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CORRIGENDUM-2

REQUEST FOR PROPOSALS (RFP)

FOR DESIGN, DEVELOPMENT AND MAINTENANCE OF IIM JAMMU NEW BILINGUAL WEBSITE AND ASSOCIATED WEB PORTALS

RFP Ref No: IIMJ/RFP/Website/2022-23/06 Dated: 17.10.2022

Date: 21.11.2022

An online Pre-Bid Meeting was held on 10.11.2022 at 03.00 pm through Google Meet, with prospective bidders to clarify doubts that may arise before submission of the bids in reference to the RFP for Design, Development and Maintenance of IIM Jammu New Bilingual Website and Associated Web Portals. The bidders had raised few queries for clarification. The corrigendum as under is for the information of the bidders.

Queries and Replies:

Query 1. Para 1.7, Page no 3- TARGET AUDIENCE OF WEBSITE
What access would Government agencies have on the portal? & How?

Reply: Government agencies are also the part of the target audience. Please refer to point 1.7 of the RFP. No access will be given to any Government Agencies.

Query 2. Para 2.1.3, Page no 4.
Do we need to provide provision to update content for Multilingual form the backend portal?

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

Query 3. Para 2.1.5 Page No 4
What are the Pain points of existing Drupal CMS?

Reply: The existing Drupal CMS is working with following configurations: Drupal 8.3.7, PHP 5.6.40, MYSQL 5.6. Irrespective of this, technology for our new website and associated web portals is mentioned at point no. 2.5 in RFP.

Query 4. Page No 2.1.8, Page no 4
Is multilingual support needed for backend admin panel as well?

Reply: No, It's not a mandatory requirement.

Query 5. Para 2.1.13, page No 5
Please explain the requirement of Hybrid model

Reply: It should be deployed on a hybrid model with the primary server on cloud and secondary server on premises. 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 and migration 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 features for the infrastructure for peak loads. The cloud hosting model

should be based on 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 6. Para 2.1.17, Page No 5

Does the main website/common web pages need moderator or approver system?

Reply: Yes, there is a provision of Content Contributor/Creator, Moderator and Approver System wherein only authorised individual from IIM Jammu can upload the content their department/respective domain on the website.

Query 7. Para 2.1.18, Page No 5- Data Migration

Reply: Service Provider shall carry out the Data migration /Porting of existing data into the new website. Migration of all content and documents from the existing Drupal CMS based website into the proposed CMS/web framework-based website. Primarily the content on the existing website shall be migrated to the new website and new approved content to be displayed in the website as provided by the Institute.

Query 8. Para 2.1.20, Page No 5

There are charges for STQC certifications, who will pay?

Reply: STQC charges will be borne by the successful bidder.

Query 9. Para 2.1.26, Page No 6

It is also required to integrate the Programme/Learning Management System with the website so that imperative requirements.

Is LMS to be developed or to be linked

Reply: Yes, and LMS need to be developed for IIM Jammu

Query 10. Para 2.1.26, Page no 6

integrate the Programme/Learning Management System with the website

Please explain the whole section

Reply: The system should provide the complete lifecycle management of programmes (for example: registration, payment, engagement, etc.) related to conference, MDPs, FDPs, Training Programme, Executive Education, and several academic programme. It should be amenable for customization, upfront maintenance and seamless scalability and also is economic from the academic viewpoint. Moreover, the need for ensuring accountability and closed monitoring IIM Jammu wants the system to be structured to have built-in access control and data capture mechanisms to make it fool proof. This enabled IIM Jammu in imperative requirements such as to facilitate rigorous teaching and learning through synchronous and asynchronous modes of content delivery. Numerous modes of instructions and the flexibility to use many pedagogies should be facilitated through the Programme/Learning Management System. The system should have the functionality of applying online, registering, enrolling & tracking complete lifecycle of the programme. The modules should have the platform for enquiry, download brochures of different programmes (MDP/FDP etc.) and designed to simulate conversation with visitors which help them by automated conversations and interact with them through messaging platforms. The web portal should include SMS, WhatsApp/Social Media notification integration, Email and Payment Gateway Integration. This platform will thus be enabling content authoring, content management and delivery. Online recorded sessions will enable equitable access by all students if they fail to attend the live classes. More detail of the above shall be provided during the presentation.

Query 11.   Para 2.2.3.7, Page No 7

Is payment gateway already integrated in existing website or associated web portal? If yes, can you please share the provider's name? If not, do you have any preference for provider?

Reply: New Payment Gateway solution should be integrated which have minimum features like Robust Security, Responsive, adapting easily and quickly across devices, seamless One-Click Checkout, Easy integration with several modules, Accept all major debit and credit cards, UPI, net banking banks, popular wallets, and international transaction.

Query 12.   Para 2.2.3.9, Page No 8

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.

Please explain the whole section

Reply: It should be accessible even on low bandwidth.

Query 13.   Para 2.2.3.10, Page no 8

Developed Website Application should have multiple backend systems interfacing capabilities. Can you please provide more details on this statement.

Reply: Multiple backends systems interfacing capabilities means that system should have different level of access rights like view, edit etc. Department level, admin/configuration panel should be available in the system. System should be able to incorporate new interfaces with different configurations.

Query 14.   Para 2.2.4.7, Page No 8

Please explain the term "Mobile based application". Do you mean the web application to be developed should be mobile friendly or a separate mobile application?

Reply: Yes, the website should be mobile friendly and Separate Mobile application needs to be developed by successful bidder.
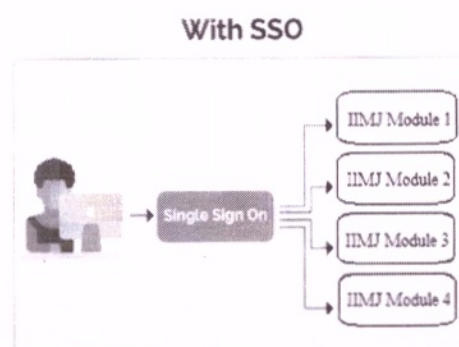
Query 15.   Para 2.4.1.3, Page no 10

Does it indicates the development of admission system also, part of this tender.

Reply: Yes, Program Management System should provide complete lifecycle management of programmes. Admission Module is already part of RFP.

Query 16.   Para 2.4.1.4, Page no 10

How access to right user is given on the website? For example - how we will identify student of IIMJ is accessing the platform? If it is going to be through SSO, does this mean our new system will have entries of those users in database?

Reply: IIM Jammu Students can be identified by their respective cloud identity or Google Workspace account. (Domain Specific). Purpose of SSO is to eliminate password fatigue, Easier and faster logins to various modules (web application).

With SSO

Query 17.   Para 2.4.1.13 Page No 11

Is on-going SEO part of the website maintenance?

Reply: Yes

Query 18.   Para 2.4.1.15 Page No 11

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: Currently, IIM Jammu is using the Easy Collect Multi Modal Payment Portal (provided by J&K Bank Ltd.). New Payment Gateway Integration is required in various modules for IIM Jammu but not limited to admission, recruitment, placement, MDPs, FDPs, Conferences, Seminars, Accommodation, Fees collection, etc.

New Payment Gateway solution should have minimum features like Robust Security, Responsive, adapting easily and quickly across devices, seamless One-Click Checkout, Easy integration with several modules, Accept all major debit and credit cards, UPI, net banking banks and popular wallets, international transaction.

Query 19.   Para 2.4.1.22, Page no 11

Service Providers need to pay the cost of cloud deployment till AMC.

Reply: Yes

Query 20.   Para 2.4.1.32, Page No 12

What is the need of Department Administrator to create tables in the database?

Reply: IIM Jammu should have all the access, rights and administrative control over database, Cloud Hosting Platform, CMS/ Web Framework, and the source code from the day 1. The website should also have options for multiple levels of administrative control having varied rights for all the modules so that they are able to add/modify/remove content.

Query 21.   Para 2.4.1.43, Page No 13

Can we use a third-party widget for chat purpose?

Reply: IIM Jammu Website should have a proper interactive chat features with website visitors to understand various programs and their purpose of visit to website. The interactive chat features is dedicatedly for IIM Jammu only. Design, theme, logos of the chat widget other than IIM Jammu will not accepted.

Query 22.   Para 2.4.7, Page No 13

Will IIM Jammu pay translation costs separately as it is not mentioned in the quote.

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

Query 23.   Para 2.4.26 Page No 16

Is it Web 3.0 or Web 2.0?

Reply: The website should comply with Web 3.0 technologies and W3 validated HTML and CSS.

Query 24.   Para 2.4.39.3, Page no 17

Provide contact forms to get in touch with different stakeholders of the institute. Can you please

provide more clarity on this statement.

Reply: Website should have short web-based forms so that any visitors can fill out the forms and submit it to send a message to the respective department of IIM Jammu.

Query 25. Para 2.8, Page 19- INDICATIVE LIST OF REQUIRED FEATURES FOR THE ASSOCIATED WEB PORTALS:
Recruitment module, Placement module, FDP/MDP incubation module, Programme management system, Master form, Library, Tender module, Grievance, Ticket management.

Do these modules to be developed from scratch.

Reply: Yes

Query 26. Para 2.8.1.1, Page No 19, Admission Module-->

Does this mean candidate can take exams on the website?

Will interview be conducted online or offline? If online, will it be via IIMJ website?

Reply: Exam/Interview can be conducted online/offline, also the admission module should be capable of integration with CAP/SAP/Other Exam process for short listing for Personal Interview and Result declaration.

Query 27. Para 2.8.1.12, Page No 20

Who will bear the cost for bulk SMS notifications?

Reply: The successful bidder shall bear the cost for the bulk SMS services as per the requirement of IIM Jammu.

Query 28. Para 2.8.1.21, Page No 21

How will communication between aspiring student & faculty happen? will it be forum or live chat?

Reply: This Mentor Mentee Module should be as a platform for aspiring students to communicate with the student/faculty of IIM Jammu. This may be both forum and live chat. Preferably through Forum facility.

Query 29. Para 2.8.3, Page No 21, Placement Module-

How access to recruiters is given for placement website? Also, we would like to explore existing features in placement module as current website isn't working.

Reply: Recruiters will first register themselves and then go through the student data/profile/analytics to recruit prospective students. The placement module should have a dashboard to manage the student data/ profile/analytics/upload the student information in bulk including the photos/video/resumes/any other media.

Query 30. Para 2.8.5, Page No 21

Please confirm you need an Android/iOS app as well.

Reply: Yes, platform should be able to access through an android / iOS app - customized for IIM Jammu -made available in Play Store and App Store.

Query 31. Para 2.8.7.6, Page No 22

In library module, with whom user can chat here? What is purpose of chat service here?

Reply: The purpose of the chat services here to help users to navigate library e-contents, feedback, widget etc.

Query 32. Para 2.8.7.17, Page No 22

What is purpose of events calendar in library module?

Reply: The purpose of the events calendar in library module is to provide additional useful functions related to events/activities based of the library.

Query 33. Para 2.8.7.25, Page 24

For which service user is making an appointment here?

Reply: Appointments allow doctoral study or dissertation students to have one-on-one sessions using any collaborative tool with library officials in order to brainstorm and develop effective research strategies for their dissertation or doctoral study literature review.

Query 34. Para 2.13, Page No 26

Please Explain the whole backup process.

Reply: The service provider must provide a proper mechanism 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. Feature of auto periodic backup of web pages and database – module wise and consolidated full backup and incremental backup.

Query 35. Para 3.5, Page No 27-- "Website Prototype presentation (3 in number to select one for deployment)"- T0+15

Can you give more clarity for this point?

Reply: Bidder should develop and present minimum three (3) different prototype/design of proposed of IIM Jammu website and associated web portals during the presentation.

Query 36. Para 3.5, Page No. 27

The timelines for Project Implementation: requested to kindly allow min. 90 days for (T-2) Integration of the Modules (Admission, recruitment, Placement etc.) with the Website.

Reply: As per RFP only.

Query 37. Para 3.6 Page No 27

"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"

Can you please relax the timelines for the Project? It is difficult to deliver the entire Scope of Work within 12 Weeks.

Reply: As per the RFP only.

Query 38. Para 4.2, Page No 30

The cloud service provider should be empanelled with MeitY, Govt. Of India. Valid proof to be attached.

Clarification

Reply: Yes, kindly visit the www.meity.gov.in for more information.

Query 39. Para 5.1, Page No 31

The Start-up company are exemption for EMD: kindly consider.

Reply: Please refer para 5.2 on Page no 31. The Para is self-explanatory.

Query 40. Para 7.5, Page No 38, TECHNICAL EVALUATION CRITERIA:

Request you to kindly relaxation on work Experience in Technical Evaluation Criteria as below: -

Max Marks: 20

- 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

Request: -

For Start-up company

-1 Similar work – 15 marks

Reply: As per guidelines of Government of India.

Query 41. Please share monthly traffic metric of the website for the last 12 months.

Reply: The last 12 months traffic is around 296K.

Query 42. Capacity planning mentioned in the doc is high. Can we go with a lower capacity?

Reply: No

Query 43. Will the mobile application also support Bilingual feature?

Reply: No, It's not a mandatory requirement.

Corrigendum

1. The last date and time of submission of bids and opening date and time of technical bids is extended as per following schedule:

Last date and time of submission of quotations	30.11.2022	Up to 5.00 Pm
Date and time for opening of quotations	02.12.2022	At 3.00 pm

2. **Amendments in RFP Document are as under.**

Reference Para No	Present details	May be Read As
Annexure-II. Sr. No 9, Page No 43	Total No. of Year of Similar Experience in Conducting Online Examination Details of work experience (as per **Annexure-IV)** in support of Experience related eligibility criteria.	Total No. of Year of Similar Experience in Design, Development and Maintenance of Bilingual website and associated web portals regularly with necessary infrastructures Details of work experience (as per **Annexure-IV)** in support of Experience related eligibility criteria.

This corrigendum shall be a part of tender.

Other terms and conditions shall remain the same.

Chief Administrative Officer