



भारतीय प्रबंध संस्थान अमृतसर
INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

पीआईटी बिल्डिंग, सरकारी पॉलिटेक्निक परिसर; पॉलिटेक्निक रोड; छेहरटा, जी.टी. रोड अमृतसर - 143105,
PIT Building, Inside Govt. Polytechnic Campus; Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105,
वेबसाइट/Website: www.iimamritsar.ac.in, दूरभाष/Telephone: 0183-2820040

**E-TENDER FOR
THE DESIGN, DEVELOPMENT, AND
MAINTENANCE OF THE IIM AMRITSAR WEBSITE**

| | |
|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| E-Tender No. | IIMASR/NIT/269/2022 |
| Mode of participation | Online Only |
| Date of issue of tender | 17-05-2022 |
| Pre-bid meeting / Inspection before bidding | 30-05-2022 at 12.00 pm |
| Last date and time for the receipt of queries (purchase@iimamritsar.ac.in) | 27-05-2022 by 05.00 pm |
| Last date and time for the submission of the tender | 06-06-2022 by 12.00 pm |
| Date and time for the opening of the technical bid | 06-06-2022 at 12.30 pm |
| Date for the opening of the price bid | Will be intimated Later |
| Bid Validity | 90 days |
| Tender fee (inclusive of GST) | Rs. 1120/- |
| Earnest Money Deposit (EMD) | Rs. 75,000/- |
| Performance security/Bank guarantee | 3% of the total value of the contract |
| Contract period | 12 months |

Stores & Purchase Office, First-Floor, PGP Building, Phone No. 0183-2820034,
Email- purchase@iimamritsar.ac.in

INDEX

| CHAPTER | DESCRIPTION | PAGE NO. |
|----------------|------------------------------------------------------------------------|-----------------|
| 1. | Instructions to Bidders | 3 |
| 2. | Conditions of Contract | 11 |
| 3. | Schedule of Requirements | 17 |
| 4. | Financial bid (to be utilized by the bidders for quoting their prices) | 31 |
| 5. | Undertaking, indemnity and agreement | 32 |
| 6. | Other Standard Forms | 39 |

CHAPTER 1 - INSTRUCTIONS TO BIDDERS

Indian Institute of Management Amritsar, hereinafter referred to as “IIM Amritsar”, is the 15th IIM set up by the Ministry of Education (earlier Ministry of Human Resource Development) with the support of the Government of Punjab. After the registration of IIM Amritsar Society on July 27, 2015, the first batch for the class of 2015-17 was enrolled in August 2015. Later, on October 14, 2015, the IIM Amritsar Board of Governance & Society was constituted.

IIM Amritsar is currently operating out of its transit campus located within the Government Polytechnic Campus, Amritsar, Punjab. The permanent campus for IIM Amritsar, which is spread across about 61 acres, is currently under construction.

IIM Amritsar invites technical and financial Bids through the E-Tendering portal on its website (<https://iimamritsar.ac.in/>) from highly reputed, well established and professional agencies, who are capable and eligible (who possess the necessary eligibility criteria/experience) for the “**Design, Development, and Maintenance of the IIM Amritsar Website**”. The website shall serve as a powerful communication tool for interacting with key stakeholders.

Existing Web Site:

The existing website of IIM Amritsar can be viewed at <https://www.iimamritsar.ac.in>. The existing website provides basic information about IIM Amritsar through various sections/ web pages/ images. The site provides information on the history and background about IIM Amritsar and presents up to date information on the administrative and academic structure, courses being offered, details about the faculty, forms, results, research, careers/ jobs, tenders, notices etc. The website provides information related to RTIs and press releases and has an intranet section meant for restricted use by members of students, faculty and staff of IIM Amritsar.

Vision of the Web Portal

IIM Amritsar plans to have a dynamic state-of-the-art web portal which would truly reflect our vision, and add to IIM Amritsar’s vibrant academic environment and campus life. More details are provided later in this document.

To meet this objective, IIM Amritsar invites reputed, experienced and financially sound agencies/ firms having expertise in the design and development of the website, as Service Providers (SP).

1.1. GENERAL GUIDELINES

1.1.1. **E-Tendering Portal:** The tender document and other details can be obtained from IIM Amritsar website www.iimamritsar.ac.in and the Central Public Procurement Portal (CPPP). Amendments, if any, will be notified on the above websites. The bids and all other necessary documents must be submitted through the E-Tendering portal on IIM Amritsar’s website (<https://iimamritsar.ac.in/>).

1.1.2. **Acknowledgement of Terms and Conditions:** Please read the Terms and Conditions carefully before filling up and submitting the bids and required documents. Incomplete bids will be rejected. All pages of this tender document must be signed by the authorized signatory and sealed with the bidding firm's stamp as a token of having read and accepted all the terms and conditions of this tender.

1.1.3. **IIM Amritsar reserves the right:**

- a. to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same at any time before finalization without incurring any liability to the affected bidder and without assigning any particular reason whatsoever, and no communication will be entertained in this regard. The Director, IIM Amritsar does not bind himself to accept the lowest or any tender

and reserves to himself the right of accepting the whole or any part of the tender and the tenderer/bidder shall be bound to perform the same at the rates quoted. The decision of the Director of IIM Amritsar in this regard will be final and no requests of any kind will be entertained from the bidders.

- b. to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same, without assigning any reason thereof.
- c. to obtain feedback from the previous/ present clients of the tenderer by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the tenderer.

1.1.4. Before submitting the tender document to IIM Amritsar, the bidders may seek clarification(s), if any, during the pre-bid meeting/inspection/through an email.

1.1.5. The successful bidder shall have to submit an indemnity, undertaking as per Form-2, which will become part of the agreement as per Form-3.

1.1.6. The bidders' performance, as per the format in Form-8, for each work completed in the last three years and in progress, should be certified by an authorized person from the concerned organization. The certificate should also indicate the compliance with the statutory requirements. Feedback received from the previous/present clients and on-the-spot assessment/enquiry of/by the IIM designated official(s) may be considered for technical qualification.

1.1.7. Submission of false/forged documents will lead to the rejection of bid and blacklisting of the bidder for a minimum period of three (3) years from participating in any IIM Amritsar tendering process.

1.1.8. If the date of opening of the tender is declared a holiday, the tender will be opened on the next working day at the same time.

1.1.9. **Governing Law:** The whole process of bidding and contracting shall be governed by and interpreted in accordance with the laws of the Government of Punjab and the Government of India unless otherwise specified in any document. All statutory laws will be applicable to all parties.

1.1.10. All qualifying requirements must be supported by documentary evidence.

1.1.11. **Site visit:** The interested tenderer/bidder shall thoroughly acquaint and study carefully website conditions, working conditions, specifications, frequencies of different operations and conditions of the tender and should inspect the website by visiting www.iimamritsar.ac.in before quoting the rates. The tenderer/bidder may get clarifications and explanations, if required, from the Officer-Incharge to fully appreciate the scope of work before quoting her/his rates. It will be construed that the tenderer/bidder has inspected the website and satisfied her/himself with IIM Amritsar's requirements, website conditions, and other relevant matters.

1.1.12. **Authorized signatory:** If the bid is made by or on behalf of a company, incorporated under the Companies Act of 2013, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.

1.1.13. Any sole proprietor/partnership firm/cooperative society/company with valid GST, PAN, TAN/TIN/Service Tax Registration, and VAT Registration can submit the Bids.

1.1.14. **Name on Contract:** The bids should clearly mention the name of the agency/person who is participating in the bidding process. The contract shall be made with this name if the agency is selected to be the vendor that will be providing services for IIM Amritsar. Change of name/type/constitution of the agency after submitting bids will not be entertained.

1.1.15. **Language of Proposals:** The proposal and all correspondence and documents shall be written in English.

1.1.16. **Amendment to the E-Tender:** At any time prior to the last date for receipt of bids, IIM Amritsar, may for any reason, whether at its own initiative or in response to

clarification(s) requested by bidder(s), modify the tender document by an amendment. In order to provide the bidders reasonable time to take the amendment into account in preparing their bids, IIM Amritsar may, at its discretion, extend the last date for the receipt of bids and/or make other changes in the requirements set out in the tender document. The bidders are required to visit the IIM Amritsar website (<https://iimamritsar.ac.in/>) for referring to any changes or amendments that are made in the tender document, before submitting their bids.

1.1.17. Only the applications received within the stipulated deadline containing the EMD, the tender fee, and the tender documents, along with all the required enclosures, will be taken into consideration.

1.2. BIDDING PROCESS

1.2.1. The process of bidding for the selection of a vendor for providing these services for IIM Amritsar will be a one-stage bidding process with two parts (technical and financial bid) as provided in the General Financial Rules 2017, Department of Expenditure, Ministry of Finance, Government of India.

1.2.2. **Submission of Bids:** The tender should be submitted in two parts, Part – I (Technical Bid) & Part – II (Financial Bid). The file of Part – I should be super-scribed as “Part – I Technical Bid” and File of Part – II should be super-scribed as “Part – II Financial Bid”. The technical bid and financial bid, along with all necessary documents as stipulated, are to be submitted online through the eTender Portal on IIM Amritsar’s Official website (www.iimamritsar.ac.in/) only. Bids submitted through any other mode will not be accepted under any circumstances.

1.2.3 **Tender Fee & Earnest Money Deposit (EMD):** The tenderers/ bidders shall be required to submit a non-refundable tender fee of an amount of **Rs. 1120/-** (Rupees Eleven Hundred and Twenty only) and a refundable EMD of an amount of **Rs.75000/-** (Rupees Seventy five thousand only) along with the tender.

