INDIAN INSTITUTE OF MANAGEMENT CALCUTTA

Diamond Harbour Road, Joka, Kolkata - 700104

NOTICE INVITING TENDER

TENDER REFERENCE NO:
IIMC/CC/WEBSITE-AMC/2023-24/01
DATE: APRIL 12, 2023

FOR

SUPPORT & MAINTENANCE OF A CONTENT MANAGEMENT SYSTEM (CMS) BASED WEBSITE OF INDIAN INSTITUTE OF MANAGEMENT CALCUTTA

Tender Information Summary (TIS)			
1. Basic Tender Details			
Tender Title	*Support & Maintenance of a Content Management System (CMS) based Website of Indian Institute of Management Calcutta*		
Tender Ref.	IIMC/CC/WEBSITE-AMC/2023-24/01 DATE: APRIL 12, 2023		
Tender Type	Open Tender	Form of Contract	Item Rate
Tender Category	Support & Maintenance	No. of Covers	Two Covers
Bidding System	Single Stage Two Envelope	e-Reverse Auction to be held after Financial bid opening	No
Procuring Organisation	Indian Institute of Management Calcutta	Procuring Entity	The Director, Indian Institute of Management Calcutta
Tender Inviting Authority (TIA)	Senior Administrative Officer (Computer Centre)	Address	Diamond Harbour Road, Joka, Kolkata, West Bengal - 700104
Appointing Authority for Arbitration	Head of the Procuring Organisation		
2. Requirement Details			
Evaluation Basis	As per terms and conditions of contracts and Rules of Govt of India	Part quotation allowed or not	Not Allowed
Inspection Type	Final and On Site	Inspection Agency	By Procuring Entity
Inspection Schedule	After completion of work and before making payment		
Item Details	As per Schedule of Requirement	Quantity and Units	As per Schedule of Requirement
Indicative HSN Code	Not Applicable	Consignee/ State	IIMC, Kolkata/ West Bengal
Terms of Delivery	As per Tender Document	Completion date of Delivery	As per Tender Document
3. Critical Dates			
Published Date	April 12, 2023 at 16:00 hrs	Bid Validity	90 days from the date of opening of Bid
Document Download Start Date & Time	April 12, 2023 at 16:15 hrs	Document Download End Date & Time	May 02, 2023 at 16:00 hrs
Clarification Start Date & Time	April 12, 2023 at 1100 hrs	Clarification End Date & Time	May 02, 2023 at 1100 hrs
Bid Submission Start Date & Time	April 12, 2023 at 16:30 hrs	Bid Submission Closing Date & Time	May 02, 2023 at 16:00 hrs
Tender Opening (Technical	May 03, 2023 at 10:00 hrs	Tender Opening	To be Intimated in Due Course of Time after opening of technical bid.

bid) Date & Time		(Financial bid) Date & Time	

4.	Eligibility to Participate	
Is this item reserved for exclusive Procurement from MSEs	No	
Nature of Bidders eligible – OEMs/ Dealers authorised by OEMs	No Restriction	
Entities from countries not eligible to participate on reciprocal basis	Not applicable as only Domestic Bidders are eligible	

5.0	Obtaining the Tender Document and clarifications	
eProcurement Portal and helpdesk for Document availability and submission	https://eprocure.gov.in/eprocure/app	[0120-4001 002; 0120-4001 005; 0120-6277 787 or support-eproc@nic.in]
	www.iimcal.ac.in under Information/ Tender Tab	
Cost of Tender Document (INR)	Not applicable	
Office/ Contact Person/ email for clarifications	Computer Centre (IIMC), Diamond Harbour Road, Joka, Kolkata, West Bengal – 700104/ 033-7121-1000 (Ext: 4402)/ Computer Centre Tender Management <cc.tendermgmt@iimcal.ac.in>	

7.	Pre-bid Conference (Mandatory)	
Pre-bid Conference applicable or not	Yes	
Place, time, and date of the Pre-bid Conference	Date and Time : April 21, 2023 at 1430 hrs Indian Institute of Management Calcutta	
Place, time, and date before which Written queries for the Pre-bid conference must be received	Date and Time : April 18, 2023 at 1100 hrs Indian Institute of Management Calcutta	
Place, time, and date before which registration of participants for the Pre-bid conference must be received	Date and Time : April 21, 2023 at 1100 hrs Indian Institute of Management Calcutta	

8.	Preparation and Submission and Opening of Bids	
Bids to be Addressed to	Senior Administrative Officer (Computer Centre) Indian Institute of Management Calcutta, Diamond Harbour Road, Joka, Kolkata, West Bengal - 700104	
Instructions for Online bid Submission	[https://etenders.gov.in/eprocure/app?page=HelpForContractors&service=page]	
Tender Opening Place	On e-procurement portal(s)mentioned above	

9.	Physical submission of Originals/ Self-attested copies of Originals of Scanned Documents uploaded	
Physical documents required/ permitted to be submitted	No	
If Yes, List of Documents to be submitted physically	Not Applicable	
Deadline for physical submission of originals/ self-attested copies of Originals of uploaded scanned documents	Not Applicable	

10.	Documents relating to Bid Security and Performance Security

Bid Security and Validity	**_Rs 75000/- (Rupees Seventy Five Thousand only). 60 days beyond Final Bid Validity_**	Form of Security and To whom to be addressed	**Name of beneficiary:** Indian Institute of Management Calcutta **Address:** IIM Joka Branch, D. H. Road, Kolkata – 700 104.
Performance Security and Validity	10% of Contract Value. 90 days beyond the date of completion of all contractual obligations including Warranty obligations (if any)	Form of Security and To whom to be addressed	**Account No.:** 10120246705 **Name of the Bank:** State Bank of India **Branch Address:** IIIM Calcutta, **IFSC Code:** SBIN0006210
11. Additional Clauses			
Integrity Pact to be Signed and Submitted along with bid	Not Applicable	Independent External Monitor, Name and Contact Details	No

Chapter-1

About IIMC & IIMC Website

Introduction:

The Indian Institute of Management Calcutta (IIMC) was established as the first national institute for Post-Graduate studies and Research in Management by the Government of India in November 1961 in collaboration with Alfred P. Sloan School of Management (MIT), the Government of West Bengal, The Ford Foundation and Indian industry. During its initial years, several prominent faculty formed part of its nucleus, including Jagdish Sheth, J. K. Sengupta, among others.

Over the years, IIMC has grown into a mature institution with global reputation, imparting high quality management education. It has been playing a pioneering role in professionalising Indian management through its Post Graduate and Doctoral level programs, Executive Training Programs, Research and Consulting Activities.

IIMC website is publicly available for all to get valuable information about IIMC news and events. The institute website also containing the contact list of faculties, Officers & Staffs. The academic information of the institute is the main focus of the website which introduces the IIMC. The institute is committed to continuously upgrade and expand its IT infrastructure with emerging information technology products and services.

Important Parameters of the Existing Website: The website is running on a dedicated server hosting platform on premises. The following information related to the existing servers is given below.

1	Server Location	On premise
2	Development Platform	RHEL 6.10
3	Technology used for existing website application	PHP AND DRUPAL
4	Database (Version)	MYSQL 5.6
5	Number of Databases	ONE DATABASE
6	Size of Website	66 GB
7	Number of webpages	*4721*
8	Estimated no. of updates per month	3 GB per month

9	Third parties API	Payment Gateway service providers, YouTube (Primary data fetching), Facebook, LinkedIn, Instagram (just links are used on the site, no data fetching),
10	LDAP Server	Sever Maintenance and Backup & Content updation
11	Courseweb (Moodle) Server	Sever Maintenance and Backup & Content updation

Termination Clause:

IIM Calcutta reserves the right to terminate the contract with 30 days' notice without assigning any cause / reason.

Duration of the AMC

The duration of the contract shall be for a period of one year.

However, IIM Calcutta reserves the right to terminate this contract at any time with 30 days' notice without assigning any reason.

Desired additional skills and capabilities.

- It is desirable that the bidder should have a dedicated team of skilled manpower on their payroll with the relevant skills and experience to manage Services (Like RHEL, PHP, Laravel, Drupal, MYSQL etc.). Also the vendor should be capable of handling openLDAP, Moodle (Opensource) platforms.
- Expertise in shifting application to cloud environment and managing cloud application will be an added benefit.

1. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

1.1. Service Scope

The following Services are covered by this Agreement;

- o Manned telephone support by a dedicated SPOC. Vendor has to maintained a record of this.
- o Monitored email support by a dedicated SPOC. Vendor has to maintained a record of this.
- o Remote assistance using Remote Desktop and a Virtual Private Network where necessary
- o One Technical resource to be deployed on-site on-demand access whenever necessary and additional payment for this shall not be made.
- o Monthly system health check.

Detailed Scope of Work

Website Support and Annual Maintenance along with related applications.

1. Support: All content related updating. All support activities/tasks that can be done through the custom Content Management System (CMS) Drupal. Support shall include all business process like bug fix, trouble shooting, user hand holding and end user training. Support AUM shall also include all minor design changes and development work (that involves hard coding, plugins and upgrades that requires up to 8 man-hrs of effort to implement).

2. Routine Checks & assumptions

All routine checks and fixes required to keep the system running at optimum capabilities. These includes (but not limited to) checks and fixes like QA, performance matrix, fault toleration, security and network tasks like application of security patches etc. will be done at all level of the system i.e., at the application, systems (server) and network level. The vendor shall guarantee the highest level of security to our sensitive data and intellectual property.

Below are some of the tasks which are part of support & maintenance AUM by onsite support engineer or remotely as required. The list of tasks is not exclusive and will include any other tasks that may come up for the seamless management of the website and related web applications.

1. Payment Gateway Reporting: Monthly Reports of all payment gateway transactions with summary. Reports will include both account specific reports (e.g., for a specific activity, event, workshop, seminar, summer school or term Fees) as well as month wise, quarter wise and annual reports. All reports to be reconciled with Bank Statements.

2. Moodle Management: Complete management of the institute's Learning Management System (LMS)

3. Payment Gateway Management: Setting up and Management of all custom payment Gateways. Regular Payment Reports & updates for all accounts as per standard format to Business users (like activity coordinators and programme offices) and to the accounts department. All reports to be reconciled with Bank Statements.

4. All content updating of Website

5. Tender upload

6. News Upload

7. Events creation and management.

8. Announcements upload

9. Posting of all statutory contents on website as required.

10. Upload of multimedia content like videos and images.

11. Video editing with graphics and animation for upload on website

12. Creation of Seminars, workshops and conferences microsite for managing the entire event management process including registrations of participants, submission of papers, collection of fees like registration fees and accommodation booking fees etc.

13. Programme Microsite Management with Creation of new Menus and relates pages. This will include minor design updates as required.

14. LDAP Management: User Creation and access management.

15. Management of all Programme microsites including executive education

16. Executive education (LDP & MDP): Dynamic programme Calendar Creation and management, Content Management including multimedia with video and image editing, graphics and animation.

17. Summer Internship management.

18. Admissions process management: Complete end to end support for online admissions to all the programmes from setting up online applications to real time monitoring, evaluation, control and reporting to designated stakeholders. To manage the entire admissions process workflow like result delivery, registration, fee collections and enrolment. Interact and assist with activity coordinators and programme administrators to ensure seamless functioning of the entire process.

19. Resolution of doubts & queries by stakeholders and users on system use and other systems related issues

20. Creation and pagination and management of all e magazine and newsletters etc like Connexions, Sandesh, JOKA Times & JOKA Konnect etc. Updating of both content as well as design & layout, look and feel as required.

21. Complete end to end support for all processes like admission to all programmes from setting up online applications to real time monitoring, evaluation, control and reporting to designated stakeholders. To manage the entire admissions process from applications, result delivery, registration, fee collections and enrolment. Interact and assist with activity coordinators and programme administrators to ensure seamless functioning of the entire process.

22. Student Life Cycle Management

23. Security Audit Report (Once a month)

24. Complete SDLC management for all new application development, major Change Requests (CRs) or addition of features and functionalities for exiting legacy systems. To implement all such requirements from conceptualisation, gap analysis, requirement gathering, validation of requirements, requirement analysis, documentations, dispute tracking & resolution to development, testing and deployment. To provide UAT assistance and end user training post deployment on production servers. Provide 24x7 support and maintenance for all such applications post Go live.

25. Search Engine Optimisation (SEO): SEO with thirty (30) with keywords.

26. Monthly Website Performance Report

27. Management of Jobs postings

28. All content creation/pagination, upload, editing and deletion and includes design and display of content on the website. The content will be provided by the institute. It will include multi-media content (video and images) editing, graphics, design and display

29 Migration of On-Premise physical Server to AWS / Azure / Google cloud provider subject to approval. Cost of Cloud Infra will be paid once the estimate is submitted by the Vendor subject to approval from the Competent Authority.

Systems Support for the application which will be migrated onto cloud. Post Migration to Cloud

24x7 server support for server cluster on which the web applications, website and related applications like LDAP, CMS (Moodle) etc. are running. To include all Production, DB, UAT and Backup servers. 24x7 bug fix and trouble shooting.

The website must be up and running at optimal level 100% of the time outside of prescheduled routine maintenance downtime once a month (or as required) as most of the application running on them are mission critical

Performance management and troubleshooting with Debugging of Both Production & UAT Instances

The system shall have the ability to: -

• Analyse and debug production and UAT instances that are built using micro services architecture and track how the application and its underlying services are performing in order to identify and troubleshoot the root cause of performance issues and errors.

• Provide an end-to-end view of requests as they travel through the application and shows a map of the application's underlying components while tracing the user requests as they travel through the application.

• Provide insights into how the application is performing and discover root causes.

• Be able to pinpoint where the application is causing performance issues.

• Identify performance bottlenecks.

• Be able to easily detect where high latencies are occurring, visualize node and edge latency distribution for services, and then drill down into the specific services and paths impacting application performance.

• Analyse simple asynchronous event calls, three-tier web applications, or complex micro services applications consisting of thousands of services.

Routinely track vulnerabilities and apply fixes and security patches as required in line with international best practices.

- Injection

- Broken Authentication

- Sensitive data exposure

- XML External Entities (XXE)

- Broken Access control

- Security misconfigurations

- Cross Site Scripting (XSS)

- Insecure Deserialization

- Using Components with known vulnerabilities

- Insufficient logging and monitoring

Backup

Client-server backups & disaster recovery - Continuous Data Protection (CDP), recovery and reuse for VMs, databases, applications and containers in hybrid multi cloud environments with parallel encryption of data with robust, streamlined, enterprise-level functionality, such as WAN-Optimized Replication, Augmented Inline Deduplication and Agentless Cloud & Remote Backup Architecture. Data to be encrypted before transit, in transit and protected at rest with asymmetric keys.
Backup solution must ensure appropriate balance between security and usability

- Test backups & restore of data on VM or backup server, private vault (within the boundaries of own IT network infrastructure) and the additional backup layer on cloud if required (All website files, database files, Images and additional website information,

Scripts and applications running on the website & cPanel email forwarding structure and stored emails)
- Encryption Key rotation

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

- ## Terms & Conditions for annual maintenance and support

1. The system should be kept up and running 24X7 at optimum level outside of prescheduled routine maintenance down time. However, the vendor will not be responsible for disruption of service due to factors outside its scope of work like hardware or network related issues.

2. All critical events leading to disruption of services due to bugs, defects to be fixed within the stipulated time of raising the trouble ticket.

3. All routine service and support request to be met within one working day.

4. Any work outside the scope of the Maintenance and support contract will be paid as per pre-approved rate per man- hour of effort

Requirements for such development work will be evaluated by the vendor and a quotation will be provided based on the estimated effort in man-hrs required to complete the work. Once the estimated effort is approved work will start. Invoices will be raised and paid out on completion of the work and certification by the competent authority that the work has been satisfactorily completed. Payments for such work will be as per pre-approved rates and terms and conditions.

See (2 Service Management) below for complete details

Legacy Applications with a brief high-level description of the business requirement met by the application

1. **PGPEX Online Admission Application**
   The application automates the entire admission process for enrolment of students into our one year MBA Executive Programme from end to end. It allows a candidate to login, fill the online application format, upload all required documents, provide his referee details, pay his application fee and submit his application online. A secured backend admin panel allow the programme administrator to track, monitor, evaluate and control the admission process in real time from the back-end admin panel. The system allows the programme administrator to validate test scores to verify and approve the referees online and collect recommendation directly from the referee without any intervention from the candidate keeping the process free from of any external pressure or influence from the candidate. The system updates the applicant's status along the various stages in the application process which could be an offer of admission, wait listing or denial of admission.

2. **Doctoral Programme Admission Module**
   The application automates the entire application process end to end. The system has the required filters in the admin panel to sort through the uploaded data and provide decision support assistance on candidates for selection into the programme, based on current admission criterion and selection parameters. The system shall allow viewing rights to individual or group of evaluators at admin discretion for viewing designated sets of applications.

3. **MBA Student Registration Module:** The developed application shall automate the registration process for all short-listed candidates appearing for GD&PI. The system shall generate admit cards with high security features, allocate centres based on candidate preference and availability criterions and schedule time slots for the GD&PI.

4. **MBA Overseal Application Module:** Automate the entire application process end to end. It will allow a candidate to login, fill the application format, upload all required documents, provide his referee details, pay his application fee (in USD or Euro) and submit his application online. A secured backend admin panel shall allow the programme administrator to track, monitor, evaluate and control the admission process in real time from the secured back-end admin panel.

5. **PGPEX-VLM Admission Module (Includes delivery of admit card and allocation of test centres)**

The developed application shall automate the entire admission process end to end. The system shall also automate the testing center allocation process from generation of admit cards with high security features like digital signature and image verification, allocation of test centres on the basis of preferences and availability or any other pre-conditions built into the rule engine.

6. **PGDBA Online Admission Application   (Includes delivery of admit card and allocation of test centres).**
   The application automates the admission process and includes features and functionalities to schedule testing for all eligible candidates. The system shall allocate test centres based on preferences and availability.
7. **e commerce application for showcasing and selling of cases.**
   The application allows a prospective buyer to preview the available cases (along thematic lines), get a clear idea on the individual products available (as required for making a buying decision), select one or more cases on offer, make a purchase (avail any discounted pricing if applicable) and get the product delivered in a highly secured manner to minimize the risk of unauthorised access to the product, due to the high intellectual value associated with it.
8. **Payment Gateway Setup**: Application to set up custom payment gateways for collection of payments for various activities and events.
9. **Payment Gateway Management**. Reconcile all payments made through various gateways, credit card, debit card and net banking in custom designed formats. All payments to be reconciled against institutes bank accounts/statements in real time where ever possible with server-to-server integration when feasible. The system automates the entire account reconciling process and integrates and consolidates payments through multiple gateways in the backend for reporting.
10. **Account reconciliation & Reporting:** Application shall compute all transactions through the institute's payment gateway through Credit cards, Debit Cards and Net banking services through various third-party vendors & service providers and provide consolidated data on individual accounts as well as per accounting periods.
11. **Faculty Activity Report Module:** The application allows a faculty member to access the module after logging in to his Dashboard and submit the annual activity report online.
12. **Faculty Recruitment Application**: The system automates the entire application workflow for recruitment end to end. The system shall allow a candidate to log in, fill in and submit the completed application form online. after paying the fee as required. The developed system shall allow the administrator to monitor and manage the application process in real-time by logging into the secure backend. The system shall have multiple tiers of admin access throughout the process workflow from initial screening to evaluation with appropriate decision support features at each decision point.
13. **Dean Nomination Application:** The application shall allow the eligible stakeholders to nominate eligible faculty members for the positions of Dean.
14. **MDP Registration Application** for individuals, Nominated/sponsored and Agency candidates

15. **FP Programme Management Application:** Application for course registration, generation of grade sheet and management of student records. Management of grants for conferences and research.
16. **PGPEX Alumni Application:** The developed system shall allow the PGPEX office to reach out to their alumni**.** The system allows the alumni to interact with each other and the programme office.
17. **Application for nomination of distinguished alumnus awardees**: The system shall allow the eligible stakeholders like alumni, faculty etc. to nominate alumni for the award.
18. **Satish K Sehgal Doctoral Student Award application**: The application allows graduating students to apply, contest for and nominate an eligible candidate for the award and lets the programme office the to pick the awardee based on weightage given to pre-determined parameters with the aid of decision support features accessible in the backend for the administrators.
19. **Summer Internship Project Evaluation Module:** The developed application shall allow the Placement office to collect feedback directly from the supervisors on an intern's performance during summer placement.
20. **Result Delivery Application:** Deliver results related to admissions and waitlist into programmes offered by the institute with specific instructions and updates on the admission process.
   Allow candidates to check different results on the website in real time.

21. **Faculty Portal**
Secured application accessible on logging in through central authentication (CAS). Contain feature allowing Faculty members to create and update Profile, publications and academic activity information Let user access Discussion Board, submit Annual Activity Reports, create and update CV, and access the Learning Management System (Moodle).

22. **Faculty CV application:** The module allows a faculty member to create, update, save, download and print his CV in the standardised format after logging in to his Dashboard. The system allows the admin to implement edit instructions from the faculty member as and when required through a secured backend access.

23. **Data Archiving:** All legacy data relating to admissions to various programmes and payment gateways shall be archived and store in a secured environment to facilitate running of Business Intelligence (BI) and Data Analytic software when required to generate market intelligence for developing effective and targeted marketing strategies.

24. **Notification Board:** The application allows the administrator to send out notifications to specific recipients or groups. Messages are displayed on the recipients personal Dashboard after posting. The posts will be visible to the member after logging in to their dashboard.

25. **Need Based Financial Assistance (NBFA) Application**: The application allows the students to apply for need based scholarships/ financial assistance based on various parameters. The application pre fills and validates data from Student Information DB for ease of use.

26. **Central Authentication Service (CAS)/Single Sign-on (SSO)**: Allows roll based access to various services and applications running on the web application and other related systems like LMS.

End-to-end support and maintenance to be provided for all legacy applications.

Development work / Change Request Management

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

- **Identification and documentation of change request requirement**– The details of scope of change will be analysed and documented.

- **Effort Estimate** – IIM Calcutta will ask the vendor to submit the effort estimate in terms of man month rate using Function Point Analysis.

- **Approval or disapproval of the change request** – Committee constituted by IIM Calcutta will approve or disapprove the change requested including the additional payments, after analysis and discussion with the vendor on the impact of the change on schedule.

- **Implementation of the change Request**– The changes will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to IIM Calcutta accordingly. The costing of change request shall be finalized as per cost mentioned in financial bid format- Software Enhancement Service.

No additional payments shall be made to the vendor without formal work order issued by the competent authority of IIM Calcutta.

Paid development work will include new application development, building of new features and functionalities on existing legacy systems, or major change requests (CR) to existing system that require a team effort (e.g.: Developer, designer, DB expert and systems engineer) to implement and involves more than 8 man-hrs of effort to complete. All effort quoted to be negotiated and agreed upon by both the parties before work starts.

In case of any such development work Vendor will first provide an estimate of the effort in man-hours required to complete the work. As per the requirement of the institute for developing a software over above specified in the contract/NIT, as quotation may be sought from reputed bidders. Once approved the work will start. Vendor will be paid post Go live on certification by competent authority that the work has been successfully completed, out of a bank of pre-approved 300 hours' ear marked for all such work over.

For example (Amount to be quoted in the BOQ)

Year	Rates per (man-hrs) (INR)	Estimated No of man-hrs per year	Estimated Total Cost (INR)
First Year		300	

The total amount of 300 hours may be consumed at any time during the contract period and payment will be made on pro rata basis on certification by competent authority that the work has been satisfactorily completed. All effort quoted to be negotiated and agreed upon by both the parties before work starts.

In case of all work the vendor will ensure that all the QA best practices are followed

Support & Maintenance Annual Cost Quote (Example) (Amount to be quoted in the BOQ)

Description	Period	Amount in INR
Support & Maintenance	One Year	

Software Enhancement Services

Looking into the length of the AMC period it is very usual to find changes in requirement beyond the scope mentioned in this work order. In such scenarios, there may be a need of modification of the website beyond SRS/Scope document mentioned in this work order. In such case, IIM Calcutta may direct to take up such assignments. The vendor is supposed to prepare the detailed effort estimation for development and implementation of such assignments and submit the proposal

to IIM Calcutta for approval. On approval of IIM Calcutta, bidder shall deliver the services and raise the claim as per actual according to the Commercial Bid.

Testing performed for the Applications /Web Interface

After the development vendor will perform the following testing for the provided scenarios

- Usability Testing
- Functional Testing
- Compatibility Testing
- Database Testing

Usability Testing

Following are the scenarios that will be tested while our QA team performs usability testing on the application.

➢ App content should be correct without any spelling or grammatical errors

➢ All fonts should be same as per the requirements.

➢ All the text should be properly aligned.

➢ All the error messages should be correct without any spelling or grammatical errors and the error message should match with the field label.

➢ Tool tip text should be there for every field.

➢ All the fields should be properly aligned.

➢ Enough space should be provided between field labels, columns, rows, and error messages.

➢ All the buttons should be in a standard format and size.

➢ Home link should be there on every single page.

➢ Disabled fields should be grayed out.

➢ Confirmation message should be displayed for any kind of update and delete operation.

➢ Check the site on different resolutions.

➢ Check the end user can run the system without frustration.

➢ Check the tab should work properly.

➢ Scroll bar should appear only if required.

➢ If there is an error message on submit, the information filled by the user should be there.

➢ All fields (Textbox, dropdown, radio button etc.) and buttons should be accessible by keyboard shortcuts and the user should be able to perform all operations by using keyboard.

➤ Check if the dropdown data is not truncated due to the field size and also check whether the data is hardcoded or managed via administrator.

Functional Testing

While doing functional testing our QA team will check for below mentioned cases.

➤ Test all the mandatory fields should be validated.

➤ Test the asterisk sign should display for all the mandatory fields.

➤ Test the system should not display the error message for optional fields.

➤ Test that leap years are validated correctly & do not cause errors/miscalculations.

➤ Test the numeric fields should not accept the alphabets and proper error message should display.

➤ Test for negative numbers if allowed for numeric fields.

➤ Test division by zero should be handled properly for calculations.

➤ Test the max length of every field to ensure the data is not truncated.

➤ Test the pop-up message ("This field is limited to 500 characters") should display if the data reaches the maximum size of the field.

➤ Test that a confirmation message should display for update and delete operations.

➤ Test the amount values should display in currency format.

➤ Test all input fields for special characters.

➤ Test the timeout functionality.

➤ Test the Sorting functionality.

➤ Test the functionality of the buttons available

➤ Test the Privacy Policy & FAQ is clearly defined and should be available for users.

➤ Test if any functionality fails the user gets redirected to the custom error page.

➤ Test all the uploaded documents are opened properly.

➤ Test the user should be able to download the uploaded files.

➤ Test the email functionality of the system.

➤ Test to see what happens if a user deletes cookies while in the app.

➤ Test to see what happens if a user deletes cookies after visiting an app.

➤ Test all the data inside combo/list box is arranged in chronological order.

Compatibility Testing

Compatibility testing will be carried out for the end product checking the following cases

- ➢ Test the app in different devices.
- ➢ Test the images display correctly in different devices resolution.
- ➢ Test the fonts are usable in different screen resolution.
- ➢ Test the java script code is usable in different screen resolution.

Database Testing

Database Testing will be carried out to ensure there are no issues with the database. Following are some of the verifications

- ➢ Verify the database name: The database name should match with the specifications.
- ➢ Verify the Tables, columns, column types and defaults: All things should match with the specifications.
- ➢ Verify whether the column allows a null or not.
- ➢ Verify the Primary and foreign key of each table.
- ➢ Verify the Stored Procedure:
- ➢ Verify the Stored procedure name
- ➢ Verify the parameter names, types and number of parameters.
- ➢ Test the stored procedure by deleting some parameters
- ➢ Test when the output is zero, the zero records should be affected.
- ➢ Test whether the stored procedure returns the values
- ➢ Test the stored procedure with sample input data.
- ➢ Verify the behavior of each flag in the table.
- ➢ Verify the data gets properly saved into the database after each page submission.
- ➢ Verify the data if the DML (Update, delete and insert) operations are performed.
- ➢ Check the length of every field: The field length in the back end and front end must be same.
- ➢ Verify the database names of QA, UAT and production. The names should be unique.
- ➢ Verify the encrypted data in the database.
- ➢ Verify the database size. Also test the response time of each query executed.
- ➢ Verify the data displayed on the front end and make sure it is same in the back end.
- ➢ Verify the data validity by inserting the invalid data in the database.

Along with the above-mentioned test cases QA team will also carry out different testing to do complete testing of a system and fix all bugs before going live and address all issues before the system is revealed to the public. Issues such as the security of the application, the basic functionality of the site and fully able users, as well as readiness

for expected traffic and number of users and the ability to survive a massive spike in user traffic must be tested for flaws and bugs. Functionality gaps if any should be fixed before the system goes live.

Security Practices

This procedure for the development is carried out to ensure that the application's data and network security is responding as per the expectations.

Given below are the security considerations during the development:

- Secured Socket Layer/ HTTPS Protocol

- Role based Permissions and Access Control Management

- Protection against SQL Injection

- Protection against Cross Site Scripting

- Session Protection

- Database Hardening

- Document/ File Protection

- Coding Security

- Disaster Recovery Planning Detailed Audit Trail with IP Tracking

- 2 Point authentication that is, Software / Hardware OTP

- IP Restrictions

- IP Tracking and Logging at all transaction point

- User details tracking and logging at all transaction point

- All steps and states of transactions logged and maintained

- Given below are the activities that will be carried out in this procedure:

- **Application Security:** Applications will be developed adhering to the various security aspects throughout the development lifecycle.

- **Design (Architecture)** Review:

- High-level examination of application artefacts' such as security requirements, secure QA standards and specific application specifications to ensure proper security check during the testing procedure.

- Identify weaknesses in existing design and recommend appropriate countermeasures to mitigate threats.

Application Security Assessment:

- Analysis of an application's security posture within a run-time environment on its native platform, focused on identifying security vulnerabilities, insecure configuration, and other

threats.

Some of our controls are given as below:

- Analyse remote services (HTTP)
- Reverse engineering

Application Security Code Review:

- Examine applications at the code-level, and identify hard-to-find technical bugs that can be missed in run-time assessments.
- Identify logic flaws and other weaknesses that are impossible to locate and analyse without access to the application's source code.

Vulnerability Assessment:

- Test the security of the device from an end user's perspective to determine any leakage of confidential data, denial of service, or other attacks.
- The applications will be invulnerable against the vulnerabilities listed in OWASP Top 10 Risks as also shown below:
- O1: Insecure Data Storage
- O2: Weak Server-Side Controls
- O3: Insufficient Transport Layer Protection
- O4: Client-Side Injection
- O5: Poor Authorization & Authentication
- O6: Improper Session Handling
- O7: Security Decisions Via Un Trusted Inputs
- O8: Side Channel Data Leakage
- O9: Broken Cryptography
- O10: Sensitive Information Disclosure

Content and Data Ownership

- IIM Calcutta will be the sole owners of all Data, Content, and Application developed as per the agreement of this tender or any portion of the Website Content, together with all modifications, enhancements, of the Website.

Search Engine Optimisation (SEO)

Complete Organic On & Off-Page SEO for the Website with some of the routine tasks & activities.	
Keyword Research	30 focused key words based on priorities to be updated as and when required.
URL Restructuring - Short & Descriptive URLs'	
Clean Title Tags	
H2 Tags - Sub-Header Tags	
Meta Descriptions	
Relevant Long Form Content	
Leveraging Modifiers in Titles and Keywords	
Video Optimization	
Image Alt Tags and Descriptions	
Deep Linking i.e., Internal Linking	
Schema Mark-up	
Mobile first indexing	
Preparing Site/Page for Link Building	
Tapping the Most Linked to Pages	
Monthly Performance Report	

1.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:
- Payment for all support costs at the agreed interval.

- Reasonable availability of customer representative(s) when resolving a service related incident or request.

1.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.
- Provide a point of contact with clear escalation matrix
- Respond to calls and emails within 1 business hour

1.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

2. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

2.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 24x7.
- Email support: 24x7.
- Onsite assistance guaranteed within 24 hours during the business week

2.2. Service Requests

The Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

Priority Level	Description	Tasks	Timeline
Priority 1 (P1)	Critical	Major security breaches like hacking, urgent statutory reporting, major bug fix. Website crash due to technical problems etc.	1-2 business hours
Priority 2 (P2)	Major	Mission critical requirements like admissions, application of security patches, bug fix etc.	3-4 business hours
Priority 3 (P3)	Minor	Reports like payment reports, security evaluation, , Posting of Tenders, Jobs, multimedia editing etc.	5 business hours
Priority 4 (P4)	Routine	Content updating, Creation of Tenders, Jobs etc.	1 business day
Priority (P5)	Development work	New functionalities, enhancement of existing features and functionalities of legacy applications, major design work, Change Request (CR) etc.	Effort and timeline to be determined after evaluation of requirement

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Penalty Clause: Frequent deviation in the quality and timeliness of services provided may result in termination of contract, forfeiture of earnest money or both.

Four invoices of equal amount will be raised and paid out at the end of each quarter. In case of repeated failure to meet service request on time a 5% penalty amount will be deducted from the due payments. Vendor has to

submit the details of the issue raised with their resolution time at the time of submission of bills and the same has to be duly certified by the nodal officer.

The AMC to be executed by Both parties as it is a consultancy services.

The hosting of the Website is to be done on premise at IIM Calcutta. For the website availability of the same should be defined. Hardware to be managed by the institute resource. However, the vendor's capability to migrate the website to the cloud and administer the cloud hosting will be considered and will be included in the evaluation parameters.

Chapter-2

1. ELIGIBILITY CRITERIA:

Please note the following:

- Bidders are advised to submit relevant documents only, with the relevant text properly highlighted for each point mentioned in **Annexures**.
- Any ambiguity in the supporting documents would lead to tenderer's bid getting disqualified.

Evaluation Criteria.

- Only those bids which would successfully qualify in Technical Evaluation will be considered for Financial Bid.
- Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP.
- The tenderer who will emerge as L-1 in overall lowest rates of total required quantity as mentioned in **Detailed Scope of Work** of this RFP will be considered for award of contract as per the Bid Price as per BOQ (Bill of Quantities).
- The Bidders are required to spell out the rates of GST etc in unambiguous terms only while submission of bills at the time of delivery. If a Bidder is exempted from payment of GST duty up to any value of supplies from them, they should clearly state that no excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of GST, it should be brought out clearly.
- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
- The Lowest Acceptable Bid will be considered further for placement of contract/ Supply Order after complete clarification and price negotiations as decided by the BUYER.

Price Bid Format.

Unless otherwise mentioned in this RFP, the Price Bid Format is as per BOQ (Bill of Quantities) document Bidders are required to fill Price Bid Format correctly with full details, sign with firms stamp on all pages of commercial bid.

Note 1: Incompletely filled form will be rejected outrightly.

Note 2: Vendors are requested to carry out calculations in commercial bid form carefully. The IIMC reserves the right to amend/correct any wrongly calculated totals.

Note 3: **It is mandatory to fill the cost of each and every item in price bid format. If the rates of any item remain unfilled then the price bid may be rejected or assumed as inability to supply the said service.**

1.1 OID (Other Important Documents):
OID viz. Firm Incorporation Certificate, PAN details, GSTIN etc. details are to be provided.

1.2 Statutory Documents (Technical):

(A) Bidder should have Registered office/Branch Office / operation Office with one Developer, one System Engineer in Kolkata and presence thereof, for the last three years. A relevant document should be submitted in this regard.

(B) The Bidder should give Self-declaration Certificate in company's Letter Head for acceptance of all terms & conditions of tender documents. A duly completed Certificate to this effect is to be submitted as per the **Annexure-I.**

(C) The firm/ Vendor should be neither debarred by any Central / State Government / Public Undertaking / Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India during the last 3 years from the date of submission of the tender document. A duly completed certificate in Company's Letter Head to this effect is to be submitted as per **Annexure-II.**

(D) The firm/ Vendor Should have a minimum 5 years (as on last date of bid submission) of experience in development, Upgradation from time to time & maintaining Websites, Web Applications, and Web Design and provide web related services using RHEL/ Laravel /PHP / Drupal & MySQL / Oracle databases preferably with a top tier education institution like IITs/NITs/IIMs, OR a Central Government/State Government/Public Sector organizations/Autonomous Bodies/ Statutory Bodies/Foreign.

(E) The Average Annual Turnover should be at least Rs. 60 Lakhs during previous three financial years (2018-19 to 2020-21) or (2019-20 to 2021-22) in the field of Software Services. Copies of duly signed profit & loss accounts / CA Certificate are to be submitted as per the **Annexure-IV   .**

(F) The firm/ Vendor should currently have at least one AMC and maintenance support work of similar nature in the past three years (Certificates of satisfactory service from any one of the above list of organizations which is mentioned point no (D) must be enclosed and Website URLs being maintained to be furnished). The details of the same along with supporting document are to be submitted as per the **Annexure-V**. *(Please note that customer satisfactory report or Feedback letter should be taken within the last three years from the last date of bid submission).*

(G) The bidder should have a dedicated team of skilled manpower on their payroll with the relevant skills to design, develop, maintain and troubleshoot all instances relating to the website and related applications. A dedicated team of at least 10 in-house resources with expertise in relevant areas like RHEL/ Laravel /PHP / Drupal & MySQL / Oracle databases, with a minimum of 5 years of experience, are required. An undertaking has to be submitted by the Firm.

2. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS:

a) **EMD Rs. 75000/- (Rupees Seventy Five Thousand)** should be submitted through NEFT or RTGS Bank Transfer or Direct Credit in favor of **Indian Institute of Management Calcutta**.

It is also required to submit EMD through NEFT or RTGS or Bank Transfer or Direct Credit at the following account.

Name of beneficiary: Indian Institute of Management Calcutta

Address: IIM Joka Branch, D. H. Road, Kolkata – 700 104.

Account No.: 10120246705

Name of the Bank: State Bank of India Branch

Address: IIM Calcutta,

IFSC Code: SBIN0006210

b) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.

c) The bidders who seeks exemption from EMD as per clause no. 2 (b) above, they have to submit **"Bid Security Declaration" Appendix - A** and if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

d) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Performance Security Deposit towards Performance Guarantee as per below Sl. No. 18.

e) On receive Performance Bank Guarantee, the EMD will be returned to the successful tenderer without interest.

f) The amount of EMD is liable to be for forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.

g) No interest will be paid on the EMD / Performance Security deposited / remitted.

h) Without submission of EMD, the application is liable to be rejected.

Chapter-3

CONDITIONS OF TENDER

1. General

1.1 Institute reserves the right to reject any or all the tenders, without assigning any reason. There of and shall not be bound to accept the Lowest tender. Institute reserves the right for distributing the work among several vendors.

1.2 All documentation is required to be in English. Corrections/overwriting, if unavoidable, should be signed separately. Tender papers must be signed and stamped on all the pages by the person authorized by the tenderer.

1.3 The institute reserve the right not to disclose names and rates of successful tenderer.

1.4 Ambiguity must be avoided in filling tenders. All entries in the tender form must be type written or in ink. The price must be entered both in figures and in words. All pages should be numbered with a running serial number and signed with office stamp by the tenderer.

1.5 Tenderer has to quote for the maintenance of a Content Management System based Website services. Proposals covering solutions for only one or a few of the total requirements are liable to be rejected.

2. Validity of offer:

Tenders submitted by tenderers shall remain valid for a minimum period of 90 (ninety) days from the date of opening of tenders.

3. Acquaintance with website:

Tenderers should note that the work is to be executed under the existing website conditions while quoting their rates, terms and conditions. The tenderers may visit the website to get fully acquainted with the website conditions (https://www.iimcal.ac.in). No compensation/claims in regard to website visit/conditions /constraints /rules and regulations etc. shall be entertained.

4. Time Schedule:

4.1 AMC and Support of the Website should start within 0 days of from the receipt of the Work order.

4.2 A joint programme of execution of the service will be prepared after the award of PO. The contractor shall scrupulously adhere to these targets and program and deploy adequate personnel, requisite equipment etc. at site.

5. Risk Purchase:

In case of the Service Provider failure to provide satisfactory commissioning of the service within the stipulated date, IIMC reserves the right to get the work done by deploying separate agency at the risk and cost of the initial vendor. The expenses shall be liable to be recovered from the charges payable to the vendor or from the security deposit or bank guarantee deposited by the initial vendor.

6. Payment terms:

6.1 **No advance payment will be made in any case.**

6.2 Service Provider shall raise invoices on quarterly basis on completion of each quarter.

No advance payment will be made and deductions at source towards IT will be made as per Govt. rule.

6.3 TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

6.4 For Development Work: IIM Calcutta will make payment on the basis of actual work as per the rate contract after obtaining satisfactory certificate from the concerned authority.

6.5 The vendor has to submit the numbers of issues raised with their date & time along with the response time taken to update / solve the issue with the bill and the same has to be certified by the Nodal Officer.

7. Completeness of Support & Commissioning:

The contractor shall be fully responsible for the successful functioning and integrated operations of the system as a whole and the omission of any services in the Maintenance and Support of the Website required in the document shall not be sufficient reason for non-performance of the system. The contractor should therefore specify, justify and quote for any services, which they feel, are essential for the functioning of the system.

8. Service Level Agreement (SLA) and Penalty during Operation and Maintenance:

- The Service Level Agreement (SLA) will stipulate 99.9% uptime in a month of the Website when network is available and without any hardware problem. The penalty for not adhering to the SLA will be Rs 10,000/- (Ten Thousand) for each percentage point of downtime below the SLA – the SLA percentage to be computed monthly.

- The SLA table below specifies support /maintenance /metric along with **Mean Time to Respond – "MTR 1"** and **Mean Time to Resolve "MTR 2"**.

Sr no.	Service	MMTR 1 (HH:MM)	MMTR 2 (HH:MM)
1	For application related problems bug fixing /enhancements	5 hrs.	After 8 hrs. Penalty of 0.1% for every hour delay from the Qtrly payment shall be deducted for non-adherence to the schedule. (Per incident basis)
2	For content related problems/ uploading, minor changes to webpages etc.	3 hrs.	After 5 hrs. Penalty of 0.1% for every hour from the Qtrly payment per incident shall be deducted for non-adherence to the schedule.
3	New modules development	Within agreed timelines	within agreed timelines Penalty of 0.1% for every hour from the Qtrly payment shall be deducted for non-adherence to the schedule.

The maximum amount of penalty shall not exceed 10% of contract value including Performance Security that shall also be forfeited except due to any reasons beyond the control of the Agency (Force Majeure).

9. Liquidated Damages:

In the event of failure to comply with the stipulated time schedule for completion of the delivery/execution, the IIMC will have the right to recover from the contractor towards Liquidated

Damages for delay, to the extent of 1% of the cost of unfinished portion of work per week or the total cost incurred in completion of the unfinished portion of work.

10. Contract Agreement:

Contract agreement in duplicate on non-judicial stamp paper of value not less than Rs.100 (Rupees One hundred only) for agreement shall be executed with the successful tenderer. Until the final contract documents are prepared and executed, this tender documents together with the annexed documents, modifications, deletion agreed upon by the IIMC and the tenderer thereof shall constitute a binding contract between the successful tenderer and the IIMC based on terms and conditions in the aforesaid documents and the finally submitted and accepted prices.

11. Contract Period:

11.1   The contract will be initially for a period of 1(one) year. Based on satisfactory performance, and if required by the Institute the contract may be extended further for a period of one more year on the same terms and conditions.

11.2   IIM Calcutta reserves the right to terminate the contract at any point in time with one month's notice without assigning any reasons. In such a case, IIM Calcutta will pay on an actual work basis for the services used during the period in question.

12. One year comprehensive AMC of Website service.

12.1   The Service Provider shall be fully responsible for the service in respect of proper design, quality and workmanship of Website covered by the tender for a period of 12 months from the date of commencement of the service delivery. They should carry necessary inventory of software tools locally in this respect.

12.2   In case of service failure, the Service Provider shall ensure that the service is made operational to the full satisfaction of the Institute at no extra cost.

13. Implementation

13.1   The IIMC reserves the right to inspect all phases of the Service Provider's operations to ensure conformity to the Website features. The IIMC shall have engineers, inspectors or others duly authorized made known to the Service Provider, present during the service and such representatives shall have free access to the service at all times. The presence or absence of representatives of the IIMC does not relieve the Service Provider of the responsibility for quality control in all phases of the Support and Services of the website.

14. Acceptance Criteria of personnel:

14.1   Prior to the commencement of duties, the Service Provider will make available details of personnel at it proposes to deploy to deliver services in the scope of this requirement. If any person is not acceptable, the decision taken by IIMC in this regard will be final and binding on the contractor. The contractor may change personnel with suitable skills to do the tasks as defined after receiving concurrence from IIMC.

14.2   In the event of non-commencement or unsatisfactory performance of the work contract, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality Institute (IIM Calcutta) further reserves the right to get the work done from some other agencies and in such condition the cost of the work has to be borne by the AMC Service provider.

14.3 The Service provider shall follow all the rules and guidelines decided by the institute authorities. The Service Provider's service team has to follow the common guidelines of data privacy and safety.

15. Responsibilities of IIMC:

15.1 To progressively familiarize the Service Provider's personnel with the facilities, policies and procedures of the IIMC.

16. Service Provider's Rights:

16.1 The Service Provider should not disclose, misuse or supply any information pertaining to intellectual property and rights of the institute. Non-Disclosure Agreement (NDA) has to be executed by both the parties.

17. Mutual obligation & Jurisdiction:

17.1 During the validity of this agreement neither party shall employ or offer employment to any person employed by or acting on behalf of the other party, without the prior written consent of the other party.

17.2 All questions, disputes and/or differences arising under and out of, or in connection with the· contract, if concluded, shall be referred to the High Court at Calcutta or any other Court in the district of 24 Parganas·(South).

18. Performance Security Deposit (PSD):

Successful Bidder has to submit an amount equal to 10% of total contract amount within seven days of contract awarded. The Earnest Money of the successful tenderer will be adjusted towards Performance Security Deposit. The Performance Security Deposit will be accepted in the form of Bank Guarantee. The Performance Security Deposit will be released after **ninety** days of successful completion of the Contract. No interest will be paid on PSD amount.

19. Termination:

19.1 If the support or service quality fails to meet the need or necessary service during the contract period of service, IIMC will reserve the right to terminate the Service Provider with one month's notice period without assigning any reasons and The Service Provider will withdraw their service from the IIMC premises within a month. In such scenario the Performance Security Deposit will be forfeited.

19.2 If the support or service quality fails to meet the need or necessary service in part during the contract period or part of the service, IIMC will reserves the right to asked the Service Provider to withdraw that part of the service with one-month notice without assigning any reasons and Service Provider will withdraw that part of service from the IIMC premises within a month. The subsequent payment will be reduced accordingly and made for the remaining part of the service.

20. Other Conditions

20.1 Interested bidders may visit IIM Calcutta campus with prior appointment with IT Dept. of IIM Calcutta 033-7121-1000 to understand the requirements.

20.2 For any tender related queries vendor may contact to Computer Center of IIM Calcutta (Computer

20.3 In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.

20.4 IIM Calcutta reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.

20.5 IIM Calcutta reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.

20.6 Conditional tenders shall not be considered.

20.7 Tenderers are also advised to visit the IIM Calcutta website, inspect and understand the work before submitting the bid.

20.8 IIM Calcutta reserves the right to modify/change/delete/add any further terms and conditions prior to last date of bid submission.

20.9 Nodal Officer for this project is Sh. Arindom Bhattacharyya, +919163077885 Email: arindom@iimcal.ac.in and web_master@iimcal.ac.in

21. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Tenderer or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics, Pandemics
- Acts of any Government, including but not limited to war declared or undeclared, priorities, quarantines, embargoes.
- Terrorist attacks, public unrest in work area
- Restriction, Freight Embargo

provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The contractor shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

The decision of IIMC Officials will be final and binding to all for interpretation of any ambiguity.

Shri Debabrata Bishayee
Senior Administrative Officer, Computer Centre
Indian Institute of Management Calcutta

ANNEXURE – I

To
Senior Administrative Officer, Computer Centre
Indian Institute of Management Calcutta
Joka, D. H. Road,
Kolkata – 700 104

Sub: - EMD Details.
Ref : - Tender No. IIMC/CC/WEBSITE-AMC/2023-24/01 DATE: APRIL 12, 2023,
(Notice Inviting Tender for Support & Maintenance of a Content Management System (CMS) based Website of Indian Institute of Management Calcutta)

Sir,
I /we hereby submit our tender for Support & Maintenance of a Content Management System (CMS) based Website of Indian Institute of Management Calcutta.

I/ We enclosed herewith the following in favor of Indian Institute of Management Calcutta towards EMD.

| Particular	Amount	Transaction No. & Date	Bank Name	Supporting documents are to be attached along with the Annexure-I
EMD	Rs. 75000.00 (Rupees Seventy Five Thousand)			

I /We hereby reconfirm and declare that I /We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, scope of work, schedule of quantities and all the contents stated therein. I /We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date.

I /we have gone through all terms and conditions of the tender document before submitting the same.

Date:

Authorized Signatory

Seal

Place: **Name:**
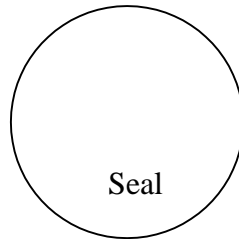
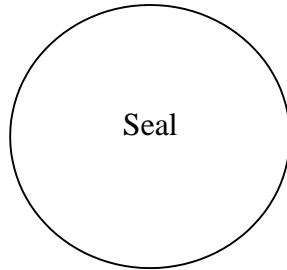**Designation:**   **Contact No.:**

ANNEXURE – II

CERTIFICATE
(to be provided on letter head of the firm)

I hereby certify that the above firm neither debarred by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India during the last 5 years from the date of submission of the tender document.

I also certify that the above information is true and correct in any every respect and in any caseat a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date: **Authorized Signatory**
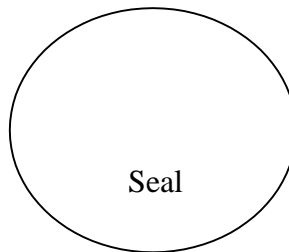
Seal

Place: **Name:**

Designation: **Contact No.:**

ANNEXURE – III
Experience Details:

S. No.	Year	Name of the Client	Website (URL) which is publicly available	Order No. & Date	Remark
01					**Supporting documents are to be attached along with the Annexure-III**
02					
03					
04					
05					
06					
07					
08					

Date:

Place:

Seal

Designation:

Authorized Signatory

Name:

Contact No.:

ANNEXURE – IV

Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover	**Financial Year**	**Turnover in Rs.**	-
For following 3(three) financial years	**2021-22**		
2018-19, 2019-20 & 2020-21 OR	**2020-21**		**Supporting Documentsare to be attached**
2019-20, 2020-21 & 2021-22	**2019-20**		**Along with the Annexure-IV**
	2018-19		

Date: **Authorized Signatory:**

Place: Seal   **Name:**
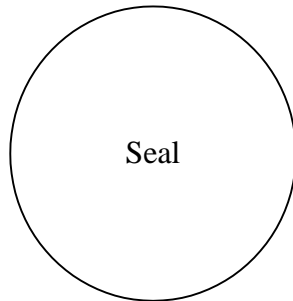
Designation:

Contact

No.:

ANNEXURE – V

Work Order Details:

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount	Remark
1	The firm/ Vendor should currently have at least AMC and maintenance support work of similar nature in the past three years (Certificates of satisfactory service from any one of the above list of organizations which is mentioned point no (D) must be enclosed and Website URLs being maintained to be furnished).				**Supporting documentsare to be attached**

** Please note that customer satisfactory report or Feedback letter should be taken within the last **three years** from the last date of bid submission.*

Date:

Place:

Seal

Designation:
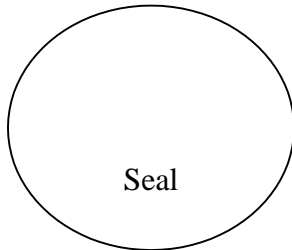
Authorized Signatory

Name:

Contact No.:

ANNEXURE – VI

AMC of website & Client details for the last five years (Use extra sheet if required)

Name of the Client	URL	Contract Period From	Contract Period upto	Scope of works	Support for Number of webpages	Contract Value in Rs. / year	Client Contact details with phone and email	Feedback letter/ Customer satisfactory report from client to be attached*

Note – Please provide the details on the above format only, information in other format will not be accepted.

Date:

Place:

Designation:

Seal
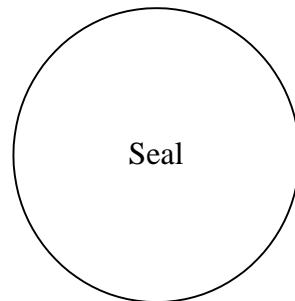
Authorized Signatory:

Name:

Contact No.:

ANNEXURE –VIII

COMPANY PROFILE

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
GST Registration Number		
Bank Details	**Account Number**	
	IFS Code	
	Bank Name	
	Branch Name	
Office Address for Postal Communication		
Authorized Signatory Details	**Name**	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	**Name**	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer: **Name in Block Letter:**

Designation:

Seal
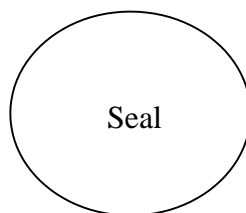
Contact no.

Date: **Full Address:**

NOTICE INVITING TENDER

NIT REFERENCE NO & DATE : *IIMC/CC/WEBSITE-AMC/2023-24/01 DATE: APRIL 12, 2023*.
For *"Support & Maintenance of a Content Management System (CMS) based Website of Indian Institute of Management Calcutta"*.

Appendix- A

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD
(On Bidders Letter Head)

I / We,   the   authorized   signatory   of   M/s   ,
Participating in the subject tender no. ....for the item / job of
...., do hereby declare:

That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

That in the event we withdraw / modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline or I/we fail to submit a Performance Security within the given timeline or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of Indian Institute of Management Calcutta for a period of 2(two) years from the date of issuance of Purchase/Work Order of committing such breach.
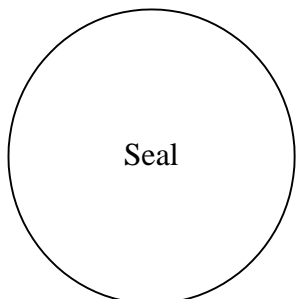
Seal

Signature and Seal of Authorized Signatory ofbidder
Name of Authorized Signatory................................
Company Name..