

## CORRIGENDUM-2

Date: 26.05.2023

**REQUEST FOR PROPOSAL (RFP)**  
**FOR DESIGN, DEVELOPMENT AND MAINTENANCE OF IIM JAMMU NEW**  
**BILINGUAL WEBSITE AND ASSOCIATED WEB PORTALS**  
**RFP Ref No: IIMJ/RFP/Website/2023-24/03 Dated: 17.04.2023**

An online Pre-Bid Meeting was held on 16.05.2023 at 3.00 pm through Google Meet, with prospective bidders to clarify doubts that may arise before submission of the bids in reference to the RFP for DESIGN, DEVELOPMENT AND MAINTENANCE OF IIM JAMMU NEW BILINGUAL WEBSITE AND ASSOCIATED WEB PORTALS. The bidders had raised few queries for clarification. The replies of the bidders queries along with the corrigendum as under is for the information of the bidders.

Details of queries raised by prospective bidders and their replies provided by IIM Jammu are as under:

**Query 1.** Para 1.7, Page no 3- TARGET AUDIENCE OF WEBSITE You have required dedicated hosting from MeitY Empanelled vendor Tier-III at your premises but MeitY Empanelled vendor provide hosting only from own premises, if you have MeitY Data center at your premises then please share details of hosting provider. You have mentioned cloud based also - Please clear actual requirement.

**Reply:** It should be deployed on a hybrid model with the primary server on cloud and secondary server on premises. The development of the website must be hosted on a cloud-based platform and must also be hosted and compatible with the hosting environment available on premises at IIM Jammu. This includes the staging and production environments. The scope of work includes the maintenance and migration of the DNS, all kinds of server administration of both cloud platform and on premises infrastructure. The cloud hosting charges will be borne by the Service Provider until the expiration of the Annual Maintenance Contract. The cloud hosting facility should support auto scaling features for the infrastructure for peak loads. The cloud hosting model should be based on Pay as you Go model. The proposed cloud service provider/data centre must be Tier III or above for better availability of cloud services. The cloud service provider should be empanelled with MeitY, Govt. Of India. The cloud infrastructure provided to IIM Jammu should be dedicated only to IIM Jammu and shall not be shared with any other client at any cost.

**Query 2.** Please share Hosting Infra requirement.

**Reply:** Suggestive infrastructure: 8-32 Core (Auto Scaling enabled), 16-32' GB RAM expandable to 64 GB VCPU Linux/Windows Server, 1 TB Hard Disk expandable to 4 TB. Kindly refer to Para 2.5, Page no.17, under Technology for mode details.

**Query 3.** Please increase the timelines for development of website from 3 months to 6 months.

**Reply:** As per RFP only

**Query 4.** Please allow Dot Net technology also

**Reply:** As per RPF only

**Query 5.** Please extend the tender for 2 weeks.

**Reply:** As per RPF only

**Query 6.** Please increase your budget from 20 Lakhs to 50 Lakhs.

**Reply:** This is not a budget. This is the estimated contract value, which can be increased or decreased based on the rate quoted by the bidders as per reasonable market rate subject to the availability of budget and approval of competent authority.

**Query 7.** Eligibility Criteria Point no 4.2, Page no 31, The cloud service provider should be empanelled with MeitY, Govt. Of India. Valid proof to be attached.

We would like to inform department that this project is for website development and Meity Empanelled cloud service provider do not cater services pertaining to development. This clause will restrict bidders participation having experience of development of website in Central/State Govt. Hence we request you to kindly remove this clause

**Reply:** The hosting services must comply with Meity guidelines.

**Query 8.** Eligibility Criteria Point no 4.3, Page no 3, The Agency should provide all variants of cloud services as per MeitY guidelines. Undertaking to be attached in this regard.

4.3.1 Infrastructure as a Service (IaaS)

4.3.2 Platform as a Service (PaaS)

4.3.3 Software as a Service (SaaS)

We would like to inform department that this project is for website development and Meity Empanelled cloud service provider do not cater services pertaining to development. This clause will restrict bidders participation having experience of development of website in Central/State Govt.. Hence we request you to kindly remove this clause

**Reply:** The hosting services must comply with Meity guidelines.

**Query 9.** Eligibility Criteria Point no 4.4, Page no 31

The proposed cloud service provider/data center must be Tier III or above for better availability of cloud services. Undertaking to be attached in this regards.