- a. The EMD will be returned to the unsuccessful tenderers/bidders by the 30th day after the award of the contract.
- b. The EMD will be returned to the successful tenderers/bidders only on furnishing the performance guarantee/bank guarantee, if applicable.
- c. The EMD shall not bear any interest for the bidder.
- d. MSME/NSIC firm will get tender fee exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same.
- e. Tender fee and/or EMD, where applicable, should be deposited online using the payment link (<https://iimamritsar.ac.in/payment/>), and receipts of the same should be uploaded on the portal during the participation along with other required documents.

1.2.4. **Evaluation of Technical Bid and Financial Bid:** The sealed Technical Bid and Financial Bid will be opened respectively on the specified dates and will be evaluated based on Quality and Cost Based Selection (QCBS) Criteria mentioned in this Tender document.

1.2.5. **QCBS Criteria:** The award of contract will be based on Quality and cost-based selection (QCBS) criteria. The evaluation of the technical and financial bids will be made as mentioned below. Out of 100 marks, the technical bid will be allotted a weightage of 70% technical score (TS), while the financial proposal will be allotted a weightage of 30% financial score (FS). The technical scores (TS) and financial scores (FS) secured by each bidder will be added with their respective weightages and a composite score (CS) will be calculated using the formula:

$$CS = TS * 0.70 + FS * 0.30$$

Bidders will be ranked according to their CS (H1, H2, H3, and so on). Bidder ranked as H1 would be the successful bidder and eligible for the award of work.

1.2.6. Evaluation of Technical Bids: Technical bid details comprise Technical bid Part – I and Technical bid Part - II. Technical bid Part - I (Documentation) will be evaluated out of 20 Marks and Technical bid Part II (Presentation) will be evaluated out of 80 marks.

1.2.6.1 Technical Bid-Part-I (20 Marks): Bidders will be evaluated based on the following criteria and only technical qualified bidders will be allowed to proceed to the “**Technical bid part II (presentation)**”. The mandatory eligibility criteria are given below. Bidders not complying with the mandatory criteria will be summarily rejected.

The bidder should qualify the following eligibility conditions:

- i. The firm shall be a legal entity as per the GOI regulations and laws of the land.
- ii. The firm should have a minimum of three years of experience from the last date of submission of the bid in the design, development, and the provision maintenance and management services of websites/portals/web applications.
- iii. The firm should have designed, developed and maintained at least 02 (TWO) websites in any Centrally Funded Technical Institute (CFTI)/Institute of National Importance (INI), like IIM/ IIT/IISc/IISER/NISER/ NIT/ IIIT/ AIIMS/ Central and State Universities and/or Central PSUs/State/Central Govt. departments, with a project value of minimum Rs. 05 Lakhs per project, within the past 03 (three) years from the last date of submission of bid.
- iv. Copies of the work order, the completion certificate, and the performance certificate are required to prove the eligibility. The past 03 years will be reckoned till the date 31-03-2022.
- v. The firm should have an annual turnover of at least Rs.15.00 Lakhs per annum during the last three financial years ending on 31st March 2022. Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.
- vi. The firm should have a GST Registration certificate and PAN.
- vii. The company should not be blacklisted from participation in government tenders.

1.2.6.2. List of documents to be submitted with the technical bid

| S. No. | Basic Requirement | Specific Requirements | Document Required |
|--------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 1. | ITRs | Copy of bidder's ITRs for the last three (03) financial years till 31.03.2022 | |
| 2. | Undertaking & Declaration | Undertaking and Non-Blacklisting Declaration by the bidder: The bidder/ firm or any of its Directors/ Board Members should not have been blacklisted by any Government/ Semi-Government Organization / Statutory Body during the last three years. | Form-2(a) and Form 4 |
| 3. | Tender Fee & EMD | Should submit applicable tender fee and EMD, if applicable | Payment receipts |
| 4. | Contracts completed | Details of contracts provided / completed during the last three (03) years. | Form-6 |
| 5. | Contracts under progress | Details of contracts under progress | Form-7 |
| 6. | Performance report by clients | Performance report by the clients for contracts completed | Form-8 |
| 7. | Company/ agency profile | Structure and organization of the bidder/agency. | Form-9 |
| 8. | Bid Security declaration | Bid-Security declaration to be submitted by MSME | Form-10 |
| 9. | Registration certificate | Registration Certificate under Companies Act/Partnership Act | |
| 10. | Proprietary company/agency | Self-attested copy of Article/Memorandum of Association or Partnership Deed or an affidavit stating that it is a proprietary concern, as the case maybe, of the agency. | |
| 11. | GST & PAN | Self-attested copy of GST and PAN of the agency (not of individual) | |
| 12. | Experience certificates | The agency should have at least previous three financial years of experience in design, development & providing maintenance and management services of websites/portals/web applications to Central /State Govt. organizations / Institutions. | Self-attested copy of experience certificate issued by party |
| 13. | Total workers | Should have a sufficient number of workers for the proper execution of the contract | Declaration |

Note: The bidder who fulfils the requirement of submission of TECHNICAL DOCUMENTS AND DETAILS (for PART -1) WILL BE AWARDED 20 (twenty) marks and will be termed as "Technical Responsive". Only such bidders will be allowed to participate in the Part - 2 of the technical evaluation (i.e., the presentation).

1.2.6.3. Technical bid Part II (80 Marks): The bidder will present the 'Concept & Vision for the Website':

- (i) A brief of the proposed vision and concept for the design and development of the IIM Amritsar website (to be enclosed with the technical bid documents).**
- (ii) A note explaining the scope of the work as understood by the bidder and which shall be executed by the firm (to be enclosed with the technical bid documents).**

The presentation (80 Marks) done by the bidder will be evaluated out of 80 marks on the basis of following criteria:

- i. The applicants may be asked to present 3 options of design templates (not final) for the IIM Amritsar website in presence of the committee constituted for this purpose.
- ii. The presentation will be followed by a 10-15 minute discussion.

(a) Understanding and Compliance with requirements and scalability (maximum 20 marks)

The proposal should address each work area in sufficient detail to demonstrate a clear understanding of the statement of objectives/ work, including operations and maintenance. The bidder should provide evidence of sufficient planning to show that the work will be accomplished as required and on schedule, utilizing all the available resources. Specifically, the proposal from the bidder will be evaluated on whether it addresses each requirement and goal set forth in the scope of work in the tender document.

(b) Design templates and Proof of Concept (POC) (maximum 40 marks)

The design templates and POC presented by the bidder should demonstrate compliance with all the mandatory requirements mentioned in the tender and also demonstrate extra capabilities. During the POC presentation, one IT/ Web design expert from the firm should be present to answer technical queries and to demonstrate the capabilities of the firm to deliver the assignment.

(c) Experience and Ease of Management (maximum 20 marks)

The firm will be expected to provide details of their past experience with contracts of this nature/ type/ complexity. They will also be asked to provide information on their performance in these contracts, and present testimonials from previous or existing clients. They will be asked to furnish details of key personnel, both supervisory and technical. Resumes of personnel must include education, experience, background, accomplishments, and other pertinent information.

| S. No. | Particulars | Eligibility Criteria | Proof / Documents Required | Maximum Marks (20) |
|--------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 1 | Experience | The bidder should have at least previous three financial years of experience in design, development & providing maintenance and management services of websites / portals / web applications to Central /State Govt. organizations / Institutions | Details of experience relating to design/ development/ maintenance of web portal services for Central/State Govt. organizations / Institutions along with self-attested copies of the work orders and agreements. | 4 to 6 years: 5 marks, 7 to 10 years: 8 marks Above 11 years: 10 |
| 2. | Number of contracts | The bidder must have successfully completed, minimum two (02) contracts, in the last three years till 31-03-2022, of providing Design/ Development / Maintenance of web portal services for any Centrally Funded Technical Institute (CFTI)/Institute of National Importance (INI), like IIM/ IIT/IISc/IISER/NISER/ NIT/ IIIT/ AIIMS/ Central and State Universities and/or Central PSUs/State/Central Govt. departments. | Enclose a list of completion certificates and work orders issued by clients, and the testimonials and experience certificates having the client's seal and signature. | 3 to 5 contracts: 5 marks, 6 to 8 contracts: 8 marks Above 8 contracts: 10 marks |

IIM Amritsar retains the right to ask for any further information/ clarification during the tendering process. Based on the above evaluations, the financial bid of only those firms/ bidders who qualify in the above parameters will be opened. The technical bids that are found suitable will only be scrutinized that shall be eligible firms.

Even though an applicant may satisfy the above requirements, s/he would be liable to disqualification if s/he has:

- Made misleading or false representation or deliberately suppressed any information in the forms, statements and enclosures required in the qualification document.
- Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

The bidders who qualify in this stage will be considered for the financial bid; other bidders who have been found technically unqualified will not be considered further in the process.

1.2.6.4 Financial bid: The financial bid (tender) of the applicants who have not been qualified in the technical bid shall not be considered/opened. Financial bids of only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority

letter). Any information in this regard will be intimated only to the technically qualified bidders.

