



भारतीय प्रबन्ध संस्थान लखनऊ
Indian Institute of Management Lucknow

TENDER DOCUMENT
for
Annual Maintenance
Contract of
IIM Lucknow Website

ISSUED BY
Indian Institute of
Management, Prabandh
Nagar, IIM Road, Lucknow,
Uttar Pradesh, India
Pin Code: 226013
Website: www.iiml.ac.in

E-Tender Notice**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IIM LUCKNOW WEBSITE****IMPORTANT DATES****BID INFORMATION:**

Document Description	Tender for Annual Maintenance Contract of IIM Lucknow website
Earnest Money Deposit (EMD)	<ul style="list-style-type: none"> Rs. 50,000/-(Rupees Fifty Thousand only) (Must be submitted along with bid. Bidders with relevant MSME Certificate are exempted from EMD submission. Bids without EMD will be summarily rejected.
Estimated Tender value for 3 years	Rs.20,00,000/-
Last date and time for submission of tender	30.09.2024 (4:00 pm)
Date and time for Opening of Technical Bid	01.10.2024 (11:00 am)
Date and time for Opening of Financial Bid	Will be informed later to successful bidders through eProcure portal.
Bid Opening (Venue, Date & Time)	Purchase Section, Samadhan Building Indian Institute of Management Lucknow Prabandh Nagar, IIM Road, Lucknow - 226013
Bid Validity	120 days from the date of opening of bids.
Name, Designation, Address and other details of Tender inviting Authority	The Chief Administrative Officer Indian Institute of Management Lucknow Prabandh Nagar, IIM Road , Lucknow -226013 , Phone :0522 –6696917/6929

E-tenders are invited under two bid system (Technical Bid and Financial Bid) from reputed, experienced agencies for Annual Maintenance Contract of IIM Lucknow website. A free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in> and Institute website i.e. www.iiml.ac.in. Interested vendors/agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender document comprises of technical and financial bid may be downloaded on acceptance of terms and conditions. The technical and financial bid duly filled must be uploaded on E- Portal of Govt. site i.e. <http://eprocure.gov.in> using Digital Signature before the last date and time of submission as mentioned above. The credentials as listed below shall be uploaded online.

Tender for Annual Maintenance Contract of IIM Lucknow website

1. INTRODUCTION

Indian Institute of Management, Lucknow (hereinafter called "IIML") is an Autonomous body, under the control of the Ministry of Human Resource and Development (MHRD). One of the main objectives of the Institute is to impart High Quality Management Education by running Post Graduate Program in Management, Ph.D. Programs in Management, Working Executives Programs & Management Development Programs etc.

Presently IIML is hosting its website "www.iiml.ac.in", which was designed and developed in 2018. The website is developed on "Drupal 8" platform and containing approximately 250 static CMS based webpages and few dynamic modules using PHP and MySQL. The existing maintenance contract is about to end very soon, for which we are seeking an efficient vendor who can maintain it as per our scope of work and satisfaction.

IIM Lucknow's website is bi-lingual (Hindi and English), easy to use, and easy to search, navigate and visually appealing. The website has Web Content Management System (WCMS) and it support dynamic contents from a database. Website is compatible and interoperable with different browsers and platforms etc. It has the facility to update content by multiple users from anywhere, through browser based administrative module, using WYSIWYG editing tools, enabling non-technical users to create and edit content.

2. IMPORTANT FEATURES OF THE WEBSITE

- 1) Website is responsive and work perfectly on all devices (Desktop, Laptop, Android, Windows, iPad, iPhone, Smart Phone etc.)
- 2) All the pages including home page are editable.
- 3) Website is optimized and SEO (Search Engine Optimization) is done.
- 4) Easy to use Interface functionality to create Events, BLOG, photo/ video gallery etc.
- 5) Website is social media enabled.
- 6) Website follows Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW) refer <http://guidelines.gov.in/> and yet to be certified by the standardization testing and Quality Certification (STQC) refer <http://meity.gov.in/content/stqc>.
- 7) Collapsible Right-side Menu with Controls –option to make hide/unhide sub-items as and when required.
- 8) Backend performance optimization like DB structure, query optimization is already done. This will enhance end user experience in terms of fast load times and good mobile experience.
- 9) Website is integrated with the IIML existing Intranet Portal.
- 10) Website is microsites compatible and is having payment gateway integration.
- 11) Approval based content publishing.
- 12) Menu Management – Ability to add, move, delete, modify menus on the site.
- 13) The website is SSL enabled and Certification is renewed on yearly basis. The website is security audited according to OWASP (Open Web Application Security Project) application security verification standard.
- 14) The Faculty page is a user-based profile creation. It is completely integrated with the A-Z faculty list and the Area-wise faculty list and their Menus. Faculty also get the access to edit their profile with their login credentials.
- 15) The contents of the website are readable using Screen Access Reader Software to the Visually Impaired users.
- 16) For more details visit IIML website – www.iiml.ac.in

3. ELIGIBILITY CRITERIA

- 1) GST Registration No of the bidder/ firm along with the PAN number allotted by the concerned authorities. (Enclose copy of GST Registration & PAN card)
- 2) Average Turnover of last three financial years should be more than 20 Lakhs.
- 3) Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices. A self-declaration Certificate should be enclosed (Annexure-II).
- 4) The Bidder must be ISO 9001:2015 and (ISO 27001:2013 (or latest) or CMMI level 3/5) certification of IT/ITes Services (Enclose Self-Attested Copy of certificate)
- 5) The bidder must have minimum 40+ employees on permanent rolls out of which at least 20 employees (including onsite manpower) must have recognized B.Tech/ B.E./M.C.A./ M.Tech/ M.Sc. Degrees or equivalent, in the areas of Computers/IT/Electronics. (Enclose Employees List with their qualification on Company's Letter head).
- 6) The bidder must have at least five years experience in WebSite development/ AMC related area.
- 7) The Bidder must have developed/ maintained at least 3 websites (GIGW Compliant) successfully for any Govt., Central Govt. Department, University/PSU/Local Body/Authorities, each costing not less than rupees six lakh of similar nature within the last five years. This must include at least one website development/ AMC work experience of any IIMs/IITs (Enclose work orders including running contracts).
- 8) The Bidder must have successfully completed at least 3 Security Audit of GIGW Website from CERT-IN Empaneled Vendor in the last five years (Enclose copy of Work Order along with Security Audit Certificate issued).
- 9) The Bidder must have obtained at least two Website Quality/Compliance Certification from STQC or from any of its authorized I.T. Testing Labs (I.T.T.L.) for GIGW website valid for 3 year from the date of issuance (Enclose copy of STQC Certificate).
- 10) Details of adequate facilities and manpower (Technical staff) to ensure the necessary backend support (Minimum Five) to IIM Lucknow project during the AMC period. (Enclose List of Backend support technical manpower with their Qualification & Experience on companies letter head).
- 11) The resources of the bidder must be aware with the Guidelines for Indian Government Website (GIGW) & should have the designing, development & maintenance experience of websites compliant to GIGW (Enclose declaration on companies letter head).
- 12) Onsite Manpower must have minimum 3 year working experience in Website development & maintenance in both static and dyanamic modules . Working Experience must be in Drupal CMS, PHP, MySQL, Linux, Windows etc. (Enclose Qualification proof, working experience proof and Self declaration for the above domain experience requirement)
- 13) Minimum Salary of onsite manpower should be more than Central Government highly skilled workers wages. (Proof of Salary must be provided after award of Work contract)
- 14) Copy of the Tender Document Duly signed and stamped on each and every page.

4. SCOPE OF WORK

- 1) Website would be under maintenance/content updation support with 24 x 7 x 365 basis.
- 2) Full website maintenance, which includes website hosting, web page creation, modification, updation, website performance management & security, application debugging, OS related troubleshooting, software & OS patch installation, etc. The vendor has to arrange all software components by his own required for the same.
- 3) Through know-how of the process and hands-on expertise of critical timebound activities like admission modules such as application modification, data upload, testing, etc.
- 4) Website maintenance also includes disaster recovery related to Operating System and any other related software required to upkeep the website. The disaster recovery site for IIML will be at Noida campus. Vendor has to prepare fully functional website on IIML provided server at Noida site, which can be used in case of any disaster at IIM Lucknow campus. Failing this activity will attract penalty mentioned in Service Level Agreement (SLA).

- 5) Addition / Change payment gateway integration (as and when required).
- 6) Integration/ Renewal of SSL certification.
- 7) The vendor will have to get the Security Audit of the Website done yearly from CERT-IN Empaneled Vendor and provide the certificate.
- 8) Daily Full Website Backup/ restore and Backup sequence will be created on the IIML designated storage area (Cloud, External Drive & another computer but not on the Same Server).
- 9) Migration of the website to a IIML provided server with all applications, data, configuration etc. in order to make it live and fully functional. Software components (PHP, LINUX (CentOS), MySQL, Drupal CMS, etc.) should be latest and stable version for the migration to new server. The vendor has to arrange all software components by his own. Vendor will do source code modification if required for the migration. After successful migration, website will be running live from new server and existing server will act as a standby server with full latest data synchronization. This activity must be completed within first year, failing which will attract penalty mentioned in SLA.
- 10) An onsite certified manpower for day to day website updation/ coordination is required on all working days (Monday to Saturday). Beyond working hours, a facility of remote updation should be available.
- 11) The manpower shall normally follow IIM Lucknow working hours and days but shall have to cater to any troubleshooting any time of the non-working hours/ holiday period upon call.
- 12) Frequent change of the manpower for support is strongly discouraged. If such changes are unavoidable, one month notice to IIM Lucknow should be given by the Vendor and details of the replacement manpower be provided to IIM Lucknow on priority. Handing and taking over of website knowledge during manpower transition should be completed before posting of new manpower.
- 13) The manpower shall do preventive and predictive maintenance of the entire Website Application periodically once in a month.
- 14) Validation of Hindi translation of whole website within first six months of award of contract. Non-completion of this activity will attract penalty.
- 15) Ensure to translate/ update all existing static webpages in Hindi and make appropriate provision for translating any upcoming update in Hindi as well. Hindi version of the website should be exactly equivalent to English version. Any discrepancy found between the English & Hindi version of website will attract the penalty.
- 16) The Vendor will have to get the Website Quality/Compliance Certification from STQC or from any of its authorized I.T. Testing Labs (I.T.T.L.) of GIGW website (Valid for 3 year from the date of issuance) within first year of AMC.
- 17) If any optimization/ customization/ upgradation etc. is required in the website like Security Audit, document preparation, etc. to obtain STQC certification, it will be responsibility of the vendor. Charges for such type of new requirements will be borne by the vendor.
- 18) Existing dynamic pages and pages developed during AMC will be fully maintained by the vendor and any changes will be covered under this AMC.
- 19) Vendor shall be fully responsible for the proper maintenance of the IIML website within the contract period from the date of acceptance of the Job. The vendor shall rectify the malfunctioning of any modules for any reason, either onsite or offsite, at his own cost, if any.
- 20) Major changes/ Additional Dynamic pages/ modules (if any) will be developed on payment basis and cost will be calculated based on "manpower charges per day" (quoted in the financial bid). The new developed modules will be automatically covered under AMC till the end of contract period.
- 21) Provide Qualification & Experience proof of onsite manpower.
- 22) Onsite manpower has to adopt new skills/ expertise as per IIML requirements for website development/ maintenance during contract period.
- 23) Onsite manpower should be able to troubleshoot/ develop static and dynamic modules including database changes and can generate database reports based on user requirements at site.

5. AMC Handover/ Takeover and Knowledge Transfer:

- i. Handover/ Takeover all Technical, Functional and Training Documents/ modules and coding.
- ii. Knowledge transfer.
- iii. Website Site Map walk through.
- iv. Critical customization and enhancement walk through.
- v. Overview of critical issues raised during the support period.
- vi. IT Infrastructure overview of static and dynamic pages
- vii. A Knowledge Transfer completion certificate will be submitted by the vendor mentioning “All modules (static/ dynamic or any other)/ password/ documents/ hardware/ knowledge/ coding etc. is understood by the vendor and he is ready to start the website AMC work.”. This process will take place at least 15 days prior to start the work by new vendor and end of term of existing vendor. The knowledge transfer certificate submission date will be considered as date of start of AMC period. No payment will be made for the knowledge transfer period to the new vendor.

6. SLA (Service Level Agreement) and Penalty:

The selected Vendor shall ensure website uptime for solution on 24*7*365 basis. The SLA will be as per the following:

S.No.	Event	Resolution Time	Penalty
1	Website Updation-Urgent	2 Hours	Rs. 500/- per day
	Website Updation-General	8 Hours	
2	Website Downtime (Any reason)	1 Hours	Rs. 500/- per Hour
3	Validation of Hindi translation of whole website	6 months	Rs. 500/- per day
4	Hindi WebSite page translation non-compliance/ discrepancy for any updation	3 days	Rs. 500/- per day
5	Absence of Manpower	Each Day	Rs. 1000/- per day
6	Website Migration Work	One year	Rs. 2000/- per month
7	Setup of Disaster recovery site at Noida Campus	One year	Rs. 2000/- per month
8	Yearly Security Audit of the Website	Within every year (three times)	Rs. 1000/- per month
9	Standardisation Testing and Quality Certification (STQC)	One Year	Rs. 2000/- per month

The above-mentioned penalty amount, if imposed, will be deducted from Quarterly AMC bills. Note: The cumulative penalty deducted will be maximum of up to 10% of the contract value.

7. Website Contents:

- Static Pages: Please refer <https://www.iiml.ac.in> for existing pages and contents
- Dynamic Pages/ Modules: Following are the highlights of existing dynamic modules being used by various departments.

User Departments	Major Functionality
Admission Office	<p>Step:1: Importing of shortlisted candidates, Ability to check result by candidates by entering their credentials, Application Form filling by Candidate, Application Form Details- Personal, Choice, Qualification, Experience, PGP,ABM,SM, MBA-EI Required Documents and Details, Ability to retrieve information filled in by candidates / Verifier / download in excel format, Verification of candidate details - Ability to check candidates uploaded documents and verification with comments/Remarks, Provision to verify the documents and enter Remarks, Verifier wise report, Ability to Generate / Download Interview Letters and Offer Letters, Marks uploading against the candidate etc.</p> <p>Step:2: List of Selected Candidates for Interview, Importing of Selected Candidates Course – wise from Excel (Uploading), Ability to check result by candidates by entering their credentials, Ability to pay fees online through payment gateway for the selected Programme, Candidate may transfer the fee amount to another programme if he/she selected for that one, Provision for candidate to withdraw from the programme, Seat Matrix Details Programme wise / Category wise with Available Seats, Acceptance, Withdrawal, Vacant etc.,List of Paid / Unpaid Candidates, List of Transferred Candidates, List of Withdraw Candidates, List of Withheld Candidates, List of Cross-category Candidates, List of Verified / Unverified Candidates, Provision to Enter Marks for PGP, ABM/SM/MBA-EI, Payment Summary / Bank-wise / Date-wise / Programme Wise etc., User log report with user-id/date-time/IP address etc. with flush facility etc.</p>
EFPM Office	Ability to Register by Candidates, Ability to Apply with upload Photograph / testimonials, Ability to fill the details of Letter of Recommendation, Payment of Fees, Payment Reports / Summary, Ability to shortlist candidates, Ability to get the profile of Selected Candidates / download in Excel format, Ability to generate Call Letters / Download Offer Letters, Ability to generate bulk report in the form of zip or pdf etc.
FPM Office	Ability to Register by Candidates, Ability to Apply with upload Photograph / testimonials, Ability to fill the details of Letter of Recommendation, Payment of Fees, Payment Reports / Summary, Ability to shortlist candidates, Ability to get the profile of Selected Candidates / download in Excel format, Ability to generate Call Letters / Download Offer Letters, Ability to generate bulk report in the form of zip or pdf etc.
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WMP Office	Ability to Register by Candidates, Ability to Apply with upload Photograph / testimonials, Ability to fill the details of Letter of Recommendation, Payment of Fees, Payment Reports / Summary, Ability to shortlist candidates, Ability to get the profile of Selected Candidates / download in Excel format, Ability to generate Call Letters / Download Offer Letters, Ability to generate bulk report in the form of zip or pdf etc.

Careers/ Jobs	List of All Candidates / Shortlisted Candidates / Rejected Candidates etc., Ability to generate Call Letters / Download Offer Letters, Payment of Fees, Payment Reports / Summary etc.														
MDP Office (A)	Programme run under MDP-Short Duration, Long Duration, Customized Programmes for Organizations, Online/Blended Learning Programmes, General Management Programme for Executives, Faculty Development Programme, Individual / Organization Registration, Fee Payment, Confirmation, Ability to generate bulk report in the form of zip or pdf, Long term Programme Application Form Submission and Registration & Fee Payment, Long Term Programme Fee Installment, Creation of Programme Calendar, Creation of online Programme and Fee Structure, Ability to add/modify/delete programs and its MIS reports regarding payment, etc.														
MDP Office (B)	Recently Developed Executive Education Website redesign & Executive Alumni Functionalities & GMP Program Form.														
	<table border="1"> <thead> <tr> <th>Module Name</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>Executive Education Page</td> <td>Creation of dropdown menu etc.</td> </tr> <tr> <td>MDP Register & Login page</td> <td>Form submission with payment gateway option etc.</td> </tr> <tr> <td>Defence Programme</td> <td>Provision for adding new Defence Programme etc.</td> </tr> <tr> <td>Executive Education page</td> <td>Converting offline application form to online Application Form with digital signature, Admin access to change slider image, Admin access to publish notification with Reminders, Provision for update message of Chairman & Director, Publish image provided by IIML Team etc.</td> </tr> <tr> <td>Alumni Network Module (Admin Role)</td> <td>Manage member request , Validate member request from ERP participate database, Manage About Us, Objectives, Gallery, Published News, Create Event, Export member data in excel format, Post job on job board, Manage members like Block, edit, edit batch, add note, View members Account details with various filters including birthday, Send Email Notification to multiple / all members etc.</td> </tr> <tr> <td>Alumni Network Module (Member Role)</td> <td>Provision for self-registration on website and payment (in all modes) through payment gateway, May raise a login request for admin approval, Provision for self update his /her profile, Members can exchange information like job related vacancies for job seekers, Members access to photo /video gallery, Member access to view all news, Members access to view all events and may apply for them, Members may post job etc.</td> </tr> </tbody> </table>	Module Name	Details	Executive Education Page	Creation of dropdown menu etc.	MDP Register & Login page	Form submission with payment gateway option etc.	Defence Programme	Provision for adding new Defence Programme etc.	Executive Education page	Converting offline application form to online Application Form with digital signature, Admin access to change slider image, Admin access to publish notification with Reminders, Provision for update message of Chairman & Director, Publish image provided by IIML Team etc.	Alumni Network Module (Admin Role)	Manage member request , Validate member request from ERP participate database, Manage About Us, Objectives, Gallery, Published News, Create Event, Export member data in excel format, Post job on job board, Manage members like Block, edit, edit batch, add note, View members Account details with various filters including birthday, Send Email Notification to multiple / all members etc.	Alumni Network Module (Member Role)	Provision for self-registration on website and payment (in all modes) through payment gateway, May raise a login request for admin approval, Provision for self update his /her profile, Members can exchange information like job related vacancies for job seekers, Members access to photo /video gallery, Member access to view all news, Members access to view all events and may apply for them, Members may post job etc.
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Others	Any other existing dynamic module														

8. **Evaluation of Technical Bid:**

Only those bidders who will qualify all technical eligibility criteria shall be considered for the further evaluation.

Technical Marks will be awarded by the Committee as per the terms & conditions defined in following QCBS Document of the bid:

QCBS Document for Annual Maintenance Contract of IIM Lucknow Website

Sl. No.	Criteria	Max. Marks
1.	Average Annual Turnover of the Bidder in last three Financial Years i.e. 2021-22, 2022-23 & 2023-24 i. Rs.20 Lakhs to Rs. 25 Lakhs : 4 marks ii. Rs.25 Lakhs to Rs. 50 Lakhs : 6 marks iii. Above Rs.50 Lakhs to Rs.75 Lakhs : 8 marks iv. Above Rs.75 Lakhs : 10 marks	10
2.	The Bidder must have following Certification. i. ISO 9001: 2015 and (ISO 27001:2013 (or latest) or CMMI Level-3/5) : 13 marks ii. ISO 9001:2015 and ISO 27001 : 2013 (or latest) and CMMI Level-3/5 : 15 marks	15
3.	No. of experts and manpower resources having experience in Design & Development of Web Portal with minimum qualification (B.Tech/B.E./M.C.A/M.Tech./M.Sc. or equivalent) i. 20 to 25 Professionals : 6 marks ii. 26 to 30 Professionals : 8 marks iii. Above 30 Professionals : 10 marks	10
4.	Total past experience of the Bidder in WebSite development/ AMC related area i. 5 to 7 years : 10 marks ii. Above 7 to 10 years : 12 marks iii. Above 10 years : 15 marks	15
5.	No. of GIGW compliant website developed/ maintained by the Bidder for any State Govt./ Central Govt. Department & Educational Institute in the last 5 Years with at least one website development/AMC of any IIMs/IITs: i. 3 projects : 10 marks ii. 4 to 6 projects : 12 marks iii. Above 6 projects : 15 marks	15
6.	Value of any one project of GIGW compliant website executed (or currently executing) by the Bidder for any State Govt./ Central Govt. Department & Educational Institute with at least one website development/AMC of any IIMs/IITs in the last 5 years: i. 3 Project of min. Rs.6 Lakh to 8 Lakh : 6 marks ii. 3 Project above Rs.8 Lakh to 10 Lakh : 8 marks iii. 3 Project above Rs.10 Lakh : 10 marks	10
7.	The bidder must have successfully completed Security Audit of GIGW for State/Central Government Department/Institution in the last 5 years: i. 3 Work orders & Audit Certificates : 6 marks ii. Above 3 to 5 Work orders & Audit Certificates : 8 marks iii. Above 5 or more Work Orders & Audit Certificates : 10 marks	10
8.	The Bidder must have obtained at least two Website Quality/Compliance Certification from STQC or from any of its authorized I.T. Testing Labs (I.T.T.L.) for GIGW website valid for 3 year from the date of issuance. i. 2 STQC Certificate : 10 marks ii. 3-5 STQC Certificate : 12 marks iii. Above 5 STQC Certificate : 15 marks	15

- Technically eligible Bidders scoring minimum 65 marks in QCBS, will be considered as technically qualified.

9. Evaluation of Financial Bids and Selection of Bidder:

- The financial bids will be opened only of technically qualified bidders, and will be ranked in terms of their total evaluated cost using Combined Quality cum Cost Based Selection (CQCCBS) process.
- Based on the criteria and the total score, the technical scores will have a weightage of 70%.
- The Financial bids will be allotted a weightage of 30%.

Method to calculate Financial Score -

$S_f = 100 \times FL/F$, in which S_f is the financial score, FL is the L1 quote and F is the Financial quote of the proposal under consideration.

Example: In case the financial bids by three bidders are as follows:

Bidder A: 15 Lakhs
 Bidder B: 18 Lakhs
 Bidder C: 20 lakhs

Then, out of these the lowest bid (L1) is from Bidder A as 15 lakhs.

Then Financial Score (S_f) for all three bidders shall be as follows:

For Bidder A: $S_f = 100 \times (15/15) = 100$
 For Bidder B: $S_f = 100 \times (15/18) = 83$
 For Bidder C: $S_f = 100 \times (15/20) = 75$

- The following weightage will be taken to calculate combined quality cum cost based selection (CQCCBS) :
 - 70% of technical score
 - 30% of financial score
- The total score shall be obtained by weighing the quality and cost scores and adding them.
- Consolidated score = Technical score * 0.70 + Financial score * 0.30

Final Selection of Agency :

- On the basis of combined weighted score for quality and cost, the Agency shall be ranked in terms of total score obtained.
- The bid obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H2, H3, etc.
- The firm securing the highest combined marks will be considered for award of the contract.

10. TERMS AND CONDITIONS:

i) Earnest Deposit Money:

Bidders are required to deposit an amount mentioned on first page of the tender document. Towards Earnest Money Deposit (EMD) to below mentioned bank account of Institute on or before the last date & time mentioned above. EMD through any other form will not be accepted. UTR number / Transaction ID and date of Deposit/Transfer of EMD shall be mentioned in Technical Bid at appropriate place. NSIC /MSME registered firms are exempted from submission of EMD on uploading of valid MSME certificate.

Bank Account No.	07231450000294
Name of Bank & Type of Account	HDFC/Savings
IFSC Code	HDFC0000723

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 Security Deposit towards Performance Security Deposit. In case, the bidders provide false or misleading information or make changes in the downloaded document or provide forged document or hide facts relevant to tender / bidder, EMD of such bidder may be forfeited. Such action can be taken at any stage of the bidding process i.e. during or after process.

ii) Security Deposit:

The successful bidder will be required to submit Security Deposit of 10% of total work order value in form of Demand Draft/Performance Bank Guarantee/Fixed Deposit Receipt in favor of 'Indian Institute of Management Lucknow' within 15 days from date of issue of work order/ LOI. PBG/FDR shall be valid for a period of 39 months. The Security Deposit of the tenderer may be forfeited by IIML without prejudice to any other rights or remedies under the following circumstances: -

- (a) If, after acceptance of the tender, the tenderer fails to take up the job
- (b) If, the successful tenderer fails to sign the contract in accordance with terms and conditions of the contract.

This security deposit will be released/returned after 60 days of the successful completion of the contract after making deduction towards any fault of the contractor for which deduction was not made from the invoice raised during the contract period.

iii) Contract Period:

The contract will be awarded to the successful bidder for a period of three years.

iv) Foreclosure of Contract:

The contract may be foreclosed by either party (IIM Lucknow or Successful bidder) by serving a notice of 3 months in writing. However, in case of the unsatisfactory performance of the successful bidder/ vendor, IIM Lucknow reserves the right to terminate the contract at any time within the contract period.

v) Pricing (Annexure-III):

- The prices are to be quoted as per the format of financial tender document only.
- Quote only for the work specified in the tender. No changes in the design/ development or deviation from the tender documents will be permitted.

vi) Payment Terms:

- Website AMC payment will be released on the successful completion of each Quarter.
- Payment after submission of Certification by the Standardization Testing and Quality Certification (STQC) during first year of AMC. Failing this will attract penalty as per SLA.
- Major changes/ Additional Dynamic pages/ modules (if any) will be developed on payment basis and cost will be calculated based on "manpower charges per day" (quoted in the

financial bid). The payment for this work will be made as per following schedule:

- 40% after successful completion and submission of user satisfaction report.
- 60% in equal installments along with remaining AMC quarterly payments.

vii) Procurement Rights:

- IIM Lucknow reserves the right to conclude the purchase with entire or partial bill website design & development as mentioned in the price schedule.

viii) Late Bids

- Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

ix) Disqualification:

- (a) Proposal not submitted in accordance with the document.
- (b) During Validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- (c) Proposal is received in incomplete form.
- (d) Proposal is received after due date and time.
- (e) Proposal is not accompanied by all requisite documents.
- (f) Information submitted in the tender proposal is found to be misrepresented, incorrect or false accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- (g) Existing website AMC vendor of our Institute (if vendor denied accepting order extension or in case of contract termination by vendor)

x) Notice and agreement:

The successful bidder / contractor will be required to execute an agreement on non-judicial stamp paper of Rs.100/- (cost to be borne by the contractor) within 15 days from date of issue of work order/ LOI. The contract may be terminated by either party with an advance notice of 3 months. However, in case the performance of successful bidder/ contractor is not satisfactory, IIM Lucknow reserves the right to terminate the contract without any notice. The successful Bidder who has been awarded the contract will be required to execute an agreement on a non-judicial stamp paper of Rs.100/- (cost of stamp paper to be borne by the successful bidder) within 30 days from the date of award of the contract for Annual Maintenance Contract of IIM Lucknow website.

xi) IIM Lucknow's right to terminate the process

- a. IIM Lucknow may terminate the tender process at any time and without assigning any reason. IIM Lucknow makes no commitments, expressed or implied that the process will result in a business transaction with anyone.
- b. This tender does not constitute an offer by IIM Lucknow. The bidder's participation in this process may result in IIM Lucknow selecting the bidder to engage in further discussion and negotiations onwards execution of a contract, if necessary. The commencement of such negotiation does not, however, signify a commitment by IIM Lucknow to execute a contract or to negotiations. IIM Lucknow may terminate negotiations at any time without assigning any reasons.

xii) **Disclaimer Clause:**

IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set in the RFP and the bidder has no claims against such right. The Institute has

unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever.

xiii) **Force Majeure Clause:**

Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIML as the case may, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods, droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facility as per the stipulated minimum requirements.

The bidder or IIML shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIML, both parties will not be liable for their obligations under the contract. Thus, the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations, as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days' notice.

xiv) **DISPUTE SETTLEMENT AND APPOINTMENT OF ARBITRATOR:**

All dispute or differences whatsoever arising between the parties out of or relating to the work and the resulting agreement or the breach thereof that cannot be settling by good faith and negotiations between the parties within 60 days of the commencement of negotiation shall be settled by referring the dispute to The Director, IIM Lucknow, who may either himself decide the dispute as Arbitrator or appoint some other person as arbitrator to adjudicate the same, who shall be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration & Conflation Act 1996.

By consent of parties the jurisdiction of all other courts are exculpated and the court at Lucknow alone shall have jurisdiction. The language of Arbitration shall be English. The venue of Arbitration proceedings shall be Lucknow as the case may be.

**TECHNICAL ELIGIBILITY CRITERIA
(TECHNICAL BID FORMAT)**

NIT No. _____

The bidder must submit fill & sign this format and provide the following information with supporting documents:

Sl. No.	Particulars	Document Reference / Compliance
	<i>Name of the Firm/Bidder</i>	
	a) Address for correspondence	
	b) Name of the contact person	
	c) Email Id & Contact number	
	Year of Establishment / incorporation	Certificate to be attached
	<i>Details of EMD or certificate uploaded for exemption from EMD (such as valid MSME)</i>	Amount Rs. _____ UTR No. _____ Date of Transaction: _____ OR Attach Exemption Proof
a	GST Registration No of the bidder/ firm along with the PAN number allotted by the concerned authorities.	GST No. : PAN No. : (Enclose copy of GST Registration & PAN card)
b	Submit Proof of Average Turnover of last three Financial Years (2021-22, 2022-23 & 2023-24) which should be more than 20 Lakhs.	FY 2021-22: Rs. _____ FY 2022-23: Rs. _____ FY 2023-24: Rs. _____
c	Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices	A self-declaration Certificate should be enclosed (Annexure-II)
d	The Bidder must be ISO 9001:2015 and (ISO 27001:2013 (or latest) or CMMI level 3/5) certification of IT Services	Enclose Valid certificate
e	The bidder must have minimum 40+ employees on permanent rolls out of which at least 20 employees must have recognized B.Tech/ B.E./M.C.A./ M.Tech/ M.Sc. Degrees or equivalent, in the areas of Computers/IT/Electronics.	Enclose Employees List with their qualification on Company's Letter head
f	The bidder must have at least five years experience in website development/ AMC related area.	Enclose work order

g	The bidder must have developed / maintained at least 3 websites (GIGW Compliant) successfully for any Govt. , Central Govt. Department, University/PSU/Local Body/Authorities, each costing not less than rupees six lakh of similar nature within the last five years. This must include at least one website development/ AMC work experience of any IIMs/IITs.	Enclose work orders including running contracts
h	The Bidder must have successfully completed at least 3 Security Audit of GIGW Website from CERT-IN Empaneled Vendor in the last five years	Enclose copy of Work Order along with Security Audit Certificate issued
i	The Bidder must have obtained at least two Website Quality/Compliance Certification from STQC or from any of its authorized I.T. Testing Labs (I.T.T.L.) for GIGW website valid for 3 year from the date of issuance.	Enclose Certificate
j	Details of adequate facilities and manpower (Technical staff) to ensure the necessary backend support (Minimum Five) to IIM Lucknow project during the AMC period.	Enclose List of Backend support technical manpower with their Qualification & Experience on companies letter head
k	The resources of the bidder must be aware with the Guidelines for Indian Government Website (GIGW) & should have the designing, development & maintenance experience of websites compliant to GIGW.	Enclose declaration on company letter head
l	Onsite Manpower must have minimum 3 year working experience in Website development & maintenance in both static and dyanamic modules. Working Experience must be in Drupal CMS, PHP, MySQL, Linux, Windows etc.	Experience period proof, self declaration for domain working requirements.
m	Minimum Salary of onsite manpower should be more than Central Government highly skilled workers wages.	Yes/ No (Proof of Salary must be provided after award of Work contract)
n	Copy of the Tender Document Duly signed and stamped on each and every page.	Enclose tender copy signed on each page

Note: Duration/period is considered up to the tender publishing date (e.g .last three/five years) except for turnover criteria.

It is declared that the information provided above and the supporting documents submitted against our above claims are complete & true to the best of my/our knowledge & belief.

(Signature & Seal of the Bidder)

SELF DECLARATION OF BIDDER
(On letter head of the bidder)
(To be enclosed with Technical Bid)

NIT No. _____

- 1 I/We have fully understood the 'TERMS & CONDITIONS' containing paras/points as well as Terms and Conditions specified at PART 'A' (Technical Bid) & PART 'B' (Financial Bid) with the bid documents, which are submitted herewith duly signed by me/us on all pages in token of having accepted the same in TOTO and I/We have made my/our offer keeping in view of the terms and conditions.
- 2 Further we declare that I/we have never been blacklisted / debarred by any government / PSU / Autonomous Organization.
- 3 It is further declared that all information provided in the bid submitted by the undersigned is complete and true and it is understood that in case any information is found to be false / misleading / undisclosed at any stage of the tender, appropriate action against such bidder will be taken by IIM Lucknow, which may include technical disqualification of the bid, forfeiture of EMD/Security deposit, blacklisting of the bidder's firm for a period of 2 years etc.
- 4 It is further declared that the undersigned is duly authorized to submit this bid on behalf of _____ and the authorization letter duly signed by the Competent Authority (Firm) is enclosed. (Applicable where by bid has been submitted by other than sole owner of the Firm i.e. in case of partnership firms, Companies etc.)

Signature of Bidder

Name of the signatory: _____

Designation of the signatory: _____

Place:

Date:

FINANCIAL BID FORMAT (for reference only)

(Note: This format has been provided only for reference. The bidder must NOT disclose rates in technical bid. Mentioning/ disclosing rates in the technical bid will result in technical disqualification. For quoting rates, a separate excel sheet has been provided with this NIT on eProcurement portal. The same shall be used by all bidders as per instructions provided on eProcurement portal. For any technical problem, customer care CPP (eProcurement portal) of NIC may be contacted)

Company / Bidder Name : _____

Sl. No.	Item Description	Amount excluding GST (Rs.)
1	Annual Maintenance Contract charges for three years of IIML existing website with one Onsite manpower as per Scope of work of tender document.	
2	Obtain Certification by the standardization testing and Quality Certification (STQC) within the first year of AMC. <i>(Inclusive of charges for any new requirement (Technical / non-Technical such as Audit, certification, Documentation etc.) in respect to obtaining STQC certification)</i>	
3.	Manpower charges (Rs. Per day) for developing any additional dynamic functionalities (if required) (including Software Developer/ Web Designer/ Database Administrator/ Tester etc.) including AMC during Contract Period	
	Total amount for Sr. Nos. 1, 2 & 3 (Rs.):	
	(Total amount in Words):	

- **PLEASE DO NOT FILL THIS FINANCIAL BID FORMAT. A SEPARATE BOQ IS UPLOADED ON EPROCURE WEBSITE ALONG WITH THIS TENDER FOR QUOTING RATES.**
- **GST, AS APPLICABLE, WOULD BE PAYABLE EXTRA ON THE QUOTED AMOUNT.**