

INDIAN ISTITUTE OF MANAGEMENT Calcutta

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

Tender Ref No :- IIMC/CC/WEBSITE-AMC/2023-24/01

DATE: APRIL 12, 2023

Pre Bid Queries of the Bidders					IIMC'S Response
SI No	Bidders Name	Description	Page No	Suggestion / Request / Query	
1	M/s. Indus Net Technologies	Generic	NA	Need to know the frequency of the content update.	There are approximately 1000 tasks per year with an approximate effort of 1200 man-hours. However, this is an estimated figure based on current requirements. The actual tasks and effort may vary depending on the number and type of requirements that will come up from our stakeholders.
2	M/s. Indus Net Technologies	Generic	NA	Need to know the type of maintenance work - Bug fix or/and new work? How much bigger can that be?	Bug fix are any technical errors or defects that may crop up and hamper functionalities and task accomplishments. New work could involve development of entirely new modules or enhancements of features or functionalities on existing modules and applications. It will also involve major changes in the workflow of current applications. The details are provided in the tender document. Kindly read the tender document carefully.
3	M/s. Indus Net Technologies	Generic	NA	How to complete the handover process with the current developer?	All accesses like root access to servers and CMS will be provided. The vendor will be given appropriate time to understand and feel comfortable on the system
4	M/s. Indus Net Technologies	Generic	NA	Is the server management also done along with that? INT assume this is an on-premises server. Server-related queries need to be addressed.	Hardware and network related problems will be handled by IIMC's internal team. But all other server related activities i.e. the system administration including backups & security will be the responsibility of the vendor. Kindly read the tender document very carefully for the details.
5	M/s. Indus Net Technologies	Generic	NA	What is the QA process? Is there any staging server? Can't perform bug fixing or new CR in live directly.	There is a UAT server where all applications are developed and tested before shifting to production.
6	M/s. Indus Net Technologies	Generic	NA	How is the code maintained? in any cloud-based repository?	On site. No
7	M/s. Indus Net Technologies	Generic	NA	Need more info on all the legacy systems/ERP where the system is connected to and how.	All within Drupal. All functionality details have been provided in the tender document. Technical workflows and access to systems can only be provided on onboarding if required.

8	M/s. Indus Net Technologies	Generic	NA	What are the estimated hours of work anticipated per month	It is difficult to put a number on a monthly basis as activities may vary depending on the Business cycle. There are approximately 1000 tasks per year with an approximate effort of 1200 man-hours. However, this is an estimated figure based on current requirements. The actual tasks and effort may vary depending on the number and type of requirements that will come up from our stakeholders.
9	M/s. Indus Net Technologies	Generic	NA	Who would be the SPOC and what is the process of raising tickets?	The Web Master. The vendor will provide a project management system for raising and tracking tickets. Currently JIRA
10	M/s. Indus Net Technologies	Generic	NA	What is the QA & Sign off process?	After the UAT has been carried out by the requirement owner, the subject matter expert and user the competent authority will sign-off as work satisfactorily done
11	M/s. Indus Net Technologies	Generic	NA	How the New CRs are handled?	The high level business requirement is provided. The vendor will have access to all users and SMEs to clarify and validate the requirement. Based on these interactions the SRS will be prepared by the vendor and validated by the user. This might require several rounds of iterations. Once the scope is freezed the estimated effort required for the work will be negotiated and agreed upon by both the parties and signed off before development work can start.
12	M/s. Indus Net Technologies	Generic	NA	How many reports are required monthly?	This may vary depending on the activity level. However, we will require the SEO related reports, the security activity and backup related reports as well as the payment reports. All statutory reports will also be provided by the vendor as and when required.
13	M/s. Indus Net Technologies	Generic	NA	On premise team required for the entire process as a mandate or remote team would be good?	On premise team will be required only on demand to meet requirements that cannot be met remotely.
14	M/s. Matrix Media Solutions Pvt Ltd	Generic	NA	Will it be responsive to play on a tablet or iPad?	Yes
15	M/s. WEBSTEP Technologies	Generic	NA	kindly suggest which bank integration is required and who will bear the cost of API Integration ?	The vendor will implement the integration. API's are free and the cost (if any) is usually borne by the Bank.
16	M/s. WEBSTEP Technologies	Generic	NA	Kindly state that is there will be a different module for registration of participants, submission of papers and collection of fees in website application ?	No

17	M/s. WEBSTEP Technologies	Generic	NA	Kindly suggest any prescribed mode or process of connecting with an intern's supervisors for collecting the performance report	The process is automated.
18	M/s. UTIITSL	Generic-Penalty	na	UTIITSL request you to reduce overall penalty as it is on higher side.	No Change in NIT
19	M/s. UTIITSL	Generic	na	UTIITSL request you to please extend the time lines of bid submission at least by 2 weeks from the existing date of submission in view of vast scope of work.	No Change in NIT
20	M/s. UTIITSL	Important Parameters of the Existing Website: Point no 2 - Development Platform : RHEL 6.10	4	UTIITSL request you to please clarify whether you have RHEL 6.10 version support from OEM or agency.	OEM
21	M/s. Indus Net Technologies	Important Parameters of the Existing Website/9. Third parties API	5	How to manage the 3rd party related API in the current scope? Integration documents needed.	All API related documents and access to the product's technical experts will be provided for guidance
22	M/s. Indus Net Technologies	Detailed Scope of Work-2. Routine Checks & assumptions-2. Moodle Management	6	What is the work related to Moodle management? eLearning content upload to be included in the RFP?	Entire management of the LMS Moodle). It will involve content and quiz uploads. Minor enhancement and plug-ins to meet our unique requirements. Creation of access (through LDAP) for Faculties and TTAs etc. It will also include upgrades as and when required.
23	M/s. Indus Net Technologies	Detailed Scope of Work-2. Routine Checks & assumptions	6	What are the routine checks and performance matrices that need to be adhered to? matrix ranges are required.	All tasks to be completed within the stipulated time and to the complete satisfaction of the stakeholders. For development related major work projects must be completed within time, within the agreed upon budget with delighted customers. Read the SLA on the tender document.
24	M/s. Matrix Media Solutions Pvt Ltd	Detailed Scope of Work-2. Routine Checks & assumptions-1. Payment Gateway Reporting:	6	Which Payment gateway used in the existing website?	Bank: ICICI Aggregator: Razor Pay, SBI
25	M/s. Matrix Media Solutions Pvt Ltd	Detailed Scope of Work-2. Routine Checks & assumptions-2. Moodle Management	6	We have explored that Moodle has their existing API document & guidelines (https://moodledev.io/docs/apis) but need to understand about the integration features & functionality that needs to be incorporated in the system.	Entire management of the LMS (Moodle). It will involve content and quiz uploads. Minor enhancement and plug-ins to meet our unique requirements. Creation of access (through LDAP) for Faculties and TTAs etc. It will also include upgrades as and when required. Any additional information if required will be provided during onboarding.
26	M/s. Matrix Media Solutions Pvt Ltd	Detailed Scope of Work-2. Routine Checks & assumptions-12.	6	Creation of Seminars, workshops and conferences microsities 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. - will it be the submenus of the webpage or it would be another website?	Micro site with features to pay various fees and submission/upload of papers and documents from participants.

27	M/s. UTIITSL	Detailed Scope of Work: Website Support and Annual Maintenance along with related applications: Point no. 11- Video editing with graphics and animation for upload on website	6	UTIITSL request you to please clarify whether you will provide Licensed application or tool for Video editing with graphics and animation for upload on website	No. All software requirements will be met by the vendor
28	M/s. Indus Net Technologies	Detailed Scope of Work-2. Routine Checks & assumptions-25. Search Engine Optimisation (SEO):	7	What is the list of Keywords (30) IIMC wants to ran	Will be provided on vendor onboarding
29	M/s. Matrix Media Solutions Pvt Ltd	Detailed Scope of Work-2. Routine Checks & assumptions-22. Student Life Cycle Management	7	Student Life Cycle Management: Please elaborate	Online application for programme, registration, Enrollment in courses, various fees like acceptance fees and term fees etc. The data is archived for auto fetch in other applications like applications and evaluation for scholarships etc.
30	M/s. WEBSTEP Technologies	22. Student Life Cycle Management	7	Kindly brief the type of modules and pages involved in this SLCM system	Student admission, registration, payment and student information related. It may also include activities like requests for need-based financial assistance.
31	M/s. WEBSTEP Technologies	23. Security Audit Report	7	Kindly suggest who will bear the cost of Security Audit of the website ?	The Vendor.
32	M/s. UTIITSL	Detailed Scope of Work: Website Support and Annual Maintenance along with related applications: Point no. 23 -Security Audit Report (Once a month)	7	UTIITSL request you to please clarify whether we can submit Security Audit Report from our Internal Audit Team or else we need to submit by Auditing from External Auditors.	A report from a competent internal audit team will meet our requirement, however annually or in six month the same needs to be audited by CERT-In empanelled vendor.
33	M/s. Matrix Media Solutions Pvt Ltd	10. Account reconciliation & Reporting:	10	Need to have defined logic for reconciliation; Is there any refund concept for students?	Validation of data captured in the back end against bank statements. Specific account/activity related reports for accounts department and business coordinators etc. There are no functionalities involved like refunds etc.
34	M/s. Matrix Media Solutions Pvt Ltd	15. FP Programme Management Application:	10	FP Programme Management Application: Is there any scholarship granting kind of module? How will it work for students?	No scholarship is involved. It maintains all the student data and allows students to register for courses.
35	M/s. Matrix Media Solutions Pvt Ltd	23. Business Intelligence	11	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. - Need proper use cases for using BI & Data analytics KPI informations	Task at the moment involves archiving of all student and application related data in a secured environment for future use i.e. to run analytics on the legacy data as and when required.
36	M/s. Matrix Media Solutions Pvt Ltd	Test the app in different devices.	15	Test the app on different devices. - - Need baseline information for Android & iOS version support & latest supporting version	The current website is responsive and is compatible with most versions of android and iOS. Vendor will ensure that the website provides the users with the best possible experience on all major browsers and devices.
37	M/s. Matrix Media Solutions Pvt Ltd	Search Engine Optimisation (SEO)	18	Deep Linking i.e., Internal Linking : Need a proper list of use cases to implement it. Will it be for notifications, from Emails or some events? Please explain	All linking to third party applications are either through API or simple url redirection.

38	M/s. UTIITSL	ANNEXURE – V-Work Order Details: 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).	30	UTIITSL request you to consider Development, Design and maintenance support work of similar nature in the past seven years.	No Change in NIT
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