The financial bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below:

The bidder with the lowest financial bid (L1) will be awarded a 100% score. The Financial Scores (FS) for the bidders other than L1 will be evaluated using the following formula:

$FS = \{ \text{Financial Bid of L1 (FL)} / \text{Financial Bid of the particular bidder (F)} \times 100 \}$ (adjusted to 2 decimals)

- a. The financial bid (tender) should be submitted strictly in the prescribed Form-1 ("FINANCIAL BID"). Also, the Financial Bid should clearly contain the details as mentioned in the form.
- b. The financial bid should remain valid for a minimum of three months from the date of opening of the financial bid. The bidders should be ready to extend the validity, if required, without any additional financial implications.
- c. The bidder must ensure to quote the rate of each item. Financial bids, which are incomplete and not submitted in the prescribed form, will be summarily rejected.
- d. Where applicable, if a tenderer quotes nil rates against each item in the item rate tender, the tender shall be treated as invalid and will not be considered as lowest tenderer.
- e. Rates quoted by the vendor shall be all-inclusive. Any other charges over the quoted rates shall be clearly indicated.
- f. If there is a discrepancy in the financial bid between words and figures, the amount indicated in words will prevail.

1.2.3.5 SUMMARY REJECTION OF BIDS/TENDER: IIM Amritsar reserves the right to reject any or all of the tenders without assigning any reason. Some of the reasons for rejection could be as follows:

- i. Any bid not accompanied by the required EMD and tender fee.
- ii. Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.
- iii. If any bidder has filled more than one bid.
- iv. If unclear, poorly scanned copies are uploaded and received.
- v. If a firm quotes nil charges/consideration, the bid shall be treated as unresponsive and not be considered.
- vi. Incomplete tender will be rejected.
- vii. Conditional proposal will not be accepted.
- viii. Canvassing in any form will make the tender liable to rejection.
- ix. If any additions/ alternations are made in the tender forms.
- x. Bids are submitted through any other mode other than the E-Tendering portal on IIM Amritsar's website (<https://iimamritsar.ac.in/>).
- xi. Missing any supporting document(s) with the Bids.
- xii. False or misleading information is submitted.
- xiii. Unhealthy participation

1.3. QUERIES AND RESPONSES: Queries related to the above can be submitted at purchase@iimamritsar.ac.in only till 27-05-2022, 05:00 pm. Queries submitted after the due date and time, and on any other email id will not be entertained. The responses to the queries will be given by email, within 1-2 days after the last date of submission of queries.

CHAPTER-2 CONDITIONS OF CONTRACT

2.1. GENERAL CONDITIONS

2.1.1. AWARD OF CONTRACT

- a. **Notification of Award:** Prior to the expiration of the period of the proposal validity, IIM Amritsar or its authorized person will notify the successful bidder in writing or by email that the bid has been accepted. IIM Amritsar may place the work order on the successful bidder. The bidder shall acknowledge the acceptance of the work order in writing, and shall sign the agreement with IIM Amritsar within fifteen (15) days of the receipt of the work order.
- b. **Signing of contract:** The successful bidder should execute an agreement in the non-judicial stamp-paper of Rs.100/- (Rupees One Hundred only), incorporating all the terms and conditions of the tender within 15 days of receipt of the work order. The affidavit (stamp paper) required for the agreement shall be purchased by the successful bidder. All the other incidental expenses for the execution of the agreement shall also be borne by the successful bidder.
 - i. The vendor will provide the services from the date as will be mentioned in the work order/agreement.
 - ii. The earnest money deposit (EMD)/performance security will be forfeited if the vendor fails to commence the work on the communicated date, and the letter of award/work order will be cancelled.
- c. **Performance Security:** The successful tenderer/ bidder will be required to furnish performance security at the rate of 3% (three percent) of the tendered amount in the form of FDR/DD/PBG from scheduled bank of India in the name of Director, IIM Amritsar within 15 days of the issuance of letter of acceptance/work order.
 - i. It must remain valid for 60 days beyond the date of completion of all contractual obligations.
 - ii. If the contract is extended, the vendor will have to submit a fresh performance security for the extended period plus 60 days.
 - iii. It shall be returned within a month after the expiry/termination of the contract only after the discharge of all obligations under the contract and adjustments of outstanding dues against the vendor of any nature against the bills submitted by the vendor or otherwise.
- d. **AMC/Contract Period:** The AMC/contract period will be for one year starting from the date of go live that could be considered for renewal and extension subject to the approval by competent authority for a maximum of up to 3 years on year to year basis at the same terms and conditions of the tender based on institutional needs, satisfactory performance and/or fulfillment of contractual terms and conditions by the vendor/agency as mutually agreeable to both the parties. The contract shall automatically expire at the end of AMC/contract period. The vendor will withdraw its resources and equipment etc. from IIM Amritsar immediately after the expiry or the termination of the contract.
- e. AMC payment will be released on a quarterly basis upon the evaluation and certification of the bills by IIM Amritsar's representative. Bills must be submitted in the last week of the quarter for the payment.

2.1.2. The vendor must have sufficient workers for this contract.

2.1.3. The vendor shall all employ only trained, efficient, and responsible staff with good health and sound mind for providing the relevant services. The workers should not be below 18 years.

2.1.4. No advance payment shall be made.

2.1.5. The vendor shall fulfill and diligently comply with all the service requests given by

IIM Amritsar from time to time, and all such requests will comprise part of the agreement.

- 2.1.6. The contract has to be completed by a single vendor, who will be completely responsible for the execution of the contract as a single point solution provider and will be the sole prime vendor for the entire contract. The vendor shall in no case lease, transfer, sublet, assign/pledge or subcontract its rights and liabilities under this contract to any other vendor.
- 2.1.7. The vendor/supervisor shall be contactable at all times and shall immediately acknowledge the receipt of messages on the same day. The vendor shall strictly follow the instructions issued by IIM Amritsar in fulfilment of the contract from time to time.
- 2.1.8. The vendor/supervisor shall supervise the functioning of her/his workers, and shall take all efforts to ensure that the services provided are efficient and flawless.
- 2.1.9. The work, in general, shall be carried out professionally and in accordance with the specifications and as per the directions of IIM Amritsar.
- 2.1.10. **Indemnification:**
 - a. The vendor shall be solely responsible and indemnify IIM Amritsar against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of workers, if any, deployed by her/him.
 - b. The vendor shall indemnify IIM Amritsar against all losses or damages, if any, caused to it on account of the acts of the workers deployed by her/him.
 - c. The vendor shall indemnify IIM Amritsar from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against IIM Amritsar, as result of any act which is directly and solely attributable to the vendor.
 - d. The vendor shall also indemnify IIM Amritsar for any action brought against her/him for the violation or non-compliance of any act, rules and regulations of center / state / local statutory authorities, to the extent applicable under the scope of services and as result of any act which is directly and solely attributable to the vendor.
 - e. In case of accident, injury or death caused to the worker(s) while executing the work under the contract, the vendor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith and kin of the injured / diseased. The vendor shall indemnify IIM Amritsar from such liabilities.
 - f. The vendor shall be directly responsible for any/all disputes arising between her/him and her/his employees and keep IIM Amritsar indemnified against actions, losses, damages, expenses and claims whatsoever arising thereof. IIM Amritsar shall not be a party in any such dispute.
 - g. The vendor shall be fully responsible for theft, burglary, fire or mischievous deeds, if any by her/his employees. Any loss due to any of above reasons shall be compensated by her/him in full.
 - h. During the validity of the contract, if there is any damage or loss of whatsoever nature to the property due to the negligence/mistake of person employed by the vendor, the sole responsibility of the same shall lie with the vendor alone. IIM Amritsar will be indemnified by the vendor about such loss/damage, if any, to the property or person.
- 2.1.11. All resources deployed by the vendor are deemed to be on the rolls of the vendor.
- 2.1.12. The vendor shall not deploy any resource suffering from any contagious or infectious disease. The vendor shall get the deployed resource(s) examined from a civil government doctor / IIM Amritsar doctor.
- 2.1.13. No resource(s) or supervisor or representatives of the vendor are allowed to consume alcoholic drinks or any narcotics within the premises of IIM Amritsar. If found to be under

the influence of above, the vendor shall immediately take suitable action.

- 2.1.14. While engaging / deploying the resources, the vendor is required to make efforts to provide opportunity of employment to resources belonging to the Scheduled Castes, Scheduled Tribes and Other Backward Classes, in order to have a fair representation of these sections of the society.
- 2.1.15. **Gate/ Entry Pass or Authorization:** Entry to the premises of IIM Amritsar is restricted and is subject to appropriate entry authorization in the prescribed format of a Gate Pass or any other entry authorization with respect to police verification as per instruction of IIM Amritsar from time to time. Similarly, the entry of material/ equipment/ tools/ tackles etc. is restricted and subject to entry authorization by the security department.
- 2.1.16. **Force Majeure:** If at any time during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosion, epidemics quarantine restriction, strikes, lockouts or acts of god (hereinafter referred to as events) provided notice of happenings of any such event, is served by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof. In such cases, the vendor must satisfy IIM Amritsar adequately about the measures taken by it. Neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance. Further, the services under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of IIM Amritsar as to whether the services have resumed or not shall be final and conclusive, provided further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, IIM Amritsar has the option to terminate the contract.

2.2. STATUTORY CONDITIONS

- 2.2.1. The vendor shall provide appropriate employment cards for the deployed personnel, duly signed by the vendor or a person authorized by the vendor.
- 2.2.2. Attendance registers and the salary registers for the persons engaged for manpower service and other registers/documents required as per acts and rules, may be verified by any designated official of IIM Amritsar assigned for this purpose or other enforcing agencies during their inspection.
- 2.2.3. The vendor shall deploy their personnel for onsite support in such a way that they get weekly rest. The working hours/leave should not violate the relevant provisions of the Shops and Establishment Act and the prevailing labour laws.
- 2.2.4. Statutory deductions like TDS, wherever applicable, shall be deducted from the payments made to the vendor as per the rules and regulations in force, and in accordance with the Income Tax act prevailing from time to time.

