 For Web Administrators
  - 2.4.40.1 Update an Events Calendar based on the published weekly campus news and postings on different Mailman lists.
  - 2.4.40.2 Configure access to all other relevant databases.
  - 2.4.40.3 Track the accesses to individual pages and integrate site/traffic analytics
  - 2.4.40.4 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.
- 2.4.41 Backup policy and Disaster Recovery Management.
- 2.4.42 **Note:** Features requirements indicated above are bare minimum. It does not limit Service Provider to provide a better system.
- 2.5 **TECHNOLOGY:** The website/ portal should be based but not limited to Web 3.0 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; Framework technologies – Spring MVC/Any Other; Programming Language - Web based latest technologies like PHP, Wordpress , Python, Django, Laravel, 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 is freely available in the market and not a proprietary software product.

Infrastructure : 8-32 Core (Auto Scaling enabled), 16-32GB RAM expandible to 64 GB VCPU Linux/Windows Server, 1 TB Hard Disk expandible to 4 TB

Database: 16-64 (expandible) GB Ram, 16 Core VCPU Linux Server, 2 TB Hard Disk expandible.

2.6 **SECURITY AUDIT AND GIGW COMPLIANCE:** Service Provider shall get the website GIGW certified from STQC and security audited for “Safe to Host” certification from CERT-IN/CERT-IN Empanelled Service Providers before deploying the website in 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.

2.7 **GENERAL SCOPE:** The website should meet the following guidelines:

2.7.1 To enhance the overall look and feel of the website.

2.7.2 Hosting of the Website shall be in the scope of the Service Provider on a Hybrid Model with primary server on Cloud and secondary on premises. The service provider must deploy the system on cloud and use the existing infrastructure for the secondary service. The following must also be identified:

2.7.2.1 Computational resources

2.7.2.2 Resources for data storage, and

2.7.2.3 Bandwidth

2.7.3 Fast Website loading time with 99.99% uptime.

2.7.4 Aesthetics and design should be balanced and professional.

2.7.5 Website should reflect our organization’s intent and values.

2.7.6 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.

2.7.7 To restructure content of the website so that it is easily accessible by the differently abled.

2.7.8 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.

2.7.9 A feedback management system shall facilitate collection of feedback from visitors to the site in the predefined form.

2.7.10 Full Text Searching as well as custom search.

- 2.7.11 The redesigned website shall have the web information/data as per the existing links of IIM Jammu website and shall also have additional links to cater to more information.
- 2.7.12 Training to the department for routine update.
- 2.7.13 Five Year Annual Maintenance Support after One Year Warranty Period is completed. This shall include the maintenance and support of DNS, Hosting Services, System Administration of Servers on Cloud and On-Premises and Technical Support for the Website.
- 2.7.14 Migration of content of old website of IIM Jammu to new website.
- 2.7.15 Resolve all the Vulnerabilities found during the period of AMC.
- 2.7.16 Security audit shall be done at least once in a year by any Cert-in empanelled firm/any other organisation assigned by IIM Jammu. The arrangement of the Cert-in empanelled firms/organisation shall be the responsibility of the Service Provider approved by IIM Jammu during the AMC period at no extra cost. However, Service Provider has to resolve all the Vulnerabilities found during security audit.
- 2.7.17 Ensure compliance with Guidelines for Indian Government Websites (GIGW) and Web Content Accessibility Guidelines (WCAG 2.0).
- 2.7.18 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 Jammu.
- 2.7.19 Optimization of website time to time for better performance
- 2.7.20 Training on daily website maintenance and modification to the officials of IIM Jammu IT Dept.
- 2.7.21 Support and maintenance of the project for a period of 4 years from the date of Go-live.
- 2.7.22 Home page improvement and design change may be necessary from time to time.
- 2.7.23 User Acceptance Test
- 2.7.24 Micro Site for each faculty and other members.
- 2.7.25 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)
- 2.7.26 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 institute.
- 2.7.27 The new website should have provision to add Complete Virtual Tour Solution

## 2.8 INDICATIVE LIST OF REQUIRED FEATURES FOR THE ASSOCIATED WEB PORTALS:

- 2.8.1 **Registration/Admission Module:** Provision of complete Admission System module individually for all Programs MBA/ Doctoral Programs/ EMBA/ FPM/ MDP/ FDP/ Executive Education Programmes/ Any other etc. of the Institute including SMS integration, Email Integration and Payment Gateway Integration. Provision of

separate module 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 is as follow:

- 2.8.1.1 Integration of CAP/SAP/Other Exam process for Short listing for Personal Interview and Result declaration.
- 2.8.1.2 Application forms for all programs – Platform for students to fill online application to various programs of the Institute -MBA/Doctoral Programs/EMBA/FPM/MDP/ FDP/ Any other etc.
- 2.8.1.3 Ability to upload required documents and photographs by candidates with credentials
- 2.8.1.4 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.
- 2.8.1.5 All programmes modules should be loosely coupled to avoid inter dependency.
- 2.8.1.6 Ability to upload documents both from Student Dashboard as well as Administrators Dashboard
- 2.8.1.7 Ability to check candidates uploaded in the Administrator Dashboard
- 2.8.1.8 Documents and verification with comments in Administrator Dashboard
- 2.8.1.9 Ability to retrieve information filled in by candidates / Verifier / download in excel format
- 2.8.1.10 Ability to Generate / Download Interview Letters and Offer Letters
- 2.8.1.11 Ability to push Interview Letters/Offer Letter through Email
- 2.8.1.12 Ability to send SMS alerts to candidates
- 2.8.1.13 Ability to mark the candidates as transferred who have completed the formalities
- 2.8.1.14 Report for Transferred candidates
- 2.8.1.15 Report for the Withdrawal candidates
- 2.8.1.16 Report for Paid/Un paid students
- 2.8.1.17 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.
- 2.8.1.18 User log reports with user-id/date-time/ip address etc.
- 2.8.1.19 Accounts Dashboard- Platform for Accounts section to track any Admission related payments / withdrawals etc.
- 2.8.1.20 Report for Payment Summary / Bankwise / Datewise / Programme Wise etc.

- 2.8.1.21 Mentor Mentee Module – Platform for aspiring students to communicate with the student/faculty of IIM Jammu.
- 2.8.1.22 The modules should be integrated with SMS and Email platforms for all necessary communications/alerts/notification controlled from the Admin Panel.
- 2.8.2 **Recruitment Module:** For Faculty, Non-faculty and Fellowship of the Institute including SMS, Email and Payment Gateway Integration. Application forms for filling up of Personal, Academic details, Work Experiences etc., ability to upload required documents and photographs by candidates for applying to IIM Jammu. The recruitment module should have an admin dashboard to manage the data with appropriate reports.
- The recruitment module should include the ability 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. The result of the candidates selected/shortlisted/rejected to be displayed in the candidate portal. The recruitment module should have ability to send automatic confirmation on submission of application through email/SMS.
- 2.8.3 **Placement Module:** The existing website and portal for the placement is placed and separately managed at <https://placements.iimj.ac.in/>. For recruiters, 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 Jammu.
- 2.8.4 **Modules For FDP/MDP/Institute's Centres/Incubation/ Executive Education:** The existing website for MDP is placed at <http://mdp.iimj.ac.in> . The redesigned and revamped website should include the designs for Customised Programmes/FDPs/Open Programmes/Blended Programmes with the functionality of applying online, search. More detail of the above shall be provided during presentation.
- 2.8.5 **Master Form:** A master form for dynamic creation of such registration form 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 the dynamic reports based on the fields provided in the form. All features mentioned about in the Admission Module should be included and any new features as discussed with the concerned team from IIM Jammu
- 2.8.6 **Library Module:** The expected key features of this module and the micro site for Library are as follows:
- 2.8.6.1 Intuitive and customizable web interface
- 2.8.6.2 Search IIMJ Library Website
- 2.8.6.3 Resource linking

- 2.8.6.4 User authentication
- 2.8.6.5 Personalized content presentation
- 2.8.6.6 Chat Service
- 2.8.6.7 library forms with uploading image / mail acknowledge
- 2.8.6.8 Library Services
- 2.8.6.9 Library Resources
- 2.8.6.10 Ask a Question
- 2.8.6.11 Library spaces/ Photo Gallery
- 2.8.6.12 Image slide show with URL
- 2.8.6.13 Discussion Room Booking System
- 2.8.6.14 Video Guide Page
- 2.8.6.15 Staff profile page
- 2.8.6.16 The main nav is sectioned into different tabs, and the search tab is easily accessible
- 2.8.6.17 Events calendar
- 2.8.6.18 A modern, modular look
- 2.8.6.19 Mobile friendly library websites
- 2.8.6.20 Accessibility and readability for Low Vision students
- 2.8.6.21 Home
  - ❖ Search Box
    - Discovery Search
    - Catalog
    - Databases
    - E-Journals / E-Books
    - Search this site
  - ❖ Top Databases
  - ❖ Top Services
  - ❖ Quick Find
  - ❖ Research
  - ❖ Upcoming Database Training Calendar
  - ❖ New Arrival Books



- ❖ New Arrival Journal
  - ❖ New Arrival Magazine
  - ❖ Library Spaces >> Slide Show
  - ❖ Discussion Room Booking System
  - ❖ Quick start guide
- 2.8.6.22 Services
- ❖ Loans
  - ❖ Requesting books
  - ❖ Requesting articles
  - ❖ For faculty
  - ❖ For alumni
  - ❖ For external libraries
- 2.8.6.23 Databases
- ❖ A-Z
  - ❖ Subject
  - ❖ Trail Database
- 2.8.6.24 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
- 2.8.6.25 Questions & appointments
- ❖ Quick start guide
  - ❖ Make an appointment
  - ❖ Ask a Librarian
  - ❖ FAQs
- 2.8.6.26 About
- ❖ Access & Registration

- Faculty, Current Participants, PhDs and Research Staff
- Executive Participants, Staff Members And Partners
- Alumni, Visitors
- ❖ Printing, Scanning
- ❖ Subject Coverage and Collections
- ❖ 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

#### 2.8.6.27 Spaces & tools

- ❖ Discussion Room Booking System
- ❖ Find a library space

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

2.8.7 **Tender Module:** This module should enable IIM Jammu 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 Jammu.

2.8.8 **Grievance Module:** This module will be integrated with the website and a form provided for registering various grievance from parents, students, sexual harassment, ragging, and general grievances.

2.8.9 **Feedback / Ticket Management System:** 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)

2.9 **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 Jammu along with all the requisite software (Source Code, Libraries, IDEs etc.). IIM Jammu will be the sole proprietor of the website developed, source code, databases and any patents arising out the work shall be of IIM Jammu. The Service Provider will have no claim on the same. IIM Jammu 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.

- 2.9.1 The service provider has to share the source code with the IIM Jammu.
- 2.9.2 All materials/products and related courses on the website should be the property of IIM Jammu and the service provider would have no claim over the same in the future.
- 2.9.3 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.
- 2.9.4 The service provider should provide development documentation and complete training to the IIM Jammu.
- 2.9.5 The service provider should also provide support for all future upgrades/initiatives of IIM Jammu related to this website and associated web portals.
- 2.9.6 Minimum one qualified resource person may be deputed at our location during the development and deployment process.
- 2.9.7 The service provider shall provide the super admin rights for CMS and Cloud Hosting accounts and all users able to access with the level of rights to access the features of both the CMS and Cloud Hosting shall be decided by IIM Jammu. IIM Jammu at all times shall have access, right and administrative control over both CMS, Cloud Hosting Platform and the source code.

## 2.10 **SUPPORT AND MAINTENANCE:**

- 2.10.1 The scope of Annual Maintenance and Support will be provided by the Agency for 3 years from the date of expiry of the One Year warranty period after sign off/ Go-live.
  - 2.10.2 The scope of Annual Maintenance will cover regular updating of contents in the entire iimj.ac.in domain and sub domains, all above modules/ sub modules, software and security future up gradation, and any other as and when suggested by the institute.
  - 2.10.3 Acting urgently on emergency events (within 1 hour based on the urgency of the event).
  - 2.10.4 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.
  - 2.10.5 The firm will depute one qualified resource person who needs to be available on a call/email basis (24x7) to maintain/manage/troubleshoot the website as per requirement.
- 2.11 **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)
- 2.12 **TRAINING:** The Service Provider should provide adequate training to the concern staffs of the IIM Jammu on entire functionality of the application software in whole. 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 Jammu.

2.13 **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.

#### 2.14 **SECURITY SYSTEM:**

2.14.1 Security of Website: The website should allow secured socket layer. The website shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.

2.14.2 The agency would ensure that the site and database is secure and free from unauthorized access & hackers.

2.14.3 The agency should be able to integrate an SSL certificate to make the website secured.

2.14.4 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.

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

2.14.5.1 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.

2.14.5.2 The Selected bidder has to resolve all the security vulnerabilities found during security audit

2.15 **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 of 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 case, IIM Jammu may direct the Service Provider to take up such assignments. The Service Provider is supposed to prepare the detail effort estimation for development and implementation of such assignments and submit the required man hours to IIM Jammu 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 Jammu, 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.

2.16 **CURRENT SITE MAP OF IIM JAMMU:** Current Site Map of IIM JAMMU is given at Annexure- VIII.

### 3. **TERMS AND CONDITIONS OF CONTRACT:**

3.1 **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 Jammu.

3.2 The rate shall remain same throughout the initially 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 Jammu.

- 3.3 **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in 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.
- 3.4 **Exit Clause:** The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor is not found satisfactory.
- 3.5 **TIMELINES FOR PROJECT IMPLEMENTATION WITH THE MILESTONES AND DELIVERABLES:** T0 stands for the date of giving Lol / Work order.

S.No.	Deliverables	Time-Line [Days]
<b>Website and Associated Web Portal Development</b>		
T1	Website Prototype presentation (3 in number to select one for deployment)	T0+15
T2	Integration of the Modules (Admission, Recruitment, Placement etc.) with the Website.	T1+30
T3	UAT and Cyber Security Audit	T2+30
T4	Training ,Content up-gradation and make it live	T3+15

- 3.6 **The website should be developed, security audited through any Cert-in empanelled firm and Go-live within the time duration of 3 months from the date of issuance of work order.**
- 3.7 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/ year, the service provider shall depute a dedicated resource within IIM Jammu for up-gradation, maintenance, and development of the website.
- 3.8 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 Jammu.
- 3.9 **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 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 Jammu 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	Major milestone during	12 Weeks	Delay up to 4weeks after scheduled date @0.5% and beyond 4weeks penalty will

S.No.	Major Area	Parameter	Requirements	Penalty
	and Implementation	development and implementation as per project plan document.		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.

3.10 The service provider shall guarantee 99.9% Uptime of data center including all services.

3.11 IIM Jammu reserves the right to cancel the contract at any time without assigning any reasons whatsoever.

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

3.13 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.

3.14 **PAYMENTS TERMS AND MILE STONE:** Desirable Timelines for Project Implementation with the milestones deliverables

S.No.	Milestones	Payment %
<b>Web Site Development</b>		
1	After Go- live	30% of project 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 project cost
3	Rest to be paid after successfully running of web site for a period of Twelve months from date of go live of the project.	30% of project cost

S.No.	Milestones	Payment %
<b>Annual Maintenance Cost</b>		
4	<b>Year-1</b> - One Year of Warranty Period for Maintenance from Go-Live date	Free
5	<b>Year-2, 3 &amp; 4:</b> Annual Maintenance cost will be paid yearly basis from 2 <sup>nd</sup> year onward (starting after the end of Yr-1 warranty period is completed). (includes all modules of the website, cloud hosting, DNS charges, system administration of both cloud as well as on premises infrastructure, technical manpower support and maintenance).	100% of AMC cost after completion of each year
<b>Software Enhancement Service</b>		
6	Software Enhancement cost will be paid on the man month rate as per actual.	100% after completion of respective activity

- 3.14.1 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 JAMMU.
- 3.14.2 Bill to be made in the name of Indian Institute of Management Jammu. GST No, Pan No and account details should be clearly mentioned on the bill.
- 3.14.3 No advance payment will be made under any circumstances.
- 3.14.4 TDS/ Income Tax etc. are to be deducted at source from the bills of Contractor as per rule.
- 3.15 **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 3.15.1 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 3.15.2 If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 3.15.3 Neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.

- 3.16 The decision of IIM Jammu in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
- 3.17 With mutual consent between the IIM Jammu and the Contractor, any other point can be included in the agreement at the time of its execution.
- 3.18 In case of any disputes on execution of the work during the period of contract, the decision of the Director, IIM Jammu shall be binding and final, agreeable in full by both the parties.
- 3.19 **Arbitration Clause:** In the event of any dispute or difference(s) between the vendee Institute (IIM Jammu) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Director, IIM Jammu", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act,1996. The decision of the arbitrator shall be final and binding on both the parties.
- 3.19.1 The venue of the arbitration shall be the place from where the order is issued.
- 3.19.2 The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
- 3.19.3 Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

#### **4. ELIGIBILITY CRITERIA:**

- 4.1 The Agency should have PAN Number and GST Registration.
- 4.2 The cloud service provider should be empanelled with Meity, Govt. Of India. Valid proof to be attached.
- 4.3 The Agency should provide all variants of cloud services as per MeitY guidelines. Undertaking to be attached in this regards.
- 4.3.1 Infrastructure as a Service (IaaS)
- 4.3.2 Platform as a Service (PaaS)
- 4.3.3 Software as a Service (SaaS)
- 4.4 The proposed cloud service provider/data center must be Tier III or above for better availability of cloud services. Undertaking to be attached in this regards.
- 4.5 The Firm must be having minimum Average Annual Turnover of Rs. 50 Lakh during the last 3 Financial Years i.e. from 2018-19 to 2020-21. The agency should also attach a proof certified by a Chartered accountant.
- 4.6 The Firm should be having a minimum three years of similar experience as on 31st March, 2022 in redesign, revamp, re-development and maintenance of bilingual website and associated web portals regularly with necessary infrastructures and preparing questions for the test, on behalf of academic institutions in Govt./State Govt./Govt. Autonomous Institute /large reputed institution / organization preferably at IIMs/IITs. (Proof to be submitted:- Self attested copies of Agreements/ Work Orders along with Satisfactory Performance Report issued by such Central or State Govt organization / Institutions/ universities).
- 4.7 The Agency should have not been debarred / black listed / terminated / ceased without completing the entire duration of contract period by any Central/State Govt. Department,



Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of Proposals.

## 5. TENDER FEE & EARNEST MONEY DEPOSIT (EMD):

- 5.1 The Bidder should submit Tender Fee of Rs. 1180/- (Rupees One Thousand One Hundred Hundred and Eighty Only) – Non-Refundable / Not-Exempted and Earnest Money Deposit (EMD) of 20,000/- (Rupees Twenty Thousand only) separately payable, payable in the form of in the form of NEFT/RTGS in the name of “Indian Institute of Management Jammu”.

### Bank Details of IIM Jammu for NEFT/RTGS:

**NAME OF THE ACCOUNT** : INDIAN INSTITUTE OF MANAGEMENT JAMMU  
**HOLDER**

**NAME OF BANK** : THE JAMMU & KASHMIR BANK LTD.

**BRANCH NAME** : E/C GOVT. COLLEGE OF ENGINEERING CANAL ROAD

**ADDRESS OF BANK** : GCET CANAL ROAD JAMMU

**IFSC CODE** : JAKA0EGCENG

**A/C NUMBER** : 1250040500000042

**MICR CODE** : 180051027

- 5.2 The Technical Bid without EOI Processing Fee and EMD would be considered as UNRESPONSIVE and will not be accepted. NSIC / MSME registered bidders must submit copy of valid NSIC / MSME Registration Certificate for exemption of EMD only.
- 5.3 The EOI Processing Fee and EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.
- 5.4 **Refund of EMD:** The EMD will be refunded without any interest to the unsuccessful Bidders only after the EOI are finalized.

## 6. SUBMISSION OF BID (INSTRUCTIONS FOR ONLINE BID SUBMISSION):

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. **Prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.**

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://mhrd.euniwizarde.com>

### 6.1 REGISTRATION:

6.1.1 Bidders are required enroll on the e-Procurement Portal (URL: <https://mhrd.euniwizarde.com>) with clicking on the link “Online bidder Registration” on the e-tender Portal by paying the Registration fee of Rs.2000/- Per vendor/per year.

6.1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

- 6.1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
- 6.1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 6.1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6.1.6 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.
- 6.1.7 The scanned copies of all original documents should be uploaded in pdf format on portal <https://mhrd.euniwizarde.com>
- 6.1.8 After completion of registration payment, you need to send your acknowledgement copy on our help desk mail id [ewizardhelpdesk@gmail.com](mailto:ewizardhelpdesk@gmail.com) for activation of your account.

## 6.2 **SEARCHING FOR TENDER DOCUMENTS:**

- 6.2.1 There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- 6.2.2 Once the bidders have selected the tenders they are interested in, you can pay the form fee and processing fee (Non-Refundable) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

## 6.3 **PREPARATION OF BIDS:**

- 6.3.1 Bidder should consider any corrigendum published on the tender document before submitting their bids.
- 6.3.2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 6.3.3 **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 formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.**
- 6.3.4 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 Documents” available to them to upload such documents.

- 6.3.5 These documents may be directly submitted from the “**My Documents**” 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.

#### 6.4 **SUBMISSION OF BIDS (GENERAL INSTRUCTIONS):**

- 6.4.1 Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 6.4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RGIPT, Jais.
- 6.4.3 Bidder has to select the payment option as “e-payment” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 6.4.4 Bidder should prepare the EMD as per the instructions specified in the tender document. The EMD in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of EMD amount in original by the said time, the uploaded bid will be summarily rejected.
- 6.4.5 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 Colored (unprotected) cells with their respective financial quotes and other details (such as 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.
- 6.4.6 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.
- 6.4.7 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 unauthorized persons until the time of bid opening. 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 opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6.4.8 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

6.4.9 Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

6.4.10 The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

## 6.5 **BID SUBMISSION PROCESS:**

The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

### 6.5.1 **TECHNICAL BID SUBMISSION:**

6.5.1.1 Bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (**As per Annexure-I**) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the tender will be considered incomplete and hence, summarily rejected.

6.5.1.2 **The Technical Bid should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.**

6.5.1.3 **Due date:** The tender has to be submitted online on or before the due date. The offers received after the due date and time will not be considered.

6.5.1.4 The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.

6.5.1.5 The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

6.5.1.6 The bid should be clear and without any condition. Conditional bids shall be summarily rejected.

- 6.5.1.7 **Pre-Bid Meeting:** An Online Pre-bid meeting will be conducted through Google Meet/ Zoom/ Other Online Platform, to clarify doubts that may arise before submission of the bids. Bidders/Representatives are invited to participate in this pre-bid meeting. Such attendees have to send a request along with a letter of authorization from their firm (or firms they are representing) by email to [purchase@iimj.ac.in](mailto:purchase@iimj.ac.in), for attending the Pre-bid meeting. Bidders are requested to mail the doubts prior to the pre bid meeting if possible, to enable us to clarify the doubts in the pre-bid meeting itself. The link of Online Pre-Bid Meeting will be shared with only those prospective bidders, who would have requested for attending the Pre-bid meeting as mentioned above. Maximum of two representatives per bidder will be permitted to attend Pre Bid Meeting, subject to the submission of valid authorization letter.
- 6.5.1.8 Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through e-tender Portal (<https://mhrd.euniwizarde.com>) and IIM Jammu website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.

#### 6.5.2 **FINANCIAL BID SUBMISSION:**

- 6.5.2.1 A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidder to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- 6.5.2.2 The Financial Bid (Price Bid) shall be submitted in electronic form only in conformity with the tender specifications on the portal only by the time & date as specified in NIT.
- 6.5.2.3 The financial cover shall contain price bid in the enclosed "Price Bid format" i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.
- 6.5.2.4 The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
- 6.5.2.5 All duties, taxes and other levies payable by the vendor shall be included in the total price. However, GST will be paid extra as actual.
- 6.5.2.6 Online submission of the bid will not be permitted on the portal after expiry of submission time and the Bidder shall not be permitted to submit the same by any other mode.
- 6.5.2.7 The bidders are required to quote their rates in Indian Rupees (INR) only.

