

Indian Institute of Management Amritsar

Punjab Institute of Technology, Inside Government Polytechnic Compound, Chheharta, GT Road Amritsar-143105, Phone: 0183-2820034

Ref No. S11829/1/21-IT-214

Date: 01/04/2021

Sub: - Notice inviting quotations (NIQ) for providing a cloud-based Alumni portal solution to IIM Amritsar on the e-Tender portal.

Sir / Madam,

Quotations are invited on IIM Amritsar e-Tender portal for providing Alumni Portal solution to IIM Amritsar. The quotations should be uploaded on the IIM Amritsar e-Tender portal by **12.00 PM on or before 12-April-2021** and will be opened on the e-Tender portal on the same day, i.e., **12-April-2021 at 12.30 PM.**

1.1. GENERAL GUIDELINES

- 1.1.1.** Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender will be rejected. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as a token of having accepted all the Terms and Conditions of this Tender.
- 1.1.2. 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 Tenderer / Bidder. 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.
 - 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.
- 1.1.3.** Before submitting the Tender Document to the IIM Amritsar, the bidders may seek clarification(s), if any, during the pre-bid meeting/inspection/through an email.
- 1.1.4.** The successful bidder shall have to submit an undertaking as per Form-1, which will become part of the agreement as per Form-2.
- 1.1.5.** The bidders' performance, as per format at Form-3, for each work completed in the last three years and in progress, should be certified by an authorized person from the concerned organization. Feedback received from the previous/present clients and on the spot assessment/enquiry of/by the IIM designated team will also be evaluated for technical qualification.

- 1.1.6.** If the date of opening of the NIQ is declared a holiday, the tender will be opened on the next working day at the same time.
- 1.1.7. Submission of Bids:** The NIQ should be submitted in two parts, **Part – I (Technical Bid) & Part – II (Financial Bid)**. The file for Part – I should be super-scribed as "Part – I Technical Bid", and the file for Part – II should be super-scribed as "Part – II Financial Bid". The technical bid and financial bid, along with all the necessary documents as stipulated, is 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.
- 1.1.8. Earnest Money Deposit (EMD):** In lieu of bid security/EMD, the bidder has to submit a Bid Security Declaration (Form-4).
- 1.1.9.** NIQ fee of Rs. 1120/- (Rs. One Thousand One Hundred Twenty Only) 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 participation in the NIQ along with other required documents.
- 1.1.10.** MSME/NSIC firm will get EMD/NIQ fee exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same. However, MSME will have to submit a Bid Security Declaration (Form -4).
- 1.1.11. Authorized signatory:** If the Bid is made by or on behalf of a company, incorporated under the Companies Act of 1956, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.
- 1.1.12.** The initial contract period will be for one year that could be extended subject to the approval by competent authority on yearly basis with the same terms & condition of the NIQ 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. The contract shall be automatically expired at the end of contract period (12 months).
- 1.1.13.** Panalty: The vendor should resolve the reported queries, issues and update the portal/information as per the requirements of IIM Amritsar within prescribed deadline, failing which a panaly @ 10 % of the billed amunt will be imposed.

1.2. PROCESSING OF NIQ

1.2.1. Stage : I Technical Bid - (70% Weightage)

Technical Evaluation: Part I (Pre-Qualification criteria of the bidder, maximum 30 Marks).

The bidders must meet the following pre-qualifying requirements to qualify for the Part II (Presentation of the technical evaluation):

S. No	Particulars	Eligibility Criteria	Proof / Documents	Maximum Marks 30
1.	Experience	The bidders should have successfully completed,	Enclose a list of clients and their	4 - 6 contracts -10 Marks

	minimum three contracts of providing alumni portal for central/state Govt. organizations/ Institutions in the last three years.	testimonials/ experience certificates having client's seal and signature.	7 - 10 contracts - 20 Marks
	Out of this, he must have completed services to a central/state Govt. educational institute for at least one (01) year in the last three (03) years.		Above 10 contracts - 30 Marks
	Should be operational in same business for the last three year and should not be blacklited during last two financial years.	Form - 5	

Note: The bidders who qualify in this stage will be called for an online presentation. Other bidders who have been found technically unqualified will not be considered for further process.

1.2.2. Technical Evaluation: Part II (Presentation and demonstration 70 Marks)

The shortlisted bidders will call for a presentation and demonstration of their product. The proposed solutions should be following technical functionalities. The technical committee will evaluate the product and give the marks out of 70.