2.3. TERMINATION OF CONTRACT

The agreement shall come to an end on the completion of the contract. IIM Amritsar reserves its right to terminate the contract at its absolute discretion including the blacklisting of the vendor, for reasons including but not limited to the following:

- a. Mutual consent: The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
- b. If the vendor is adjudicated insolvent by a competent court of law or files for insolvency or the vendor's company is ordered to be wound up by a competent court. The vendor commits any material breach of the terms of this contract with IIM Amritsar or if found

- guilty of any malpractice in the performance of the contract.
- c. If any charge-sheet is filed by the Competent Authority of the Government against the vendor is convicted by a criminal court on the grounds of moral turpitude.
 - d. In the event of non-satisfactory service or failure on the part of the vendor or if the vendor shall neglect to execute the services with due diligence or shall refuse or neglect to comply with any reasonable orders by IIM Amritsar in connection with the website shall contravene the provisions of the contract, IIM Amritsar shall have the option to terminate the contract by giving a one-month notice. It may get the services (either in part or in whole, as the case may be) by any alternate sources at the vendor's risk and cost. In such an event, the vendor shall have no claims whatsoever against IIM Amritsar in consequence of such termination of the contract. The decision of the Director of IIM Amritsar in terminating the contract will be final and binding on the vendor.
 - e. In case the vendor withdraws his services without giving a prior notice of one month, the EMD/Performance security will be forfeited and the firm will be debarred/blacklisted in future.
 - f. Cumulative penalties reach 10% of the contract value
 - g. Repeated breach of terms and conditions of the contract beyond 3 instances in the entire contract period. Subcontracting or outsourcing of the contract, in part or whole will lead to the blacklisting of the company for future participation and IIM Amritsar will not be under any obligation to pay compensation or make the payment for which services are not rendered.

2.4. CONFIDENTIALITY AND SECRECY

- a. The vendor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on IIM Amritsar business or security arrangements (including but not limited to the assignment instructions, schedules, and other subsequent arrangements). The obligation is not limited to any scope and the vendor shall be held responsible in case of breach of the confidentiality of IIM Amritsar's information.
- b. If the vendor receives enquiries from the press/media/radio/television or other bodies / persons, the same shall be referred by the vendor to IIM Amritsar immediately upon the receipt of such queries.
- c. The vendor shall take all the steps necessary to ensure that all persons deployed on any work in connection with the contract have notice that the Indian Official Secrets Act 1923 applies to them and will continue to apply even after the execution of such works under the contract. The contract is confidential and must be strictly confined to the bidder's own use and to the purpose of the contract.

2.5. DISPUTE RESOLUTION, CONCILIATION AND ARBITRATION

- a. The parties agree to negotiate in good faith to resolve any dispute between them regarding this agreement. If the negotiations do not resolve the dispute to the reasonable satisfaction of the parties, then each party shall nominate a person as its representative. These representatives shall, within 30 days of a written request by any party to call such a meeting, meet in person and shall attempt in good faith to resolve the dispute.
- b. If the parties are unable to resolve the disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract, in such a meeting as aforesaid, the disputes or differences shall be referred to Dispute Redressal Committee. If the Dispute Redressal Committee fails to resolve the issue, the dispute will be referred to arbitration at the request of either party.

- c. All disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract shall be referred to by either party on failure of reconciliation as aforementioned (the institute or the vendor) for arbitration by sole arbitrator nominated by the Director, IIM Amritsar. The arbitration shall be governed by the provisions of ARBITRATION AND CONCILIATION ACT, 1996 or any statutory amendment/modification thereof. All disputes shall be subject to Amritsar Jurisdiction only. The venue for arbitration will be decided by the arbitrator. The arbitration award rendered by the Arbitrator shall be final and binding on both parties.
- d. The expenses incurred by each party with the preparation, presentation, etc. of its proceeding as also the fees and expense paid to the appointed arbitrator by such party or on its behalf shall be borne by each party itself.
- e. Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is made; the Parties shall continue to perform all of their obligations under this Contract without prejudice to a final adjustment in accordance with such award.

2.6. Copyrights and Trade Marks:

The source code, text, design, trademarks, photos and graphics in editable mode, or other artwork furnished in the designing of the new website shall be owned by IIM Amritsar, upon the successful completion of the website implementation by the vendor. The website implemented through this tender will not include the name or logo of the web developer, vendor etc. anywhere.

The dynamic data (including the third party data) generated through the website analytics will completely remain under control of IIM Amritsar and it shall reserve all the copyrights.

2.7. Contact Details:

Contact details of the person responsible for the post-sales/installation maintenance support:

Name and designation: _____

Phone No: _____

Fax No: _____

Mobile: _____

E-mail: _____

2.8. Delivery Schedule and Liquidated Damages (LD) for Delay:

| Sn. No. | Activities | Time Frame (from the date of award of the contract) | LD after stipulated time |
|---------|---------------------------------------------|-----------------------------------------------------|--------------------------|
| 1 | Design and approval of the basic templates | 15 Days | INR 5000 per day |
| 2 | Design and approval of the final website | 35 Days | INR 5000 per day |
| 3 | User Acceptance Testing (UAT) of the system | 45 Days | |
| 4 | Go-live of the website | 55 Days | INR 10000 per day |

The amount towards the LD shall be recovered from the bills submitted by the vendor. The vendor will be required to report the progress made, on a regular basis to the IIM Amritsar IT team. To ensure the completion of the work in all respects within the stipulated period, the progress made should be satisfactory to the IIM Amritsar team.

Failure to demonstrate satisfactory progress will lead to appropriate action being taken by IIM Amritsar, as decided by the competent authority.

The vendor shall make a presentation regarding the progress made, after the first two weeks from the contract date, and thereafter, a weekly presentation of completed website pages.

The vendor shall obtain approval of each website page from the duly constituted committee during the process of designing the website.

2.9. Operation and Maintenance (O & M):

The scope of Annual Maintenance & Management will be for a period of 01 (one) year and will cover regular updation of the content in the website's modules/ sub-modules, application forms, software and security feature up-gradation, etc.

In order to undertake the above, the firm will depute one qualified resource person who needs to be available on-call basis 24*7*365 to maintain/manage/troubleshoot the website as per IIM Amritsar's requirements. Any delay in performing the work provided by the IIM Amritsar officials to that resource person would lead to the imposition of penalty at the rate of 05% of the total order value, and the amount would be recovered from the bank guarantee.

2.10. Payments:

The normal payment terms shall be 95% payment within 30 days of the satisfactory launch of the website, and 05% after the expiry of the maintenance period.

Payment for onsite support will be released on a quarterly basis upon evaluation and certification of the bills by the IIM Amritsar representative. Bills must be submitted in the last week of the quarter for payment.

2.11. Jurisdiction

This contract shall be operated within the jurisdiction of Amritsar.

2.12. Any other terms and conditions not included in this document can be added by IIM Amritsar, if needed, by issuing a communication, and will automatically become a part of this agreement.

CHAPTER-3 SCHEDULE OF REQUIREMENTS

3.1 NATURE AND SCOPE OF WORK

- 3.1.1 **The scope of the work includes analyzing the functional requirements, planning the design and development of the website, implementation of the website software, testing, delivery of the website, hosting the website and maintenance of the website for one year from the date of go-live or acceptance by the IIM Amritsar.**
- 3.1.2 **Present Website:** The current website of IIM Amritsar can be accessed/viewed at <https://www.iimamritsar.ac.in>. The website is organized in various sections/web pages and sub-menus.
- 3.1.3 **Vision for the New Website:** IIM Amritsar plans to have a dynamic state-of-the-art website, which would be source of information on the people at IIM Amritsar, various programmes offered by IIM Amritsar and the numerous activities that take place at IIM Amritsar's vibrant campus.

The proposed website shall have a working blend of the state-of-the-art web technologies and a creative design of the webpages. The proposed site shall be a source of up-to-date information that can be accessed with relative ease by all the current and future stakeholders. The website should have an elegant design with uncluttered look, and user-friendly navigation features. It should be comparable to the websites of any higher education institution of global repute.

- 3.1.4 **Users:** The website will be used by all the stakeholders of IIM Amritsar. This includes the current students, faculty members and administrative staff all of who would be using the website for their day-to-day activities. In addition, will also be used by IIM Amritsar alumni, prospective students and employees, partner institutes and businesses, other government departments and agencies, and any other visitor from India and abroad.

3.2 ONSITE (MANPOWER) RESOURCE

3.2.1 The vendor of the website should provide an onsite resource to help IIM Amritsar manage and maintain the website and related IT resources. The resources person should have the excellent command of software development in ASP.Net, SQL and any other programming languages that are used to develop the website.

3.2.2 This resource will be separate from the online support provided for the website as mentioned in Section 3.3 under Scope of Work .

3.2.3 This resource person will be managed by IIM Amritsar.

3.2.4 The scope of onsite resource support will be for a period of 01 (one) year from the date of the work order and will cover programing requirements to maintain/manage/troubleshoot the IIM Amritsar's Intranet portal and websites as per IIM Amritsar requirement. The period for resource support may be extended based on satisfactory performance and on mutual agreement of both the parties. Any delay in the work requested by the IIM Amritsar officials to that person would lead to LD as would be mentioned in the SLA between the vendor and IIM Amritsar. The amount would be recovered from the submitted bills or performance security.

