

CORRIGENDUM-3

Date: 07.04.2022

RFP for Redesign, Redevelopment and Maintenance of Website of IIM Jammu Bilingual Website and Associated Web portals

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

I. Amendments in Terms & Conditions:-

Following clauses are amended from the terms and conditions of the tender:

| Sr. No. | Page | Clause No. | Clause Head | Existing T&C | Modified T&C |
|---------|------|------------|----------------------|---|---|
| 01 | 18 | 2.7.13 | General Scope | Five Year Annual Maintenance Support after One Year Warranty Period is completed. | Project is for Go Live + 1 Year Warranty + 3 Year AMC after warranty |
| 02 | 29 | 4.6 | Eligibility Criteria | The Firm should be having a minimum three years of similar experience as on 31 st 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 institutions/ organisation 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) | The Firm should be having a minimum three years of similar experience as on 31 st March 2022 in redesign, revamp, re-development and maintenance of bilingual website and associated web portals regularly with necessary infrastructures on behalf of academic institutions in Govt./State Govt./ Govt. Autonomous Institute/ large reputed institutions/ organisation 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) |

II. Details of Pre-Bid Meeting:-

An Online Pre-Bid Meeting was held on 22-03-2022 at 3:00 PM through Google Meet, with prospective bidders to clarify doubts that may arise before submission of the bids in reference to the RFP for Redesign, Redevelopment and Maintenance of Website of IIM Jammu Bilingual Website and Associated Web portals. Details of queries raised by prospective bidders and their replies provided by the Committee Members, IIM Jammu are as under:



Section- 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.

Query: Kindly confirm, if the on-Premises Infrastructure maintenance shall be part of the scope of the vendor?

Reply: Yes, All the software of the Server side (non-Hardware)

2. **Section- 2.1.20:** Service Provider shall get the website GIGW certified from STQC, and security audited from CERT-In/CERT-In Empanelled Service Providers.

Query: We understand that the website will have to be certified by any CERT-IN empanelled agency for Security Audit and "Safe for Hosting". Kindly confirm, if GIGW Certifications from STQC will also be mandatory, as there is additional cost involved.

Reply: Yes.

3. **Section- 2.2.3.7.3:** Automated reconciliation and generate necessary reports etc.

Query: This is a functionality provided by Payment Gateway System.

Reply: Reconciliation of the reports for payment initiated and payment successful, reports of any floating payments, any other etc.

All activities and features in any module should have proper and understandable reports to represent the data collected.

4. **Section- 2.2.3.9:** Design and Development of Web Application Devices having capabilities to connect directly to Service Provider's Central system through laptops, handheld devices, mobiles etc. used for financial inclusion at grassroots level.

Query: Please elaborate about Financial Inclusion at Grassroots Level and its usage.

Reply: It should be accessible even on Low bandwidth.

5. **Section- 2.2.3.10:** Developed Website Application should have multiple backend systems interfacing capabilities

Query of Bidder:

Please elaborate in detail about this requirement.

Reply: Access control for different users especially for Admissions/recruitments/CMS.

6. **Section- 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.

Query: Single Sign-on is only possible when we have access to the User Login Credentials of other modules. Kindly confirm, if the same shall be provided to us at the development stage.

Reply: Person should be able to sign in from anywhere using the same Id on the system as per the access level.



7. **Section- 2.4.1.14:** Payment Gateway: Website should be enabled with payment gateway. to all microsites wherever required.

Query: Please share the list of microsites where the vendor has to integrate payment gateway.

Reply: Microsites include all the modules that would be created for all programmes MBA/Doctoral Programs/EMBA/FPM/MDP/ FDP/ Any other etc., Administrative Modules likes Recruitments, library, placement, any other microsite created during the project.

8. **Section- 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

Query: Giving access to create Database to End Users may put the project in risk. Hence it is recommended to avoid this functionality.

Reply: This provision should only be available and limited to the IT staff.

9. **Section- 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

Query: It is recommended that Data/Content shall be provided by the institutions.

Reply: Data shall be provided in both English and Hindi language.

- 10.

Section- 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

Query: Kindly confirm if other technologies like CodeIgniter, Laravel, Node.js can be used for the development. [Contradicts with Section 2.5]

Reply: Technologies as stated in Section 2.5 can be used. Also, as long as it's an open source, the technologies can be used. However, the same should have been in use in Govt. Sector.

11. **Section- 2.4.25** There should be a provision of having Intranet pages within the local community with a login facility

Query: Please elaborate more on the requirements.

Reply: Intranet webpages should be available for Admissions/ recruitment/ placement/ Library modules, etc.

12. **Section- 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.

Query: Please confirm, if the project is for Go Live + 1 Year Warranty + 5 Year AMC after warranty.

Reply: Project is for Go Live + 1 Year Warranty + 3 Year AMC after warranty (Please refer to the above Amendments)



13. **Section- 2.5 Infrastructure:** 8-32 Core (Auto Scaling enabled), 16-32GB RAM expandable to 64 GB VCPU Linux/Windows Server, 1 TB Hard Disk expandable to 4 TB

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

Query: Kindly confirm the hosting server specifications as mentioned in the RFP.