Sr. No	Particular	Maximum Marks
1	The marks will be awarded on the basis of matching the compliance form (Form-6) and our requirents (SOR) at point 1.5.	40
2	Appearance	20
3	Ease of Use	10

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 for further process.

1.2.3. Stage:II- Financial Evaluation (Financial bid): The Financial Bid should be submitted strictly in the prescribed Form-8 "FINANCIAL BID" and should remain valid for a minimum of three months.

- Financial bids, which are incomplete and are not submitted in the prescribed form, will be summarily rejected.
- The Financial Bid should clearly contain the details (without erasers/overwriting etc.) as mentioned in the form.

The Financial Bid (Tender) of the applicants who have not been qualified in the

Technical Bid shall not be considered. 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), who may be present. The decision of the Director of IIM Amritsar in this regard will be final and no requests etc. will be entertained from the bidders.

1.3. SUMMARY OF REJECTION OR DISQUALIFICATION OF BIDS/TENDER

- 1.3.1.** Applications received after the stipulated deadline
- 1.3.2.** Any bid not accompanied by required EMD, Tender fee, tender document, other required documents.
- 1.3.3.** Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.
- 1.3.4.** If any bidder has filled more than one bid.
- 1.3.5.** If unclear, poorly scanned copies are uploaded and received.
- 1.3.6.** Conditional proposal/bid will not be accepted and will be rejected outright.
- 1.3.7.** Canvassing in any form will make the tender liable to rejection.
- 1.3.8.** Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document
- 1.3.9.** Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

1.4. SELECTION CRITERIA FOR AWARD OF CONTRACT: The award of contract will be based on Quality and cost-based selection (**QCBS**). The evaluation of 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 weightages of 70 % and 30%, respectively, and a composite score (CS) will be calculated using the formula:

$$\text{CS} = \text{TS} * 0.70 + \text{FS} * 0.30$$

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.

However, in the event of a tie at the top position between two or more bidders, the preferred bidder shall be selected on the basis of more technical competence, i.e. bidder with more technical score (TS).

After opening the price bids of the short-listed bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail. However, the Institute reserves the right to accept or reject any offer without assigning any particular reason whatsoever, and no communication will be entertained in this regard. IIM Amritsar also reserves the right to accept or reject any or all NIQs either in whole or in part or to invite revised price bids or to annul the bidding process at any time before finalization without incurring any liability to the affected bidder. IIM Amritsar does not bind itself to accept the lowest price bid or any NIQ and reserves the right of accepting the whole or any part of the NIQ, and the bidder shall be bound to perform the same at the rates quoted. The decision of Director IIM Amritsar shall be final and binding.

1.5. SCHEDULE OF REQUIREMENTS (SOR):

- 1.5.1. Exclusive Portal for Alumni with custom domain name, configurable, private, and secure network along with multiple layout templates.
- 1.5.2. A user-friendly and robust mobile application supported both on IOS and Android is required.
- 1.5.3. The Alumni portal should support a centralized database with real-time dynamic report features and filtering and profile management options.
- 1.5.4. Access to unlimited email subscription and options to customize emails without extra charge.
- 1.5.5. The website portal should act as a platform to send messages through Email support, text message support, and Event & Site management tools.
- 1.5.6. The website should support News Blogs, Announcements, Ticketing systems, Gallery, Meethosting features.
- 1.5.7. Users' privacy should be of utmost concern to the organization, and hence should hold authentication & database matching features, multiple role access systems, and abuse prevention mechanisms. Access to private information should be limited to restricted users or with confirmed permission from the concerned authorities.
- 1.5.8. The portal will be used as a source for real and instant communication among the alumni. Thus, it should have a Group chat or Discussion forum features, an interactive discussion board, an option to publish newsletters, and birthday notifications.
- 1.5.9. The portal will be used as a forefront in Networking between the alumni and the Institute. There should be Job board with 'direct apply', an applicant tracking system for the alumni to list Job notifications.
- 1.5.10. Mentoring and special interest groups will be preferred.
- 1.5.11. A business directory of Alumni stating their professional record is a must.
- 1.5.12. There should be an option for the Institute to raise funds from the alumni, and payment gateway integration should be required. After the payment/donation, the alumni should get an 80G form to get the benefits.
- 1.5.13. The portal should be backed by a robust analytics system. It should generate regular data regarding user activities, stats, top profiles and support importing the statistics, generation of NAAC, NIRF, AISHE reports.
- 1.5.14. The portal gateways required but not limited to - payment gateway, SMS gateway etc.
- 1.5.15. A data security assessment is mandatory, and Concerns regarding Data privacy and security shall be in the form of a written statement. The data centres shall be in India only.
- 1.5.16. Option for Alumni to invite other alumni by Email.
- 1.5.17. Unlimited storage and unlimited registration of users.
- 1.5.18. Peer verification and Endorsement mechanism.
- 1.5.19. Keyword alerts or offensive content and report mechanism.
- 1.5.20. Option for admins to block or delete members.
- 1.5.21. Profile completion status of Alumni to be displayed.
- 1.5.22. Option for members to suggest updates to profiles of other alumni.
- 1.5.23. Free Bulk email credits to Admins, and on exhaustion of the same, extra credits must be assigned without any additional cost.

- 1.5.24. The bidder should submit self-attested copies of testimonials by the previous clients.
- 1.5.25. The bidder should submit a certificate of declaration of not being blacklisted during the last two financial years).
- 1.5.26. The bidder should submit certified copies of audited turnover and ITR for the past three financial years.
- 1.5.27. The bidder should submit the letter of authorisation, along with the general compliance form (Form-6) and NIQ documents.
- 1.5.28. The bidder should submit the list of the company's customer support locations along with contact details.
- 1.5.29. Bidder should be fully responsible for the execution of the project, including one year AMC from the date of GO-Live.
- 1.5.30. AMC should include updation, up-gradation of the software, patches, addition, deletion of the content and functionality, etc., of the portal without any additional cost.
- 1.5.31. If the performance of the vendor is found to be unsatisfactory, IIM Amritsar reserves its rights to cancel the contract without giving any justifications.
- 1.5.32. The vendor should not be allowed to do their advertisements through the portal in any means.
- 1.5.33. Complete coding along with the database structure, backup after completion of contract/work will be the Institute's property. The vendor should not claim any rights on the same.
- 1.5.34. The vendor should not sell or misuse the institute data under any circumstances. If found guilty, the vendor shall be subject to termination of the contract immediately without paying any compensation and further; the company will be blacklisted.
- 1.5.35. The hosting of the portal should be cloud-based from any of the renowned cloud hosting provider like Amazon, Microsoft Azure etc. The configuration of the server should be as per **Form-7**.
- 1.5.36. The portal's uptime should be 99.99%.
- 1.5.37. The portal should be free from hacking, virus, worms, etc.
- 1.5.38. A dedicated Account manager is required. An administration dashboard for a complete portal is required.
- 1.5.39. Support activities should be addressed within 24 hrs of reporting or at the earliest possible.
- 1.5.40. Updation of content, Upgradation of the software and database updation should be provided.
- 1.5.41. Online demonstration of the system, Hands-on training and Alumni support ticketing system should also be provided.
- 1.5.42. Access to Database/Code shall be restricted only to IIM Amritsar authorities.
- 1.5.43. Backup of data shall be recorded on a regular basis.

1.6. QUERIES & RESPONSES

Queries related to the stated above should be submitted at purchase@iimamritsar.ac.in only till **06-04-2021, 05:00 pm**. Queries submitted after due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.

UNDERTAKING

(To be submitted along with un-priced bid)

To

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 for IIM Amritsar for 12 months

Sir,

Having examined the details given in notice inviting quotation for the above work, I / we hereby submit the qualification application documents (Technical Bid) and the NIQ (Financial Bid) for the work duly filed.

1. I / we hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.

2. I / we have furnished all information and details necessary for deciding our eligibility to be qualified for taking part in the tendering process for the work. We have no further information to supply.

3. I / we also authorize the Director, IIM Amritsar or his representative to approach individuals, firms and corporations to verify our competence and general reputation.

1. I / we submit the following certificates in support of our suitability, technical knowhow and capability for having successfully completed following works.

2. I/We hereby undertake that I/We have completely understood the terms & conditions of the NIQ.

3. I/We further undertake to ensure all compliances of the NIQ 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 NIQ conditions including penalty/termination of the contract.

I am / we are aware that the NIQ documents (Financial bid) will not be opened if I am / we are not qualified to take part in the tendering process.

Your faithfully,

Signature(s) of the applicant(s)

Name :

Designation:

Date of submission:

Seal:

(on Rs.100 stamp paper)

FORM-2

AGREEMENT

This agreement made on this between the Indian Institute of Management Amritsar through their Director 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 the Institute and whereas have offered to provide the same on the terms and conditions stated in the NIQ 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 and the contractor agrees to the terms and conditions given in these documents and ensure full compliance to them.
 - a. Declaration(Form-2a), Indemnity bond(Form-2b), Undertaking(Form-2a) submitted by the Contractor
 - b. The Work order issued by IIM Amritsar bearing No.....Dated
 - c. NIQ Number.....dated.....
 - d. And, Subsequent letter(s) issued to contractor.

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 NIQ 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, the Institute 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)

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:

Performance Report by the clients for contracts 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

Sign & seal of Authorized official of the organization

Mobile No.

BID SECURITY DECLARATION

I/We hereby declare that

1. I/We will not withdraw or modify our bid during period of validity
2. I/We will deposit performance security, if applicable.
3. I/We will sign the agreement as per the specified schedule

If above is not abide by me/us, IIM Amritsar may suspend/blacklist us for three years to participate in their tendering/bidding/registration processes.

Name, Signature and seal of the authorized bidder

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.

Authorized Signatory Date:

Name: Place: Designation: Contact No.:

Seal

General Compliance Form

S. No.	Description	Compliance (Yes/No)
1	Exclusive Portal for Alumni with custom domain name, configurable, private, and secure network along with multiple layout templates.	
2	A user-friendly and robust mobile application supported both on IOS and Android is required.	
3	The Alumni portal should support a centralized database with real-time dynamic export features and filtering and profile management options.	
4	Access to unlimited email subscription and options to customize emails without extra charge.	
5	The website portal should act as a platform to send messages through Email support, text message support, and Event & Site management tools.	
6	The website should support News Blogs, Announcements, Ticketing systems, Gallery, Meet hosting features.	
7	The privacy of users should be of utmost concern to the organization and hence should hold authentication & database matching features, multiple role access systems, abuse prevention mechanism. Access to private information should be limited to restricted users or with confirmed permission from the concerned authorities.	
8	The portal will be used as a source for real and instant communication among the alumni. Thus, it should have a Group chat or Discussion forum features, an interactive discussion board, an option to publish newsletters, and birthday notifications.	
9	The portal will be used as a forefront in Networking between the alumni and the Institute. There should be Job board with 'direct apply', an applicant tracking system for the alumni to list Job notifications.	
10	Mentoring and special interest groups will be preferred.	
11	A business directory of Alumni stating their professional record is a must.	
12	There should be an option for the Institute to raise funds from the alumni, and payment gateway integration for the payment should be required. After the payment/donation, the alumni should get an 80G form to get the benefits.	
1	The portal should be backed by a robust analytics system. It should generate regular data regarding user activities, stats, top profiles and support importing the statistics, generation of NAAC, NIRF, AISHE reports.	
14	The portal gateways required but not limited to are - payment gateway, SMS gateway etc.	
15	A data security assessment is mandatory, and Concerns regarding Data privacy and security shall be in the form of a written statement. The data centres shall be in India only.	
16	Option for Alumni to invite other alumni by Email.	
17	Unlimited storage and unlimited registration of users.	
18	Peer verification and Endorsement mechanism.	
19	Keyword alerts or offensive content and report mechanism.	
20	Option for admins to block or delete members.	

21	Profile completion status of Alumni to be displayed.	
22	Option for members to suggest updates to profiles of other alumni.	
23	Free Bulk email credits to Admins, and on exhaustion of the same, extra credits must be assigned without any additional cost.	

CONFIGURATION OF CLOUD HOSTING SERVER

Sr. No	Configuration of Cloud Hosting	
1	Hosting Type	Dedicated/Shared
2	Processor	2.4 GHz
3	RAM	16 GB
4	SSD Storage	250 GB
5	Administrator dashboard	Required

FINANCIAL BID (30% WEIGHTAGE)**FORMAT TO QUOTE THE PRICE**

S.NO:	Item	Amount in INR
1	Annual Charges (Alumni Portal subscription, AMC and Cloud Hosting).	
2	Setup and Installation one-time cost	
	Total	
	GST @ ___%	
	Grand Total	

***The Annual subscription will start with effect from the date of GOLIVE.**

The formula for Bid Calculation:

$$\text{Total} = (0.7 * \text{Technical Bid}) + (0.3 * \text{Financial Bid})$$

Note:

Bid/Offer Rates must be valid for three months beyond the date of opening of bids. Offer/rates must remain the same if the service is extended further as needed by the Institute subject to satisfactory performance.

Supplier Signature, Name and Stamp