3.3 SCOPE OF WORK:

3.3.1. Website Development and Design:-

- i. Development on Open Source Platform – preferably Wordpress / PHP/ ECMS platform

- ii. Dual Language Compatible (English and Hindi): The website should be capable of displaying all the content on the website in in both the languages – Hindi and English.
- iii. The website should have low latency and should be compatible with multiple devices including desktop computers, laptop computers, smartphones, tablets, etc.
- iv. The website should be able to be opened using any of the commonly used operating systems including and not limited to Windows, macOS, Linux, Android, iOS, etc.
- v. The website should comply with MHRD and GOI Guidelines (WCAG/GIGW etc.) and Quality Certification (STQC).
- vi. The website need to have an integrated and secure payment gateway
- vii. The administrator working with the Admin Dashboard should have the ability to add/edit/delete the contents and need to have access to an Admin Panel feature for all activities including courses, admissions, recruitment, etc.
an Admin panel feature. (for all courses, admissions, and Recruitments)
- viii. The website should be scalable.
- ix. The website should have an anti-spamming feature.
- x. The photo and video gallery should be dynamic
- xi. The website should have the Search Engine Optimization (SEO) capability.
- xii. The website should provide online tracking facility for job applicants, students seeking admissions, RTI applicants etc.
- xiii. A feedback form should be attached to one of the pages in the website.
- xiv. The website should contain one page with the information on the Faculty/Staff/Student Bodies of IIM Amritsar.
- xv. The website should contain a provision for submission of online applications related to recruitment of faculty and staff, student admissions, student activities, etc.,
- xvi. Details of various Academic courses such as MBA, MBA-BA, MBA-HR, Doctoral and Post-Doctoral Programs, Certificate Programs, EMBA, Executive Education etc., have to be integrated with the website with a secure payment gateway link.
- xvii. The portal should support Web 3.0 (any advanced/ latest) based tools such as RSS feeds, blogs, chatbots, podcasts & plugins for social media sites such as YouTube, LinkedIn, Face book, Twitter etc.
- xviii. All logins and payment transactions through the website must operate on secure protocols. It should provide support for website security audits.
- xix. Separate authentication credentials and access privileges for super-user (Administrator) and normal users of the website and databases.
- xx. Special privileges to heads of specific departments to see and download the application and data of various portals such as admission, recruitment faculty, recruitment Non-faculty etc.
- xxi. All applications forms should be fully dynamic, and the administrator of the portal

- should be able to add and modify any field from the Admin Panel.
- xxii. The vendor should provide a common online application template for all courses.
 - xxiii. AI-based chatbots for various online applications and events.
 - xxiv. FAQs/questionnaires for chatbots should be dynamic and must have an update facility from the admin panel.
 - xxv. The website should contain an online E-Tender portal as per the GFR 2017 and GeM guidelines.
 - xxvi. Total Published Pages in existing Website is 500 (approx.) (Please refer to existing website www.iimamritsar.ac.in for detailed info) (Below Page wise categorization have the important Menu/Sub-Menu details with approximate page count for existing website).
 - xxvii. It is expected that in the proposed but not restricted to the numbers that the website to have a provision for an additional 200 pages with approximate 75 Dynamic pages or portals in the new website of IIM Amritsar.

3.3.2 Migration of existing website: -

The new website should contain all the content from the existing IIM Amritsar’s website www.iimamritsar.ac.in. Hence all the contents of the existing website should be migrated to the new website. This migration is expected to be part of web development and design.

3.3.3 Hosting and Backup: -

Cloud-based platform with below configuration.

- a. 8 CPU cores.
- b. 500 GB SSD Storage
- c. 32 GB RAM

Daily backup facility (In addition to cloud-based backup by Service Provider, there should be a facility for a user-friendly backup feature where IIM Amritsar authorized person can take backup/restore from a local machine).

3.3.4. Tentative Proposed Site Map

| Main Tab Page | Sub Menu Page | Details of Content |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| HOMEPAGE | It should have: - Home, POSH, Reservation Cell, Report, Vigilance, Tender, Library, Career, Intranet, Scholarships, Pay Online, Library, Hindi, RTI, webmail, sitemap, Photo Gallery, Contact Us, NIRF, Event, Media, Announcement, etc | These sub-menus have separate pages as defined in the sub-menu column. |

| | | |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IIM AMRITSAR | <p>It should have: -</p> <p>IIM Amritsar</p> <ul style="list-style-type: none"> • About IIM Amritsar • Vision & Mission • Amritsar at a Glance • Director's Message • Board of Governors • IIM Amritsar's Logo • IIM Newsletter • Reports <p>Infrastructure</p> <ul style="list-style-type: none"> • Library • Classrooms • Transit Campus • Permanent Campus • Computer Centre | <p>These sub-menus have separate pages as defined in the submenu column.</p> <ul style="list-style-type: none"> • Content Related to About IIM Amritsar • Details of Vision/mission/values of Institute along with Institute Logo • Content Related to About Amritsar • Details of Members with name and designation • Message of Director with Photo etc. |
| PEOPLE | <p>It should have: -</p> <p>Faculty</p> <ul style="list-style-type: none"> • Director • Faculty (A-Z) • Faculty (Area Wise) • Visiting Faculty <p>Staff</p> <ul style="list-style-type: none"> • Staff (Department-Wise) | |
| PROGRAMS | <p>It should have :-</p> <p>MBA</p> <ul style="list-style-type: none"> • About MBA • Admission • Apply for MBA • Withdrawal policy • Curriculum • Academic Calendar • Fees / Financial Assistance / Scholarship • Batch Profile • Contact Details <p>FAQs</p> | |

| | | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>PROGRAMS</p> | <p>MBA BA</p> <ul style="list-style-type: none"> • Admission Process • Fees • Curriculum • Academic Calendar • Batch Profile | |
| <p>PROGRAMS</p> | <p>It should have :-</p> <p>MBA HR</p> <ul style="list-style-type: none"> • Admission Process • Fees • Curriculum • Academic Calendar • Batch Profile <p>Doctoral Programs</p> <ul style="list-style-type: none"> • Ph.D. <ul style="list-style-type: none"> ○ About the PhD program ○ Admission Process ○ Online Application 2022-23 ○ Program Structure ○ Financial Assistance ○ Current Doctoral Students • Post-Doctoral Fellowship in Management <ul style="list-style-type: none"> ○ About Program ○ Online Application ○ Current Post-Doctoral Fellows <p>Executive MBA</p> <ul style="list-style-type: none"> • About Program • FAQs • Fees • Program Brochure (2022-24) • Curriculum • Batch Profile <p>Early Career Programs</p> <ul style="list-style-type: none"> • DSBA <ul style="list-style-type: none"> ○ About the program ○ FAQs DSBA ○ Apply Now ○ Program brochure | |

| | | |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>EXECUTIVE EDUCATION</p> | <p>Executive Education at IIM Amritsar</p> <ul style="list-style-type: none"> • Overview <p>Management Development Programs</p> <ul style="list-style-type: none"> • Introduction • Customized Programs • Open Enrollment Programs <p>Executive MBA</p> <ul style="list-style-type: none"> • About Program • FAQs • Fees • Program Brochure (2022-24) • Curriculum • Batch Profile <p>Consultancy & Research</p> <p>Faculty Development Programs</p> <ul style="list-style-type: none"> • AICTE Training & Learning FDP (Aug 9-13, 2021) • AICTE Training & Learning FDP (Oct 18-22, 2021) | |
| <p>STUDENT'S CORNER</p> | <p>Corporate Interaction</p> <ul style="list-style-type: none"> • Eminent Speakers <p>Events</p> <ul style="list-style-type: none"> • Sankshetra - Operations & Strategy Conclave • Pariprekshya - Finance & Marketing Conclave • Yukti - HR Conclave <p>Committee & Clubs</p> <ul style="list-style-type: none"> • Committees <ul style="list-style-type: none"> ○ Student's Council ○ Sports Committee ○ Placement Committee ○ Hostel & Mess Committee ○ Cultural Committee ○ Alumni Committee ○ Media & Public Relations ○ Industry Interaction Cell ○ Merchandising and ○ Sponsorship Committee | |

| | | |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| STUDENT'S CORNER | <ul style="list-style-type: none"> • Academic Interest Groups <ul style="list-style-type: none"> ○ FEC (Finance and Economics) ○ Markophilic (Marketing) ○ Operazeal (Operations Management) ○ Stratagem (Strategy and Consulting) ○ HRithvi - The HR Club ○ COE(Center of Entrepreneurship) ○ ABC - The Analytics and Business Computing Club | |
| STUDENT'S CORNER | <ul style="list-style-type: none"> • Non-Academic Interest Groups <ul style="list-style-type: none"> ○ 50 mm (Photography club) ○ Sankalp (Social Service club) ○ Vaani (Literary & Public Speaking club) ○ Prep Club • Cells <ul style="list-style-type: none"> ○ Gender Sensitization Cell ○ Invictus Cell ○ Laughter Cell • Student • Student Life • Hostel • Anti-ragging Committee | |
| PLACEMENTS | <p>About Placement</p> <ul style="list-style-type: none"> • Message from Placement Chair • Recruiters' Guide • Prominent Recruiters • Testimonials • Placement Calendar • Contact Us • Website <p>Final Placements</p> <ul style="list-style-type: none"> • Final Placement 2022 • Final Placement 2021 • Final Placement 2020 • Final Placement 2019 • Final Placement 2018 • Final Placement 2017 | |

| | | |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| PLACEMENTS | Summer Placements <ul style="list-style-type: none"> • Summer Placement 2021 • Summer Placement 2020 • Summer Placement 2019 • Summer Placement 2018 • Summer Placement 2017 | |
| ALUMNI | Alumni Cell <ul style="list-style-type: none"> • About Alumni Cell • Alumni Newsletter • Alumni Registration • Blogs | |
| FOOTER WEB PAGES | Website Policies | These sub-menus comes on the bottom of the Home Page. |
| | Disclaimer | |
| | Privacy | |
| | Help | |
| | Feedback | |
| | Terms and Conditions | |
| | Blog Posts | |
| | Links to Social Media such as Twitter, Facebook, Linkd In, Wikipaedia,youtube, Instagram etc. | |
| Careers | Faculty Positions | Recruitment for Faculty positions. |
| | Non-Teaching Positions | Recruitment for Non-Teaching Positions |