6.5.2.8 The Financial Bids of only those firms qualifying the technical evaluation will be considered.

6.5.3 **ONLINE BIDS SUBMISSION:** The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

<b>COVER – 1 (TECHNICAL BID)</b>			
(Following documents to be provided as single PDF file)			
Sr. No.	Documents	Content	File Types
1.	Technical Bid	INDEX/ COMPLIANCE SHEET <b>(As per Annexure-I)</b> indicating the page number of each document submitted	.PDF
2.		Technical Bid As per <b>Annexure - II</b>	.PDF
3.		Proof of Tender Fee and EMD.	.PDF
4.		Acceptance of Terms & Conditions of RFP as per <b>Annexure-III.</b>	.PDF
5.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	.PDF
6.		Copy of GST Registration Certificate.	.PDF
7.		Valid Proof of empanelment with Meity, Govt. of India (Refer Clause 4.2)	.PDF
8.		Undertaking of providing all variants of cloud services as per MeitY guidelines. (Refer Clause 4.3 and its part)	.PDF
9.		Undertaking about the proposed cloud service provider/data center must be Tier III or above for better availability of cloud services. (Refer Clause 4.4)	.PDF
10.		Detail of Experience as per <b>Annexure-IV</b> , along with the copy of work order and completion / performance certificates in the same sequence. The Feedback from client will also have to be submitted along with the proof of experience under technical bid.	.PDF
11.		Proof of Income / Turnover to claim the eligibility related to Turn Over.	.PDF
12.		MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per <b>Annexure- V.</b>	.PDF
13.		Self-Declaration about Non Black Listing <b>as per Annexure-VI.</b>	.PDF
14.		Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any	.PDF
15.		All other documents, as required in terms of the tender, to claim eligibility.	.PDF
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.			

COVER – 2 FINANCIAL BID (PRICE-BID)			
Sr. No.	Types	Content	File Types
1.	Financial Bid	Price Bid in given format BOQ only.	.xls

## 6.6 ASSISTANCE TO BIDDERS:

6.6.1 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.

6.6.2 Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 12x7 Helpdesk Support.

6.6.3 Please feel free to contact ITI Helpdesk (as given below) for any query related to e-tendering.

Helpdesk Support (011- 49606060)

Mr. Anand (9650970101)

6.7 **Bid Validity:** The bids shall remain valid for a period of 90 days from the date of opening of financial bid. In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

6.8 The Submission of bids does not entitle any Agency for automatic grant of award.

6.9 Any enquiry after submission of the proposal will not be entertained.

## 7. BIDS OPENING & EVALUATION:

7.1 The bids will be opened by a Committee duly constituted for this purpose. The proposals (complete in all respect) received will be opened as mentioned at “RFP Schedule” in presence of Agency’s representative if available. Only one representative will be allowed to participate in the Proposal opening and evaluation process, subject to the submission of valid authorization letter.

7.2 The Agencies may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process.

7.3 **The Technical Proposal** will be opened first and evaluated. **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.

7.4 **Presentation:** A Separate online meeting for presentation will be conducted through Google Meet or any other platform as decided by IIM Jammu, to assess the technical competence of the bidders. The bidders can use this presentation as an opportunity to present their proposal and to understand the requirement of the institute. This presentation will be the part of evaluation of technical bids. Maximum of two representatives per bidder will be permitted to attend online meeting for presentation, subject to the submission of valid authorization letter.

7.5 **SELECTION OF SUCCESSFUL AGENCY:** IIM Jammu will use Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

**TECHNICAL EVALUATION CRITERIA:**

S.No.	Parameter	Scoring Protocol
	<b>QUALITY</b>	<b>TOTAL: 100 MARKS (Min. 40 Marks required for Qualification)</b>
1	Experience (in years)	<b>Max Marks: 20</b> - 5 or more of Similar Experience – 20 Marks - 4 or more but less than 5 years of Similar Experience – 15 Marks - 3 or more but less than 4 years of Similar Experience - 10 Marks - 1 or more but less than 3 years of Similar Experience – 5 Marks - Less than 1 years of Similar Experience – 0 Marks
2	Experience with any Govt Academic Institute, university like IITs/IIMs etc. or Reputed Institute	<b>Max Marks: 20</b> For every one engagement with any Govt Academic Institute, university like IITs/IIMs etc. or Reputed B-School/ Institute in last 5 years- 5 Marks, subject to the maximum up to 20 marks
3	Average Annual Turnover during the last 3 Financial Years i.e. from 2018-19 to 2020-21	<b>Max Marks: 20</b> - 2 crore & Above – 20 Marks - 1 crore & Above but less than 2 crore – 15 Marks - 50 Lakh & Above but less than 1 crore – 10 Marks - 30 Lakh & Above but less than 50 Lakh – 05 Marks - Less than 30 Lakh – 0 Marks
4	Feedback from Clients (from 2 clients including present)*	<b>Max Marks: 10</b> Very Good – 4 Marks, Good – 3 marks Satisfactory – 2 Marks, Fair – 1 Marks Note: The Feedback will have to be submitted along with the proof of experience under technical bid. Multiple feedback from same client shall be treated as one feedback.
5	Presentation.	<b>Max Marks: 30</b> Presentation to the technical committee and evaluation of the response by the technical committee.

7.5.1 A bidder has to score an overall minimum score of 40 in the technical evaluation in order to be technically qualified.

7.5.2 The financial evaluation will be for 30 marks and will be only for the technically qualified bidders. The lowest priced qualified bidder will get the maximum financial score (30) while the others will have a pro-rated score



lower than 30. More specifically, the financial score of a technically qualified bidder is calculated as Financial score = 30 \* (lowest price bid)/ (price bid of the bidder).

7.5.3 The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of tie, the bidder having higher financial score will be declared successful.

7.5.4 The following formula will be used to evaluate the overall ranking of the qualified tenders.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 70}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 30}{\text{Price of Financial Bid}}$$

7.5.5 Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below:

<b>Bidder</b>	<b>Score of Technical Bid</b>	<b>Price of Financial Bid</b>	<b>Overall Score</b>	<b>Overall Rank</b>
Company A	90	280	97.85	First
Company B	80	270	91.10	Third
Company C	80	260	92.22	Second

7.6 Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Proposal shall not be considered.

7.7 IIM Jammu reserves the right to negotiate the quoted price with the successful Agency to arrive at the fair and reasonable price.

7.8 The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders.

7.9 The institute reserves the right to seek clarifications or additional information/ documents from any Agency regarding its technical Proposal. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the Agency does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

7.10 The bidders may depute their authorized representatives to remain present during the bid opening process subject to submission of valid authorization letter in the name of the representative to attend the bid opening process.

7.11 In case the day of opening of proposals is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.

7.12 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.

7.13 IIM Jammu reserves the right to reject any application without assigning any reason.

- 7.14 IIM Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof.
- 7.15 The decision of Competent Authority, IIM Jammu will be final in all matters relating.

## **8. AWARD OF CONTRACT:**

- 8.1 The Successful Bidder should accept the offer within 10 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
- 8.2 In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), IIM Jammu will have right to forfeit the EMD.
- 8.3 If Successful Bidder fails to provide acceptance within stipulated time, IIM Jammu will be free to award the contract to 2<sup>nd</sup> Highest Scorer Vendor provided 2<sup>nd</sup> Highest Scorer matches 1<sup>st</sup> Highest Scorer's price, If the price quoted by 2<sup>nd</sup> Highest Scorer are more than the price quoted by 1<sup>st</sup> Highest Scorer and if 2<sup>nd</sup> Highest Scorer does not agree, it will be awarded to 3<sup>rd</sup> Highest Scorer subject to 3<sup>rd</sup> Highest Scorer matching 1<sup>st</sup> Highest Scorer's price, If the price quoted by 3<sup>rd</sup> Highest Scorer are more than the price quoted by 1<sup>st</sup> Highest and in that order.
- 8.4 It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

## **9. PERFORMANCE SECURITY:**

- 9.1 The EMD of successful bidders shall be automatically converted to Performance Security which would be returned on successful completion of the contract. In case of exemption of EMD, The successful bidder is required to deposit an amount, equal to EMD through NEFT as security deposit, within 30 days from the date of award of contract.
- 9.2 Performance Security would be returned on successful completion of the contract. No interest shall be payable on performance security.
- 9.3 In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

**\*\*SD/-\*\***

Chief Administrative Officer  
Indian Institute of Management Jammu

Name, Signature and Seal of Authorized Signatory of Agency

## INDEX/ COMPLIANCE SHEET

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

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Technical Bid As per <b>Annexure - II</b>				
2.	Proof of Tender Fee and EMD.				
3.	Acceptance of Terms & Conditions of RFP as per <b>Annexure-III.</b>				
4.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
5.	Copy of GST Registration Certificate.				
6.	Valid Proof of empanelment with Meity, Govt. of India (Refer Clause 4.2)				
7.	Undertaking of providing all variants of cloud services as per MeitY guidelines. (Refer Clause 4.3 and its part)				
8.	Undertaking about the proposed cloud service provider/data center must be Tier III or above for better availability of cloud services. (Refer Clause 4.4)				
9.	Detail of Experience as per <b>Annexure-IV</b> , along with the copy of work order and completion / performance certificates in the same sequence. The Feedback from client will also have to be submitted along with the proof of experience under technical bid.				
10.	Proof of Income / Turnover to claim the eligibility related to Turn Over.				
11.	MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per <b>Annexure- V.</b>				
12.	Self-Declaration about Non Black Listing as per <b>Annexure-VI.</b>				
13.	Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any				
14.	All other documents, as required in terms of the tender, to claim eligibility.				

Place:

Date:

(Signature with stamp of the Agency)

RFP Ref No IIMJ/RFP/website/2021-22/14

## TECHNICAL BID

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

**Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist**

1.	Name of the Agency (In Block Letters)	::	
2.	Registered Office Address (With telephone no. & email address)	::	
3.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
4.	Year of incorporation /constitution of agency	::	
5.	PAN No.	::	
6.	GST No.	::	
7.	Authorized Signatory Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
8.	Details of Contact Person Other than Authorized Signatory:	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
9.	Total No. of Year of Similar Experience in Conducting Online Examination Details of work experience (as per <b>Annexure-IV</b> ) in support of Experience related eligibility criteria.	::	
10.	Annual Business turnover for last two financial years, duly certified by the Chartered Accountant	::	FY 2020-21: Rs _____ (in Lakhs) FY 2019-20: Rs _____ (in Lakhs) FY 2018-19: Rs _____ (in Lakhs) Avg Turnover of Last Three Years: Rs. _____ (in Lakhs)

11. Total number of employees	::
12. Details of Tender Processing Fee (Application Fee) and EMD:	<b>Details of Tender Processing Fee:</b> Amount: Rs. 1180/- Txn No: Date: Bank & Branch: <b>Details of EMD:</b> Amount: Rs. 20,000/- Txn No: Date: Bank & Branch:
13. Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	::
14. Any other information	::

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Note: 1) Please enclose all supporting documents.

2) If documents are not included in the application, the bid will be automatically rejected.

Signature of authorized signatory

Name:

Seal:

## ANNEXURE-III

### ACCEPTANCE OF TERMS & CONDITIONS OF RFP

(On the letter head of the Agency/ Firm)

To

Date:

Chief Administrative Officer,  
Indian Institute of Management Jammu  
Old University Campus, Canal Road  
Jammu-180016 (J&K)

**Sub: Acceptance of Terms & Conditions of RFP for 'FOR REDESIGN, REVAMP, RE-DEVELOPMENT AND MAINTENANCE OF IIM JAMMU'S BILINGUAL WEBSITE AND ASSOCIATED WEBPORTALS' vide RFP Ref No: IIMJ/RFP/Website/2021-22/14**

Dear Sir,

I/We have downloaded / obtained the RFP document(s) for the above mentioned "Work" from the web site(s) namely as per your notice given in the above mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the RFP documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this RFP has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the terms and conditions of above mentioned RFP document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our Proposal or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Agency, with Official Seal)

## ANNEXURE-IV

### DETAILS OF EXPERIENCE

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

Sr. No	Name of the Institute / University for which the online exam was conducted (with Name of Contact Person, Contact No. & email id.)	Duration of contract		Value of Contract	Nature of Work (Ex: Designing / Development of Website or Bilingual website /webportal) Please mention:	Whether it is Govt. Institute/ Govt. academic institute/ Pvt Institute/ Pvt Academic Institute (Please Mention)
		From (DD/ MM/ YYYY)	To (DD/ MM/ YYYY Y)			
1.						
2.						
3.						
4.						
5.						

**Note:**

- Agencies are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Agencies may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.
- The firm should provide the contact information (i.e., names of two contact persons, phone number, email address, URL of the company) of clients that IIM Jammu may contact in order to obtain the required information.

**Signature of Agency**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact No.:** \_\_\_\_\_

## ANNEXURE-V

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

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

The Chief Administrative Officer  
Indian Institute of Management Jammu  
Jammu

Date: / /

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

1. **Name of the Firm/Company/Institute:**
2. **Address of the Firm/Company/Institute:**

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 of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Saving	Current	Cash Credit
Account Number:			

#### DECLARATION:

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature & Seal of the Authorized Signatory of the Firm/Company/Institute:**

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: \_\_\_\_\_

**Signature of the Authorized Official from the Bank**

**N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.**



**SELF-DECLARATION ABOUT NON BLACK-LISTING**

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

To

Date:

Chief Administrative Officer,  
Indian Institute of Management Jammu  
Old University Campus, Canal Road  
Jammu-180016 (J&K)

Subject: Self Declaration About Non Black-Listing for **‘FOR REDESIGN, REVAMP, RE-DEVELOPMENT AND MAINTENANCE OF IIM JAMMU’S BILINGUAL WEBSITE AND ASSOCIATED WEBPORTALS’** vide RFP Ref No: IIMJ/RFP/Website/2021-22/14

Sir,

In response to RFP under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of Proposal.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the proposal if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the Agency)

**FINANCIAL BID**

(To be submitted online in BOQ Excel Sheet)

**Name and Address of the Bidder:**

<b>Sl. No</b>	<b>Particulars</b>	<b>Rate (Rs.) (Excluding GST)</b>
01	<b>Web Site Development Charges</b> (As per Scope of Work. Terms and conditions)- Inclusive of First Year Warranty Period, Maintenance Charges and Cloud Hosting Charges	To be submitted online ONLY
02	<b>Annual Maintenance Cost (per annum)- From 2<sup>nd</sup> Year Onward inclusive of the cloud hosting chargees</b>	To be submitted online ONLY
03	<b>Charges for Software Enhancement Service-</b> The rate per man hour for all such work shall be fixed. (Refer Clause 2.15)	To be submitted online ONLY

Note:

1. GST will be paid extra, at the applicable rate.
2. No additional payment shall be entertained later, other than the quoted and approved rate.

Date:

Authorized Signatory

Place:

(Signature and seal of the authorized signatory)

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