We would like to inform department that this project is for website development and Meity Empanelled cloud service provider do not cater services pertaining to development. This clause will restrict bidders participation having experience of development of website in Central/State Govt.. Hence we request you to kindly remove this clause

**Reply:** The hosting services must comply with Meity guidelines.

**Query 10.** Technical Evaluation Criteria Point 2, Page no 37, Experience with any Govt Academic Institute, university like IITs/IIMs etc. or Reputed Institute.

We request department to kindly allow experience of developing website/ portal for Central Department/State Govt. Department /PSU also

**Reply:** Yes. Parties having experience with Govt. Department/ PSU also allowed.



**Query 11.** Technical Evaluation Criteria Point 4, Page no 37, Feedback from Clients (from 2 clients including present)

We would like to inform department that Completion certificate issued by department itself is a valid proof of providing satisfactory services because department never issues a completion certificate without the services being completed and it is very difficult to get feedback certificate from the customer. Hence, we request to kindly consider completion certificate under this clause.

**Reply:** Yes, required.

**Query 12.** Annexure II Technical Bid Page no 41, Serial no 9, Total No. of Year of Similar Experience in Conducting Online Examination. Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria.

As per our understanding, this clause is not related to this tender since this is valid for CBT exams, hence we request department to kindly remove this clause from Annexure 2

**Reply:** Please refer to the Corrigendum given below (Corrigendum-2)

**Query 13.** Annexure IV Details of Experience, Page no 44, Name of the Institute /University for which the online exam was conducted (with Name of Contact Person, Contact No. & email id.)

We would like to inform department this annexure is valid for CBT exams not for this tender of website, hence we request department to remove this annexure

**Reply:** Please refer to the Corrigendum given below (Corrigendum-2)

**Query 14.** IIM is a reputed institute worldwide and website is the face of any institute. So quality of the website should not be at a risk. In order to invite bidders having quality standard and process, we request department to kindly include SEI CMMI 3 Level certificate in the eligibility criteria and that certificate should be verified from CMMI institute website: <https://www.cmmiinstitute.com/pars> otherwise any bidder will quote low prices and will pick the work order which may hamper the reputation of IIM

**Reply:** As per RPF only

**Query 15.** Eligibility Criteria Point no 4.6, Page no 31, The Firm should be having a minimum three years of similar experience as on 31st March, 2022 in Design, Development and Maintenance of Bilingual website and associated web portals regularly with necessary infrastructures, on behalf of academic institutions in Govt./State Govt./Govt. Autonomous Institute /large reputed institution / organization preferably at IIMs/IITs. (Proof to be submitted: - Self attested copies of Agreements/ Work Orders along with Satisfactory Performance Report issued by such Central or State Govt organization / Institutions/ universities).

We would like to inform department that covid 19 situation which occurred in FY 19-20, 20-21 have effected business of many organizations and projects were either not awarded or got delayed.

Therefore, we request department to kindly allow bidders to submit experience documents for last 5 years in place of 3 years and also consider ongoing project

**Reply:** As per RPF only



**Query 16.** Annexure I- Index/Compliance Sheet, Page no 40, Annexure 1:  
Pt. 6: Valid Proof of empanelment with Meity, Govt. of India (Refer Clause 4.2)  
Pt. 7: Undertaking of providing all variants of cloud services as per MeitY guidelines. (Refer Clause 4.3 and its part)  
Pt. 8: Undertaking about the proposed cloud service provider/data center must be Tier III or above for better availability of cloud services. (Refer Clause 4.4)  
We request department to kindly remove these parameters based on the reason cited at Sl. No. 1,2,3

**Reply:** Yes, Required

**Query 17.** Page no 19, Clause 2.7.24, Micro Site for each faculty and other members.  
Count of microsities

**Reply:** Yes, required. Approx. 150 users and may be increase considering future requirement

**Query 18.** Page no 20, Clause 2.8.1.1, Integration of CAP/SAP/Other Exam process for short listing for Personal Interview and Result declaration.

Kindly Explain, what is expected?

**Reply:** At present, approx. 50,000 students' data are uploaded to the portal with supported documents. The data and uploading of document are done by the student using the link provided to them. Thereafter, segregation/shortlisting/filtering of students must be done for Interview based upon various parameters which should be modifiable. A dashboard will be required for panel, faculty on daily basis for Online Personal Interview (PI). (approx. 60 days). Dashboard should have option to mark attendance, Meeting link, for PI documents for reference of the panel members at the time of interview and awarding marks.

Consolidated score for students needs to be prepared using uploaded marks, PI marks and allied parameters based on certain criterion (modifiable). Any kind of communication for CAP/SAP is done through the email by the portal to the student and faculty members at various stages.

**Query 19.** Page no 26, General

How many training sessions? Online or Offline? If offline who will bear the cost?

**Reply:** Training on Each and Every Module + Website Database+ CMS and as per requirement. Both Online & offline is required. Successful bidder will bear the cost.

**Query 20.** Page no 16, Clause 2.4.23, Provision for VPN access

Kindly Explain, what is expected?

**Reply:** Not required

**Query 21.** Is multilingual support needed for backend admin panel as well?

**Reply:** Not required.

**Query 22.** Data Migration:

**Reply:** Yes, It is in the scope of Successful Bidder.



**Query 23.** There are charges for STQC certifications, who will pay?

**Reply:** STQC charges will be borne by the Successful Bidder

**Query 24.** Please explain the whole section

**Reply:** Clarification is required in this query.

**Query 25.** Please explain the whole section.

**Reply:** Clarification is required in this query

**Query 26.** Please explain the term "Mobile based application". Do you mean the web application to be developed should be mobile friendly or a separate mobile application.

**Reply:** Yes, The website should be mobile friendly and separate mobile application need to be developed by successful bidder.

**Query 27.** What is the need of a Department Administrator to create tables in the database?

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

**Query 28.** Can we use a third-party widget for chat purpose?

**Reply:** Yes (Without further financial implications). IIM Jammu website should have a proper interactive chat features with website visitors to understand various programs and their purpose to visit to website. The interactive chat features is dedicatedly for IIM Jammu only. Design, theme, logos of the chat widget other than IIM Jammu will not be accepted.

**Query 29.** Who will bear the cost for bulk SMS notifications

**Reply:** Successful Bidder.

**Query 30.** Please Explain the whole backup process.

**Reply:** The service provider must provide a proper mechanism for automatic regular backup of the entire website/databases/all module/ any other and disaster recovery mechanism system. The backup should be stored at least in two different locations features of auto periodic backup of webpages and databases module wise and consolidated full back and incremental backup.

**Query 31.** Implementation of Current different modules for different types of courses like EMBA, PHD, MBA etc. Since each modules requirement

**Reply:** Yes, different modules are required.

**Query 32.** Please increase your budget from 20 Lakhs to 50 Lakhs.

**Reply:** As per RPF only



**Query 33.** Please increase timelines for development of website from 3 months to 6 months.

**Reply:** As per RPF only

**Query 34.** You have required dedicated hosting from MeitY Empanelled vendor Tier-III at your premises but MeitY Empanelled vendor provide hosting only from own premises, if you have MeitY Data center at your premises then please share details of hosting provider. You have mentioned cloud based also - Please clear actual requirement

**Reply:** The development of the website must be hosted on a cloud-based platform and must also be hosted and compatible with the hosting environment available on premises at IIM Jammu. This includes the staging and production environments. The scope of work includes the maintenance of the DNS, all kinds of server administration of both cloud platform and on premises infrastructure. The cloud hosting charges will be borne by the Service Provider until the expiration of the Annual Maintenance Contract. The cloud hosting facility should support auto scaling features for the infrastructure for peak loads. The cloud hosting model should be on the basis of Pay as you Go model. The proposed cloud service provider/data centre must be Tier III or above for better availability of cloud services. The cloud service provider should be empanelled with MeitY, Govt. Of India. The cloud infrastructure provided to IIM Jammu should be dedicated only to IIM Jammu and shall not be shared with any other client at any cost.

**Query 35.** Please share Hosting Infra requirement.

**Reply:** Suggestive infrastructure: 8-32 Core (Auto Scaling enabled), 16-32 GB RAM expandable to 64 GB VCPU Linux/Windows Server, 1 TB Hard Disk expandable to 4 TB. Kindly refer to Para 2.5, Page no.17, under Technology for mode details.

**Query 36.** Please allow Dot Net technology also.

**Reply:** As per the RFP only.

**Query 37.** Any of the mentioned sub portals/modules already functioning on current website?

**Reply:** Yes, few are there but successful bidder has to develop the modules mentioned in the RFP from the scratch.

**Query 38.** Student Strength to use systems like LMS?

**Reply:** Approx. 2000 users.

**Query 39.** Total No of simultaneous Active Users across all the website sub-portals?

**Reply:** Approx. 1500 to 2000 users.

**Query 40.** Option of EMD/Fee exemption is mentioned in Tender RFP documents, however. while submission, e-procurement portal is asking us to pay Fee and EMD both. Can we add MSME in payment option and proceed with submission by taking an exemption?

**Reply:** EMD is exempted for MSME. Please contact customer care of CPP Portal for any rectification of error.



**Query 41.** Understanding Portal development needs

- a. Any of the mentioned sub portals/modules already functioning on current website?

**Reply:** Need to develop from the scratch.

- b. Which portals are already working and needed to be ported and which one to be developed?

**Reply: All modules need to be developed from the scratch.**

**Query 42.** 1. Understanding Cloud Hosting need?

- c. Student Strength of IIMJ?

**Reply: Approx. 2K**

- d. Max Simultaneous connections to LMS from students?

**Reply: Approx. 3 to 5K**

- e. Max Simultaneous connections from Staff/Admins working on Admin related systems like Admission management, programme management etc.

**Reply: Approx. 100 to 150**

- f. Max total simultaneous Active Users across all the website sub-portals?

**Reply: Approx. 1500 to 2000 users**

**Query 43.** The option of EMD/Fee exemption is mentioned in Tender RFP documents however while submission, e-procurement portal is asking us to pay Fee and EMD both. **Can we add MSME in payment transaction details and proceed with submission by taking an exemption?**

**Reply:** EMD is exempted for MSME. Please contact customer care of CPP Portal for any rectification of error.

**Query 44.** The same RFP with minor changes is used by one more IIM recently wherein submission is closed. With the same text details on mobile app needs etc, they made this pretty clear that they are seeking for responsive behavior and not the mobile apps (android/mobile apps) because they know it well that its next to impossible to get the mobile apps that too Android Apps and IOS Apps developed along with extensive portal needs and managed under this budget from the professionals

**Reply:** As per the RFP only

**Query 45.** The same RFP with minor changes is used by one more IIM recently wherein submission is closed. With the same text details on mobile app needs etc, they made this pretty clear that they are seeking for responsive behaviour and not the mobile apps (android/mobile apps) because they know it well that its next to impossible to get the mobile apps that too Android Apps and IOS Apps developed along with extensive portal needs and managed under this budget from the professionals

**Reply:** Rs. 20 Lakh is the estimated contract value not a budget, which can be increased or decreased based on the rate quoted by the bidders as per reasonable market rate subject to the availability of budget and approval of competent authority.



- Query 46.** On the e-procure portal, for the submission of IIM Jammu's Proposal, payment of the EMD is compulsory. There is no option to add an MSME Certificate for Exemption.
- Reply:** EMD is exempted for MSME. Please contact customer care of CPP Portal for any rectification of error.
- Query 47.** I request you to let us know how to proceed with the exemption for the EMD Amount of Rs. 20,000/- as mentioned in the RFP.
- Reply:** EMD is exempted for MSME. Please contact customer care of CPP Portal for any rectification of error.
- Query 48.** Do we get source code after award the project and before start the development?
- Reply:** Successful bidder has to develop the website and has to share the Code with IIM.
- Query 49.** Point # 2.1.14 – New development scope must be defined; it can't be open because if its open it will be a cause of dispute due to non-clear scope of work.?
- Reply:** All Modules need to be developed as per the RFP.
- Query 50.** Point # 2.1.18 - Seems that the current website is developed in Drupal 7, please let us know how many custom modules developed in the current system?
- Reply:** Recruitment & Admissions module and same need to be developed from the scratch for new portal
- Query 51.** Point # 2.1.26 – Do we need to develop the "Programme/Learning Management System" from scratch? Or its already developed by the IIM and we need to just integrate it? If we need to develop it tender is under budget its not possible to develop this in the given budget.
- Reply:** Currently there is no Learning Management System at IIM Jammu & Successful bidder has to integrate as per the future requirement.
- Query 52.** Point # 2.2.3.7.1 - How many gateways we need to integrate? And please tell us where it will be integrated, I mean for what you wants to collect the payment?
- Reply:** Minimum 2
- Query 53.** Point # 2.2.3.7.3 - Automated reconciliation can't be done it needs a bank integration, if bank will support then only we can do it, else its not doable.
- Reply:** Yes, Bank will provide necessary API's and Pay U account dashboard or similar.
- Query 54.** Who will provide the data in Hindi? Or the second language which we needs to integrate.
- Reply:** IIM Jammu
- Query 55.** Point # 2.4.1.4 - Single Sign-On, why you need it, how many other login modules are available which needs to be integrated with this feature?
- Reply:** It should be module based





- Query 56.** Point # 2.4.1.28 - what are User administration and management services? Do we need to develop it from zero stage or its already available, we need to integrate it?  
**Reply:** Yes, role-based User administration and management services are needed to develop.
- Query 57.** Point # 2.4.1.28 - what are User administration and management services? Do we need to develop it from zero stage or its already available, we need to integrate it?  
**Reply:** Yes, role-based User administration and management services are needed to develop.
- Query 58.** Point # 2.4.1.32 - The Department Administrator can create table - Why do you need it? Please elaborate it.  
**Reply:** The IT Admin role from the Institute should have such rights, not individual departments.
- Query 59.** Point # 2.7.24 - Micro Site for each faculty and other members. Please elaborate it.  
**Reply:** Kindy refer to RFP and check Faculty Profile Section of existing website. The new one would be more elaborate.
- Query 60.** Point # 2.8.1.21 - Mentor Mentee Module  
**Reply:** Kindy refer to RPF.
- Query 61.** Point # 2.8.2 - Recruitment Module  
**Reply:** Kindy refer to RPF.
- Query 62.** Placement Module  
**Reply:** Kindy refer to RPF.
- Query 63.** Point # 2.8.4 - Modules For FDP/MDP/Institute's Centres/Incubation/ Executive Education  
**Reply:** Kindy refer to RPF.
- Query 64.** Point # 2.8.5 - Programme Management System  
**Reply:** Kindy refer to RPF.
- Query 65.** Point # 2.8.6 - Master Form  
**Reply:** Kindy refer to RPF.
- Query 66.** Point # 2.8.7 - Library Module  
**Reply:** Kindy refer to RPF.



## Corrigendum-2

### A. Amendments in scope of work, terms, and conditions of RFP document.

Reference Para No	Clause details	Amended Clause
Page No. 41, Point 9 of Annexure-II Technical Bid	Total No. of Year of Similar Experience in Conducting Online Examination Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria.	Total No. of Year of Similar Experience in Design, Development and Maintenance of Bilingual website and associated web Portals. Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria.
Page No. 4, Annexure-IV Experience Details	Name of the Institute / University for which the online exam was conducted (with Name of Contact Person, Contact No. & email id.)	Name of the Institute / University for which the work of Design, Development and Maintenance of Bilingual website and associated web Portals is done (with Name of Contact Person, Contact No. & email id.)

### B. it is hereby informed to all that the last date and time of submission of bids and opening date and time of technical bids is extended as per following schedule:

Last date and time of submission of Bids	07.06.2023	Up to 3.00 Pm
Date and time for opening of Technical Bids	08.06.2023	At 3.00 pm

**This corrigendum shall be a part of tender.**

**Other terms and conditions shall remain the same.**



*[Handwritten Signature]*

Chief Administrative Officer

*[Handwritten Initials]*