3.3.5 Tentative Dynamic Portal

| Main Tab Page | Sub Menu Page | Details of Content |
|-------------------------|------------------------------------------------------------------------------------------------------|--------------------|
| Admission | Importing of Selected Candidates Course-wise from Excel (Uploading) | |
| | Ability to check/print/download results of candidates by entering their | |
| | Ability to upload required documents and photographs by candidates with credentials | |
| | Ability to pay fees online through a payment gateway | |
| Admission Office | List of Selected Candidates for Interview | |
| | Ability to upload documents | |
| | Ability to check candidates uploaded documents and verification with comments | |
| | Ability to retrieve information filled in by candidates / Verifier/download in excel and PDF formats | |
| | Ability to Generate / Download Interview Letters and Offer Letters | |
| | | |

| | | |
|--|--------------------------------------------------------------------------------------------------------------|--|
| | Provision to verify the documents and enter Remarks | |
| | Verifier wise report | |
| | 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 | |
| | Payment Summary / Bankwise / Datewise / Programme Wise etc. | |
| | User log reports with user-id/date-time/ip address etc. with flush facility | |

| Post-Graduate Courses | | |
|------------------------------|---------------------------------------------------------|-------------------------------------------------------------|
| a) MBA | | |
| | About MBA with two tabs of core and elective courses | Write up on MBA |
| | i Academics | Methodology, Core Courses, Electives, Academic Calendar |
| | ii Admissions | Eligibility, Policy, Process, Important Dates, Fees Payment |
| | iii) Fees and Financial Aids | |
| | iv) Contact Information | |
| | v) Policy | Withdrawal Policy |
| b) MBA HR | | |
| | About MBA HR with two tabs of core and elective courses | Write up on MBA- HR |
| | i Academics | Methodology, Core Courses, Electives, Academic Calendar |
| | ii Admissions | Eligibility, Policy, Process, Important Dates, Fees Payment |
| | iii) Fees and Financial Aids | |
| | iv) Contact Information | |
| | v) Policy | Withdrawal Policy |

| | | |
|----------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| c) MBA BA | | |
| | About MBA HR with two tabs of core and | Write up on MBA- HR |
| | i Academics | Methodology, Core Courses, Electives, Academic Calendar |
| | ii Admissions | Eligibility, Policy, Process, Important Dates, Fees Payment Options |
| | iii) Fees and Financial Aids | |
| | iv) Contact Information | |
| | v) Policy | Withdrawal Policy |
| d)EMBA | Ability to Register by Candidates | |
| | Ability to Apply with upload Photograph/testimonials | |
| | Payment of Fees | |
| | Payment Reports / Summary | |
| EMBA Office | Ability to shortlist candidates | |
| | Ability to get the profile of Selected Candidates/download in Excel and pdf format | |
| | Ability to generate Call Letters / Download | |
| Doctoral Programmes | | |
| | Ph.D., | Ability to Register by Candidates |
| | | Ability to Apply with upload Photograph / testimonials |
| | | Payment of Fees |
| | | Payment Reports / Summary |
| | Post-Doctoral Fellowship | Ability to Register by Candidates |
| | Ability to Apply with upload Photograph / testimonials | |
| | Payment of Fees | |
| | Payment Reports / Summary | |
| Doctoral | Ability to shortlist candidates | |
| | Ability to get the profile of Selected Candidates / download in Excel and pdf format | |
| | Ability to generate Call Letters / Download Offer Letters. | |

| | | |
|------------|--------------------------------------------------------------------------------------------------------------|--|
| MDP Office | Ability to add/modify/delete programs and their MIS reports regarding payments, etc. | |
| Careers | Ability to Register by Candidates and apply for available positions separately for faculty and non-teaching. | |
| HR Office | List of All Candidates / Shortlisted Candidates / Rejected Candidates etc for Non-Teaching positions only. | |
| | Ability to download data in Excel and PDF Format | |
| | Ability to generate Call Letters / Download Offer Letters | |
| | Payment of Fees | |
| | Payment Reports / Summary | |

| | | |
|----------------------|-------------------------------------------------------------------------------------------------------|--|
| Dean Academic Office | List of All Candidates / Shortlisted Candidates / Rejected Candidates etc for faculty positions only. | |
| | Ability to download data in Excel and PDF Format | |
| | Ability to generate Call Letters / Download Offer Letters | |
| | Payment of Fees | |

| | | |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Execution Education/ MDP | Individual / Organization Registration | Program wise Registration |
| | Fee Payment | Ability to calculate early bird and group discounts |
| | Confirmation | |
| | Long term Program Application Form. Submission and Registration & Fee Payment | Multiple Document attachment facility |
| Online Payment / Batch Profile | Ability to upload student details in excel to create their profiles on the website along with images. | |
| | Ability to create general payment categories which enable unregistered users to pay the fees. | |
| | To create term/session, wise fees, with start and end date and fine if applicable and assign to the single or multiple | |
| | Option to pay offline fees, part fees, etc. | |
| Accounts Office | Able to activate the fee, and download the reports (Batch wise, date-wise, fine collection etc.) in excel and pdf format. Update the withdrawal students. | |

| | | |
|----------|---------------------------------------------------------------------------------------------------|--|
| | Payment Reports / Summary | |
| E-tender | Ability to publish a tender / NIQ / EOI as per the GFR 2017 and GeM portal. | |
| | Ability to register by the vendor and participate in the tenders/NIQs. | |
| | Download the proposals submitted by the vendor and download the comparison sheet in excel format. | |
| | Ability to accept/reject bids and award the contract. | |
| | | |

Note : The scope of the work includes analyzing the functional requirements, planning the design and development of the website, implementation of the website software, testing, delivery of the website, hosting the website and maintenance of the website for one year from the date of go-live or acceptance by the IIM Amritsar.

The details of various sub-components of the website redesign and development are as follows:

3.3.6. Technology

The website/ portal should be based on latest Web based CMS and preferably use Open Source Tools like LAMP, Moodle, OpenLDAP, HTML5, CSS3 and JAVA Scripts Framework like JQuery/ other necessary futuristic frameworks etc.

Server-Side Programming Language –

PHP Server Side Framework –

Wordpress Database – My SQL

Hosting O.S Platform – Linux/Windows

Webpages customization by latest CSS, Media Players

For any add on features, open source tools (or) educational s/w may be predominately used.

3.3.7. Development Methodology

The development methodology should follow an iterative-prototype approach.

Functional prototypes have to be subjected to some form of user acceptance testing at regular intervals.

3.3.8. Key Deliverable (A Non-Exhaustive List):

- i. The service provider has to share the source code of product with IIM Amritsar.
- ii. All material/ product and related codes on website would be the property of IIM Amritsar and service provider would have no claim over the same in future.
- iii. All content should be stored and kept confidential and service provider should not reuse/ replicate/ transfer the same to anyone else.
- iv. The service provider should provide all admin/ user manuals along with complete training to IIM Amritsar IT Team.
- v. The service provider should also provide support for all future upgrades/ initiatives of

IIM Amritsar related to website.

3.3.9 Annual maintenance

The scope of Annual Maintenance & Management will be for a period of 01 (one) year and will cover regular updating of contents in the above modules/ sub-modules, development of new Application forms and separate websites for new courses, conference website portals, software & security feature up-gradation, etc.

The Annual Maintenance Contract shall be renewed annually, upto a maximum period of 3 years, on condition of good performance as well as mutual consent from both the parties. The renewals of AMC will be on the same terms and conditions as mentioned in the tender.

In order to undertake above, the firm will depute one qualified resource person who need to be available on call basis (24*7) to maintain/manage/troubleshoot the website as per IIM Amritsar requirement.

3.3.10 Responsibilities of the IIM Amritsar and the vendor for onsite manpower support:

As per Section 3.2, the vendor shall provide onsite resource for various activities related to the development and maintenance of the website. In this regard, the responsibilities of IIM Amritsar and the vendor shall be as follows:

- a. **IIM Amritsar shall perform the following activities-** IIM Amritsar shall furnish the vendor the details of the service requests consisting of:
 - i. A detailed summary of the roles and responsibilities of the job in question
 - ii. Minimum eligibility criteria for the job, including education, experience, knowledge, and skills.
 - iii. Expected duration of the need for the resource
 - iv. Additional special skill requirements or specialized knowledge
 - v. A suggestive range of the price or budget IIM Amritsar is able to offer for the services
 - vi. Any other specifications that IIM Amritsar may consider necessary to fulfill the tasks.
- b. **The vendor shall perform the following activities:**
 - i. The vendor shall source an appropriately skilled resource as per the specifications provided by IIM Amritsar within the range of the budget provided;
 - ii. The vendor shall ensure that the resource person sourced by the vendor to IIM Amritsar shall not be changed during the contract period except with a 3 month notice and that an immediate or prior replacement with a resource of similar skillset and experience.
 - iii. The vendor shall perform necessary evaluation of the workers such as skills test, oral tests, test of knowledge, etc., as deemed appropriate to assess their abilities to complete the tasks in a satisfactory manner;
 - iv. The vendor shall conduct all background tests and credential verifications;
 - v. The vendor shall verify past employment history, including wages earned.
 - vi. The vendor shall provide an assessment of the market rate of the worker in terms of knowledge, skills, abilities, experience, and educational qualifications and provide a competitive quote for the rate for their services.