Reply: Main specifications already mentioned, it should however be scalable. It should be on Cloud and the Cloud service provider should be empanelled by the Govt. Internet IT infrastructure would be provided.

14. **Section- 2.7.21:** Support and maintenance of the project for a period of 4 years from the date of Go-live.

Query: Kindly confirm the Support & Maintenance Period.

Reply: Project is for Go Live + 1 Year Warranty + 3 Year AMC after warranty.

15. **Section- 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.

Query: Kindly confirm, the list of the Programs for which the forms are to be designed and developed.

Reply: MBA, MBA HA&HM, EMBA, PhD/FPM, MDP (not limited to one), FDP, IPM, Dual Degree Program. The programs are added regularly. However, there should also be a provision for Master form builder.

16. **Section- 2.8.6:** Library Module

Query: Kindly elaborate if we have to link external library management system like Koha.

Reply: It is managed separately. However, link to that should be from the library pages or Website.

17. **Section-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.

Query: Is the offline technical support mandatory? Can the agency support online?

Reply: Offline technical support would be mandatory as and when required.

18. **Section- 2.2.3.7.3:**

Automated reconciliation and generate necessary reports etc.

Query: Please elaborate

Reply: Refer Reply 3

19. **Section- 2.1.21:** AMC includes additional requirements of the modules included in this document/changes apart from regular maintenance

Query: Can the additional requirement be scoped separately as per the requirements detail? In case additional requirement needs more effort than maintenance hours need to be planned.

Reply: Maintenance would be covered under the AMC and for significant enhancements, development cost shall be as per the Man hours quoted.



20. **Section- 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.
- Query:** Is there any Single sign application in the current system. Do you have any ERP system in the current integrations.

Reply: No, ERP is being worked upon and shall be connected with the Website.

21. **Section- 2.4.1.7:** Professional Branding: Provide attractive branding to the institute through the website. A site must be visually appealing, polished and professional.

Query of Bidder:

Are there any branding guidelines available for the website?

Reply: Certain Corporate branding Guidelines exists and will be shared. However, final look and feel would be designed after taking feedback from IIM Jammu during different iterations.

22. **Section- 2.4.1.14:** Payment Gateway: Website should be enabled with payment gateway to all microsites wherever required.

Query: Is there any preference for payment gateway service provider?

Reply: The institute is already using Payment Gateway provided by JK Bank.

23. **Section- 2.4.16:**

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.

Query of Bidder:

Assuming that the designs and design iterations can be done in XD / Sketch and then moved to the development stage post approval. Please confirm.

Reply: Yes.

Section- 2.2.3.10: Developed Website Application should have multiple backend systems interfacing capabilities.

Query: Please elaborate on the requirement.

Reply: Refer Query 5.

25. **Section-.2.4.4.7** Designing interface/ mechanism for Mobile based application

Query: Is Mobile application part of the scope or this point is related to Responsive design of the web application?

Reply: No separate Mobile application. However, website should be accessible, aesthetic and appealing while being on Mobile.

26. **Section- 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.

Query: Can we assume that the videos will be hosted in video platforms like YouTube / Vimeo?



Reply: Most of the videos are hosted on video platforms like YouTube, but this does not limit the need to host the videos on our own servers.

27. **Section- 2.4.26:** The website should comply with Web 3.0 technologies and W3 validated HTML and CSS.

Query: Please elaborate on the requirement

Reply: Please refer www.w3.org/standards/

28. **Section- 2.4.25** There should be a provision of having Intranet pages within the local community with a login facility.

Query: Need Clarifications.

Reply: Refer Reply 11

29. INDICATIVE LIST OF REQUIRED FEATURES FOR THE ASSOCIATED WEB PORTALS:

Query of Bidder:

Does Revamp include below subdomains also.

<https://registration-mbahahm.iimj.ac.in/>
<https://admission.iimbg.ac.in/sap2022pi/>
<https://emba-application.iimj.ac.in/login>
<https://placements.iimj.ac.in/>

Reply: Yes

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.

Query of Bidder:

Is security audit from Cert-in certified firm is enough.

Reply: Yes.



- Query 30:** **Section- 3.14:** 30% of project cost after go-live

Query: 30% payment on project confirmation is the usual payment term. Any relaxation on this?

Reply: No.

- Query 31:** **Point- 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.

Query: Is it mandatory to have experience in deploying bilingual websites, Mandatory to have exp in 'preparing questions for the test, on behalf of academic institutions?

Reply: Please refer to the above Amendments.

32. **Query:** Please share monthly traffic metric of the website for the last 12 months.

Reply: Last 12 Months Traffic:
Users: around 244K

33. **Query:** Does the current site have any online payment gateway integration? If not, please list down the pages / modules that need to have online payment facility.

Reply: Yes, all modules where registration is involved shall have online payment facility. Currently, using JK Bank Payment Gateway

Query 34: **Query:** Is on-going SEO part of the website maintenance?

Reply: No dedicated SEO. However, basic keywords and Tags should be added.

The Other Terms & Conditions of tender shall remain unchanged.

This Corrigendum shall form the part of tender.



Chief Administrative Officer
IIM Jammu