CHAPTER-4 PRICE SCHEDULE (TO BE QUOTED BY THE BIDDERS)

Form-1

FINANCIAL BID

| S.No | Nature of Service | Rate (in INR) | GST as per GOI norms | Amount (in INR) |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------|------------------------|
| 1. | Design, Development & Testing of IIM Amritsar Website and related application deployment, adhering to all terms, conditions and requirements of IIM Amritsar. | | | |
| 2. | STQC security Audit Certification. | | | |
| 3. | Annual Maintenance (Includes regular updating of contents in the above modules/ sub-modules, development of new Application forms and separate websites for new courses, conference website portals, software & security feature up-gradation, etc.) | | | |
| 4. | Cloud hosting for one year with daily backups on cloud and on local server at IIM Amritsar | | | |
| Total (A) | | | | |
| 5. | Deployment of onsite resource having excellent skills and experience of programming in Asp.net, C#, SQL Server, PHP etc. | | | |
| Total (B) | | | | |
| Grand Total (A+B) | | | | |

Note

:

****IIM Amritsar reserve its rights to decide, either go for complete (All services) proposal from serial no. 1 to 5 of the financial bids or choose any one or multiple services which deemed fit to IIM Amritsar requirements. The decision of the Director IIM Amritsar in this regard would be final.***

I/We hereby undertake that I/We completely understood both financial and non-financial implications towards the statutory and non-statutory components involved in deployment of resources as per the tender document. I/We hereby undertake that I/We have quoted the "Service Charge" / Rates considering all the above stipulations / conditions and the undertaking for the same is enclosed.

**Date:
CONTRACTOR**

NAME, SIGNATURE & SEAL OF THE

CHAPTER-5 UNDERTAKING, INDEMNITY AND AGREEMENT

Form-2(a)

UNDERTAKING

(To be submitted along with un-priced bid on
letterhead)

**The Director,
Indian Institute of Management,
Amritsar Punjab Institute of
Technology Building, Inside
Government Polytechnic Campus,
Polytechnic Road, PO: Chheharta, G.T.
Road Amritsar - 143105**

**Sub: Providing _____ Services to IIM
Amritsar.**

I..... sole proprietor/Director/Partner), the authorized signatory
of **M/S**..... having its registered office/principal office
at.....do hereby solemnly affirm and declare as under: -

1. That as per the contract executed between both the parties and being a registered contractor under (The Contract Labour Regulation and Abolitions Act 1970) will comply with the provisions of all laws as applicable.
2. That I/we will cover all the eligible employees under Employees' Provident Funds and Miscellaneous Provisions Act and the Employees' State Insurance Act and will deposit the contributions under my code numbers.
3. That I further declare and undertake that in case any liability pertaining to my employees is to be discharged by the principal employer due to my lapse, I undertake to reimburse the same or the principal employer is authorized to deduct the same from my monthly bill/security amount lying with the principal employer as payable.
4. That if at any stage any claim arises up to the date of termination of my contract with the principal employer from any concerned department of ESI, EPF and by any employee in that event I and on behalf of my company/firm shall be held responsible to reimburse/indemnify to the principal employer for any such loss caused in this regard.
5. That I/we further undertake that in case any liability accrues during the tenure of my contract with M/s Indian Institute of Management, Amritsar. In that event I shall be held responsible to reimburse/indemnify to the principal employer for any such loss caused in this regard.
6. That I/We also undertake to execute the agreement as presented by IIM Amritsar (IIM Amritsar) and abide by the terms and conditions of the tender which have been perused and understood by me/us. I/We have gone through the terms and conditions of the tender and agree and undertake to abide by the same during the term of the contract.
7. That I/We undertake to abide by the Central/State rules and regulations, code of conduct for my/our employees that may be laid down by the Indian Institute of Management Amritsar.
8. That I/We agree to provide appropriate uniforms and accessories to the workers to be employed/deployed by me/us at my/our cost.
9. That I/We agree and undertake to provide well-experienced workers keeping good health and not suffering from any communicable/contagious disease.
10. That I/We also undertake to maintain a stock register for all such items supplied by IIM

Amritsar (IIM Amritsar) and produce such stock register for inspection whenever demanded by IIM Amritsar or its authorized representative.

11. That On the expiry or termination of the contract, I/We undertake that all our employees direct or indirect shall leave IIM Amritsar only after handing over all the items supplied by IIM Amritsar to the authorized officer and clear all the dues if any, outstanding.
12. That the no. of contractor's workers may increase or decrease any time and IIM Amritsar will be under no obligations to engage any specific number of contractor's workers during the period of contract. Additional requirement of workers would be indicated separately by IIM Amritsar on some occasions or otherwise, which would be accommodated/offered on Govt. wage rates and/or at pro-rata basis of contract.
13. That nothing will be paid by or charged to workers to agency/contractor/representatives on account of providing employment/uniform kit/accessories/training/medical checkup/police verification/etc.
14. I/We hereby undertake that I/We have completely understood the terms & conditions of the Tender, the cost involved thereof in deployment of resources.
15. I/We hereby undertake that no changes/modification have been made to the tender document.
16. I / we hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
17. I/We further undertake to ensure all compliances of the tender conditions. Any non-compliance may be construed as deficiency in the performance of the contract. If such non-compliance is noticed IIM, AMRITSAR/owner is at liberty to take action in line with the tender conditions including termination of the contract.
18. I / we also authorize the Director, IIM Amritsar or his representative to approach individuals, firms and corporations to verify our competence and general reputation.
19. I am / we are aware that the tender documents (Financial bid) will not be opened if I am / we are not qualified to take part in the tendering process.
20. That the contents stated in the above paras have been fully understood/explained by/to me and there is no pressure upon me and I am executing this declaration in my full senses and I shall be abide by the same.

Contractor's Signature and seal with date: _____

Name: _____

Address: _____

WITNESSES :

1.

2.

INDEMNITY
BOND

WHEREAS Indian Institute of Management Amritsar (hereinafter referred to as IIM Amritsar) which expression shall, unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office at ----- has entered into a CONTRACT with **<name of the Contractor>** Incorporated (hereinafter referred to as the ('CONTRACTOR') which expression shall unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office at ----- - for **<NAME OF THE CONTRACT>** ---- **for a period of-----**”and for the extended period, if any, and on the terms and conditions as set out, inter-alia in the Letter of Acceptance No. ----- -----and various documents forming part thereof hereinafter collectively referred to as the 'CONTRACT' which expression shall include all amendments, modifications and / or variations thereto.

The CONTRACTOR executes this Indemnity Bond in favour of IIM AMRITSAR indemnifying IIM Amritsar from all consequences which may arise out of any Case filed by any Resources/ vendors/ sub- Contractors /partner etc. who may have been engaged by the CONTRACTOR directly or indirectly with or without consent of IIM AMRITSAR for above works , which may be pending before any court of Law including Quasi-Judicial Authority , Competent Authority, Labour Court , Arbitrator , Tribunal etc. and the Contractor has readily agreed for the same.

NOW, THEREFORE, in consideration of the promises aforesaid; the CONTRACTOR hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified IIM AMRITSAR from any loss, which may arise out of any such contract/Case. The CONTRACTOR undertakes to compensate to IIM AMRITSAR forthwith, on demand, without protest the loss suffered by IIM AMRITSAR together direct / indirect expenses.

AND THE CONTRACTOR hereby agrees with IIM Amritsar that:

- (i) This Indemnity Bond shall remain valid and irrevocable for all claims of IIM Amritsar arising from any such contract/case for which IIM Amritsar has been made party until now or here-in-after.
- (ii) This Indemnity Bond shall not be discharged / revoked by any change / modification / amendment / deletion in the constitution of the firm / Contractor or any conditions thereof including insolvency etc. of the CONTRACTOR but shall be in all respects and for all purposes binding and operative until any claims for payment are settled by the Contractor.

The undersigned has full power to execute this Indemnity Bond on behalf of the CONTRACTOR and the same stands valid.

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place
:
Date:

(on Rs.100 stamp paper)

Form-3

AGREEMENT

This agreement made on this(date) between the Indian Institute of Management Amritsar on one part (hereinafter refer to as IIM Amritsar).

And

..... (Hereinafter referred to as the Contractor which expression shall include his heir, executors, administrators and assigns) of the other part. Whereas the IIM Amritsar is desirous of giving a contract for providing the in IIM Amritsar and whereas have offered to provide the same on the terms and conditions stated in the tender document and hereafter stated.

Now it is hereby agreed by and between the parties.

1. The following documents shall be deemed to form part of the agreement a. Indemnity bond, undertaking submitted by the Contractor
b. The letter of acceptance/work order bearing No.....Dated
c. Tender Number.....dated.....
2. **Terms and Conditions**
 - 2.1. The Contractor hereby agrees with the client to render service in conformity to the provisions of this agreement.
 - 2.2. **Commencement and termination:** That the agreement will come into force with effect from and shall barring unforeseen circumstances. The initial contract period will be for one year that could be extended on a yearly basis with the same terms & condition of the tender as mutually agreed upon by both the parties (IIM Amritsar & Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency.
 - 2.3. That the agreement may be terminated by either party by giving one month's notice to the other.
 - 2.4. That under the circumstances given below, IIM Amritsar shall have the right to terminate the contract without notice, in addition to other remedies as available under the law.
 - 2.4.1. For committing a breach of any of the terms and conditions of this agreement by the Contractor, he will further be liable to pay the damages as assessed by the arbitrator.
 - 2.4.2. Contractor shall in no case lease, transfer, sublet, assign/pledge or sub- contract its rights and liabilities under this contract to any other agency.
 - 2.4.3. The Contractor being declared insolvent by a competent court of law.
3. **Arbitration:** In the event of any question or dispute or difference arising under this agreement or in connection therewith, the same would be referred to the Arbitrator

whose decision shall be final and shall not be called in question. The Director of IIM Amritsar will appoint an Arbitrator with the mutual consent of both the parties (Contractor and IIM Amritsar).

- a. The arbitrator may from time to time with the consent of all the parties extend the time for giving and publishing the award.
- b. Subject to the aforesaid provisions, the Arbitration and Conciliation Act, 1996 and the rules made thereunder and any modification/amendments (2015,2019) thereof from the time being in force shall be deemed to apply to the arbitration proceedings. All disputes and arbitration under this agreement shall be subject to the jurisdiction of the Court of Law (Amritsar, Punjab)

NOW, THIS AGREEMENT WITNESSED as follows:

1. Both the parties agree to adhere to Tender No. IIM/ASR/NIT/_____ and Work Order No._____. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. As mentioned in the work order the performance guarantee in form of bank guarantee has been issued by _____ in time and based on the scope of work on that the agreement is signed on the above-mentioned date.

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. The Second Party shall be paid an amount of _____ in accordance with payment terms as per the tender document after completion of work.
2. Apart from the website design & development of the units as per the specifications laid down, Contractor shall provide handholding support and maintenance of the website subjected under the terms and conditions of tender document (IIMASR/NIT/_____) for one year from the date of commissioning and format acceptance of website.
3. The Computer center team, IIM Amritsar will monitor the progress of works including the quality and specifications as per Standard bid document from time to time. It is the obligation of the Contractor to complete the work as per the given schedule below by observing the terms and conditions of the agreement. If IIM Amritsar notices that the work is not progressing as per the schedule and there are violations of the terms and conditions of the agreement, it has every right to give a stop memo and terminate the contract without prior notice.
4. Maintenance support (1 year from the date of completion) and subjected to provide the completion certificate issued by the IIM Amritsar.
5. The site should be secure from hackers/cyber attacked etc.
6. The website should be monitored 24*7(365 days) by the contractor.
7. The contractor should not amend/upload/delete any information on the website without prior permission of IIM Amritsar.
8. The contractor should not sell/share/use data of IIM Amritsar's website and databases in any form. All the data resident in / through IIM Amritsar website

is property of IIM Amritsar and cannot be used (Datamind & Analytics). Digital data is protected under SC&GOI guidelines on date. Failing this would result in blacklisting of the company and further penalties will be imposed as per IIM Amritsar's understanding.

9. If any problem occurs on the website, contractor will solve the problem at earliest.
 10. The information update on the website should be accurate, reliable, complete, and timely.
 11. Network and power of the Hosting Server will be functioning 99.9% of the time on any given point of time, with the following exceptions:
 - a. Any period prior to the problem being reported by Contractor to the support team.
 - b. Scheduled maintenance windows and emergency maintenance Linux & Planned migrations.
 - c. Server shutdown due to account suspension (nonrenewal for subsequent years).
 - d. Factors outside our control, such as force majeure events, failure of our upstream providers or your ISP.
 - e. User activity errors.
 12. If the Contractor fails to meet the guarantee stated above, IIM Amritsar can claim for a credit stated in succeeding paragraph:

Times the pro-rated rental for the downtime of the affected services, beyond the 99.9% uptime guarantee. This is capped at 100% of the annual rental for the affected services in any point of time, first-party will fix the issue within the stipulated time after submitting the trouble information and if not resolved within the given time, IIM will impose a penalty, ten times of the downtime.
 13. The Dynamic Development of the website has been developed keeping the security aspect in mind and will provide 99.0% uptime.
 14. As Website Admin Panel and Web Server Admin Panel are shared with IIM Amritsar it is expected that will be kept securely and no alteration will be done to ensure the integrity of the server or data.
 15. The website should be designed as per the guidelines of GOI as mentioned in the tender document.
- NOTE: The GOI guidelines for Indian government website can be found on <https://web.guidelines.gov.in>.
16. The contractor should provide quality (STQC) certification as mentioned in the tender document.
 17. AMC will be initiated after the completion of the website as mentioned in the tender document, respective corrigendum and it is subjected to the completion certificate provided by IIM Amritsar.
 18. AMC will cover Updating of information, images, banners, etc., creation of new pages, portals, conference, programs website as per the requirements of IIM Amritsar

IN WITNESS WHEREOF we set our hands on
FOR & ON BEHALF OF THE PROPRIETOR

FOR & ON BEHALF OF THE INDIAN
INSTITUTE MANAGEMENT,
AMRITSAR

(CONTRACTOR)

(Authorized Signatory) Witness

Witness

1.

1.

2.

2.

Address:

CHAPTER 6– OTHER STANDARD FORMS

FORM 4

NON-BLACKLISTING CERTIFICATE

(To be provided on the letterhead of the firm)

I hereby certify that the above firm/agency neither blacklisted 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.

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

Authorized Signatory Date:

Name: Place: Designation: Contact No.:

Seal

Financial Statement

1. Financial Analysis

Details are to be furnished duly supported by figures in Balance Sheet / Profit and Loss a/c for the last five financial years duly certified by the chartered accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

| Sr. no. | Details | Years ending 31 st March of | | | | |
|---------|--------------------------------------------------------------------------------|----------------------------------------|------|------|------|------|
| | | 2018 | 2019 | 2020 | 2021 | 2022 |
| 1. | Gross Annual turnover in web portal development / maintenance service provided | | | | | |
| 2. | Profit (+) / loss(-) | | | | | |

Supporting Documents are to be attached along with the Annexure-(Balance Sheet approved by the CA and the IT clearance certificate, profit loss account, Income Tax Returns for the last three financial years)

2. Financial arrangement for carrying out the proposed work**3. Income Tax PAN Details**

Signature of Applicant(s)

Signature of Chartered Accountant with seal

Details of all contracts completed during the last five years

Name of company: _____

| Sr. No. | Name of contract & location | Name of client | Annual cost of contract | Period of Contract | Supporting document (attach copies of work order & completion certificates) |
|---------|-----------------------------|----------------|-------------------------|--------------------|------------------------------------------------------------------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Note: - Above experience sheet must be supported by authentic certificates from service taking organization.

(Signature of the applicant with office seal)

Contracts under progress

1. Name of work :

2. Location :

3. Client's Name and address :

4. Scope of work :

5. Details of personnel deployed on the work:

7. Value of work :

Signature of Applicant(s)

Performance Report by the clients for works completed

1. Name of the work & Location
2. Scope of work
3. Agreement No.
4. Tendered Cost
5. Value of work done
6. Date of Start
7. Date of completion
 - a. Stipulated date of completion
 - b. Actual date of completion
8. Amount of compensation levied for delayed completion, if any
9. Name and address with telephone no of Officer to whom reference may be made
10. Remarks (indicate whether any show cause notice issued or Arbitration initiated during the progress of work)
11. Performance report based on quality of work, time management and resourcefulness:

Very Good / Good / Fair

Executive Engineer / Project Manager /or Equivalent

Structure and Organization of the contractor/agency

1. Name and address of the applicant :
2. Telephone No. / Fax No. / E-Mail address :
3. Legal Status (attach copies of original Document defining the legal status) :
 - a) An individual
 - b) A Proprietary Firm
 - c) A Firm in Partnership
 - d) A Limited Company or Corporation
4. Particulars of registration with various Government bodies (attach attested photo-copy) :
 - a) Registration Number
 - b) Organization / Place of registration
5. Names and Titles of Directors and officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion?
7. Has the applicant or any constituent partner in case of partnership firm, ever been debarred / Blacklisted for tendering in any organization at any time? If so, give details.
8. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so give details.
9. Any other information considered necessary but not included above

Signature of Applicant (s)

BID SECURITY
DECLARATION

(To be issued by the bidder on company's letterhead in lieu of EMD)

To,
The
Director,
IIM
Amritsar,
Punjab, India-143105

I/We _____ (name of the agency) with reference to tender no. _____ dated _____ for providing _____, hereby undertake that

1. I/We accept all terms and conditions of the tender document.
2. I/We will not withdraw or modify our bid during the bid validity period and will honour the contract after the award of contract.
3. I/We will deposit performance security, if applicable.
4. I/We will sign the agreement as per the specified schedule
5. In the event of any modification to our bid by us or failure on our part to honour the contract after final award, our firm may be debarred from participation in any tender/ contract notified by IIM Amritsar for a period of one year. We undertake that we shall not appeal against such debarment in any court of law

Yours faithfully,

(signature)

Name:

Date:

Office

Seal: