INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu
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REQUEST FOR PROPOSAL FROM SOFTWARE SERVICE PROVIDERS FOR DESIGN, DEVELOPMENT, CUSTOMIZATIONS AND MAINTENANCE OF IIM TIRUCHIRAPPALLI ONLINE ADMISSION PORTAL

RFP No. 24SP247T dated 06.01.2025

Details	Date	Time	Venue
Name of Work/ Service	***Design, Development, Customizations, and Maintenance of the IIM Tiruchirappalli Online Admissions Portal***		
Date of issue of RFP Document	06.01.2025	18.30 Hrs. onwards	-
Pre-bid Meeting	13.01.2025	11.00 Hrs.	Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
Last date of Submission of RFPs	27.01.2025	17.00 Hrs.	-
Opening of Technical Bid	28.01.2025	11.00 Hrs.	-
Technical Evaluation (Presentation and Demonstration)	03.02.2025	11.00 Hrs.	***Tentative. The exact date and Time will be communicated later.***
Opening of Price Bid	***To be informed later***		-
RFP Document	The RFP document can be downloaded from the IIM Tiruchirappalli website: https://www.iimtrichy.ac.in/tender-published.		
EMD Amount ***(Refundable to unsuccessful bidders)***	EMD Amount **Rs. 70,000/-** to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. **Bank Account Details** **Name of the Beneficiary:** IIM Tiruchirappalli **Bank Name:** State Bank of India **SB A/c. No:** 32170808935 **IFSC Code:** SBIN0071187		
Copies of payment transaction receipts for EMD have to be attached to the application form, without which the bid won't be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach the necessary document proof, which should be attached to the RFP document.			
SD Amount	**5% of the Work Order Value** to be remitted by the successful Bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Tiruchirappalli within five working days, along with the letter of acceptance from the receipt of the Provisional Work Order, failing which the Provisional Work Order will stand cancelled.		
Address for submission of RFP	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - Pudukkottai Main Road Trichy - 620 024.		
Mode of Submission of RFP	Speed Post/Registered Post/Courier or Hand delivery – during office hours (9.30 to 17.00 hrs) only (To be submitted at Dispatch Section of IIM Tiruchirappalli @ Administrative Wing – 2nd Floor and obtain acknowledgment).		

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INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
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NOTICE INVITING REQUEST FOR PROPOSAL

OVER VIEW

The Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance, and more details are available on our website http://www.iimtrichy.ac.in.

IIM Tiruchirappalli invites Requests for Proposals (RFP) from experienced Software Service Providers for the Design, Development Customizations, and Maintenance of the IIM Tiruchirappalli Online Admission Portal and Maintenance of the same Portal for a further period of three years.

Service Description	Estimated Value for Part A of Financial Bid (Excluding GST)	Interest-free Performance Security Deposit
Design, Development, Customizations, and Maintenance of the IIM Tiruchirappalli Online Admissions Portal for a period of 3 years	Rs. 14,00,000/-	5% of the Work Order value
Maintenance of the above portal for a period of two more years		

*Any reference to RFP should be read as Request For Proposal.

Period of Contract

The selected Service Provider shall provide the services covered by this tender initially for a period of three years, and on satisfactory completion of three years, the renewal will be done based on the requirement of the Institute another two more years on the rate quoted in the price bid. The commencement date of the Contract will be tentatively from ***March 2025,*** and the same will be reflected in the Work Order, which will be issued to the successful Bidder. The Institute reserves the right to cancel the Work Order or renewal or extension awarded to the Suceessful vendor if the services provided by the vendor are unsatisfactory.

IIM TIRUCHIRAPPALLI'S REQUIREMENTS

1) **About the existing admission portal:**
   The institute has developed an admission portal incorporating many modules that include CAT data upload, rank list generation, admission result generation & publishing, automated caste-based reservation system, Reservation for DAP Candidates, Online Payment of waitlist fee and course fee, application form for admitted candidates, withdrawal form, transferring of the final list of students to the academic office for registration, etc. The indicative process workflow is attached herewith.

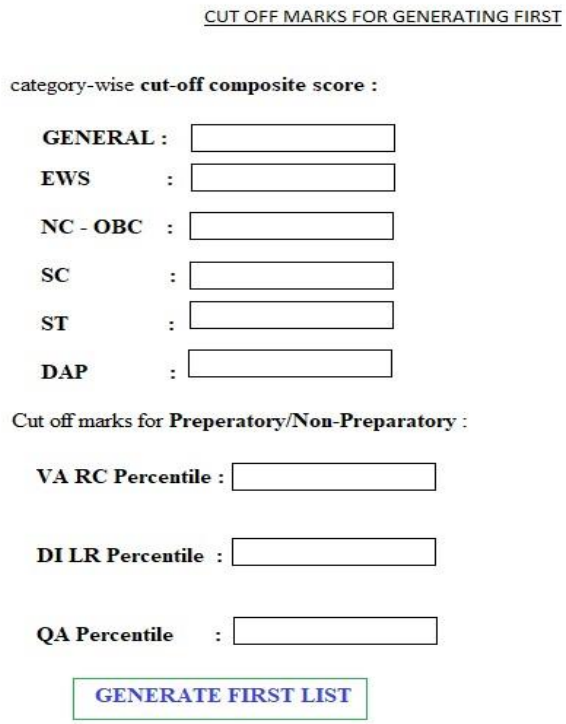
a) Technical specification for design, development customizations and maintenance of IIM Tiruchirappalli online admission portal and maintenance of the same portal for a further period of three years:

i) Master Data will be provided by the Admissions Office for seeding the portal at the start of the admission season for a particular academic year in the form of excel file which will have the following contents:

- **Program Name**
- **CAT Registration ID**
- **Applicant Name**
- **D.O.B (dd/mm/yyyy)**
- **Email address**
- **Mobile No**
- **Gender**
- **Aadhar Card Number**
- **Address Line 1**
- **Address Line 2**
- **Address Line 3**
- **State**
- **Town/City**
- **Pincode**
- **Alternate Mobile Number**
- **Category**
- **VA RC Percentile**
- **DI LR Percentile**
- **QA Percentile**
- **Final Composite Score (4 decimal)**

ii) The excel file with above fields has to be uploaded from the backend of the software. There would be separate excel file for each programme. There should be a window for each proggramme at the backend for entering category-wise "cut-off composite score" for the offered candidates. At the moment, there are only two programs PGPM and PGPM-HR, but provision should be included for adding more programs in the future having similar admission process and also having a very different admission process.

iii) On the same window, there should be three text boxes for entering Preparatory Cut-off (Labels: VA RC Percentile, DI LR Percentile & QA Percentile). The backend window will look like the below image:



2) Generation of First List:

a) After entering the cut-off marks, "Generate First List" button has to be pressed to generate the first list. In the system generated first list, two additional columns that would be required to be added are given below:

- **Off / WL**
- **PREP/NON-PREP**

b) The candidates whose final composite score is higher than or equal to the cut-off composite score will be categorized as "Offered" and others will be categorized as "Waitlist". Accordingly, for offered candidates, the value "O" will be mentioned and for waitlisted candidates "WL" will be mentioned under the column "Off/WL" during the generation of first list.

i) Similarly, the candidates whose cut-off VA RC, DI LR & QA percentile are more than or equal to the given values will be considered as "Non-Preparatory" and it will be mentioned as "NP" and for the remaining candidates it will be mentioned as "P" under the column "PREP/NONPREP". There will be a separate "Offers Letters" for the Preparatory and Non-Preparatory Candidates.

ii) There should be provision for downloading the system generated first list in excel format for cross verification. After the due verification by the admissions department, IT Section will publish the result. There should be a "Publish First List" button for publishing the result. After publishing the first list, we need to enable the login button for the students to view their admission status. Only after enabling the button from the backend, students will be allowed to login the portal.

iii) Candidates should login using their CAT ID & DOB in the portal. In the login page, date, month and year should be in a separate drop down tools. An OTP should be generated and sent to their email as well as SMS during each login.

iv) During first login, students should be asked to set their Program Preference (For example: - PGPM - Preference 1 & PGPM-HR - Preference 2 etc.). After setting their preference for programs, students in all subsequent logins will view their application status for each of these programs, under each of the quotas (general, reserved etc.) in the next dashboard (there should be programme wise dash board which would be accessible from the main dash board). The program preference is NOT editable for the student after setting it during first login.

v) There should be a separate button for sending Emails & SMS. The content of the email for both programme (PGPM and PGPM-HR) will be reflected in the same email and SMS based on the selection made by the candidate. The programme name will be shown as a heading followed by the content of the respective programme. The content for the same is given below:

- **Offered: Welcome to IIM Tiruchirappalli family. You have been offered admission at IIM Tiruchirappalli. For more details, please login to our admission portal. The URL of this portal would be available at the homepage of our website.**
- **Waitlist: You have been provisionally waitlisted at IIM Tiruchirappalli. You will have to pay Rs.00,000 to remain in the active waitlist. For more details, please login to our admission portal. The URL of this portal would be available at the homepage of our website.**

c) There should be user management module at the backend through which multiple users can be created and privileges can be set. The administrator user will be a default user and he will have full privilege to view/add/edit/delete/download the backend settings and files.

d) There will be a deadline for paying acceptance fee for the offered and waitlisted candidates in the first list. For the offered candidates, there will be another deadline for paying the balance course fee (Term I fee).

e) The deadline for paying of waitlist commitment amount (Rs.00,000/-), Offer Acceptance fee (Rs. 0,00,000 Lakhs) and balance Term-I fee (Rs.0,00,000 Lakhs) for offered candidates will be set from the backend. The waitlist candidates have to pay an amount of Rs.00,000/- as waitlist commitment fee before the deadline to remain in the active waitlist. The offered candidates have to initially pay the acceptance fee of Rs. 0,00,000 Lakhs (approximately) within the deadline set by us from the backend. The remaining Term I fee of Rs.0,00,000/- Lakhs also needs to be paid within the deadline to complete their admission process and submission of online application form. If a candidate has not paid the prescribed amount within the deadline, then the status in their dashboard should change to "offer expired".

f) There should be a provision for setting the following user defined values from the backend:

Offer Acceptance Fee	= Rs. 0,00,000
Waitlist Commitment Fee	= Rs. 00,000
Balance Term-1 Fee	= Rs. 0,00,000

Term-I fee when the Status of WL

converted to Offered (Second list onwards) = Rs. 0,00,000

Process fee to be deducted during withdrawal: Rs._____

(The above field will be used for deducting processing fee of Rs.0,000/- in case of withdrawal before the registration date.)

Caution Deposit = Rs.00,000/-

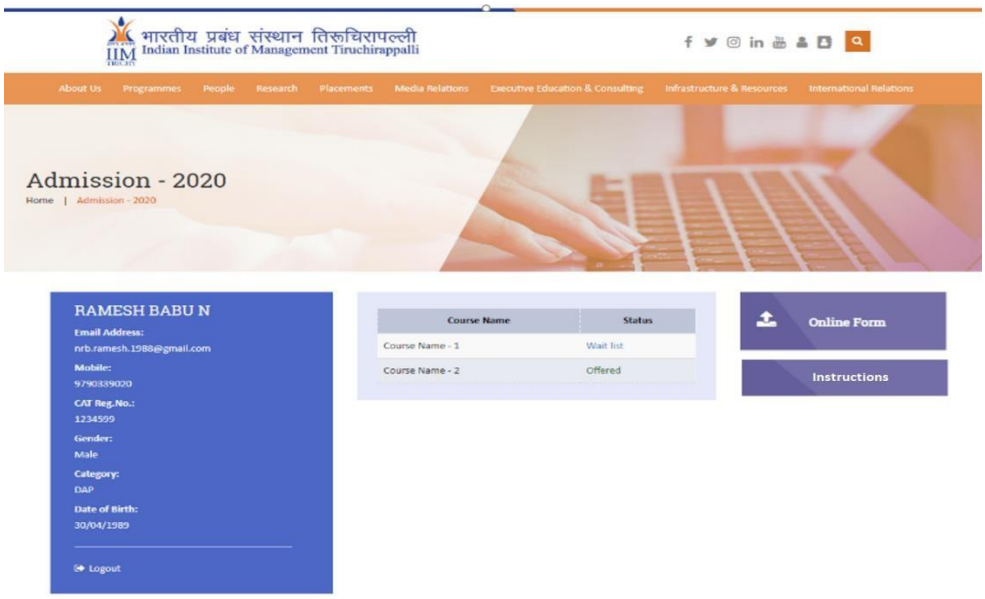
Mess Advance = Rs.00,000/-

Daily Mess Charge = Rs. 0,000

(Daily mess charge will be used for the calculation of deduction during withdrawal on or after the registration.)

Registration Date:
Deadline for Withdrawal:
Deadline for submission of Online Application:
Date of publishing of Active Waitlist:

g) When the students login after setting their preferences, the following dashboard will appear

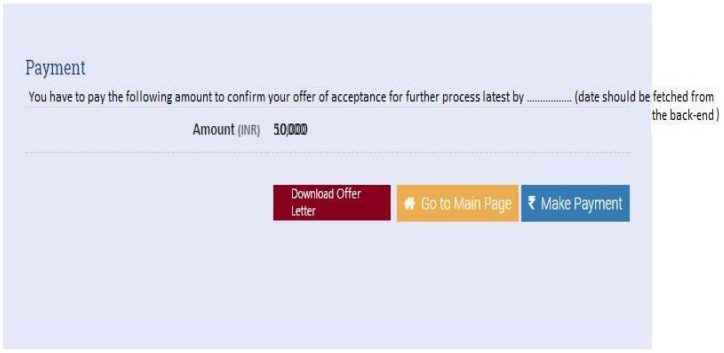


h) **On the dashboard, the status of each programme will be shown as in the above image.**

Case-1: Candidate status is "Offered"

When the status field is ***offered*** and the candidate clicks on the Offered link, the display of the second screen should be as given below.

i) The screen will normally have 3 buttons out of which one would be for making payment, second would be for going back to main screen and the other for downloading the offer letter. The withdraw button and payment history button will become active only after making the payment.



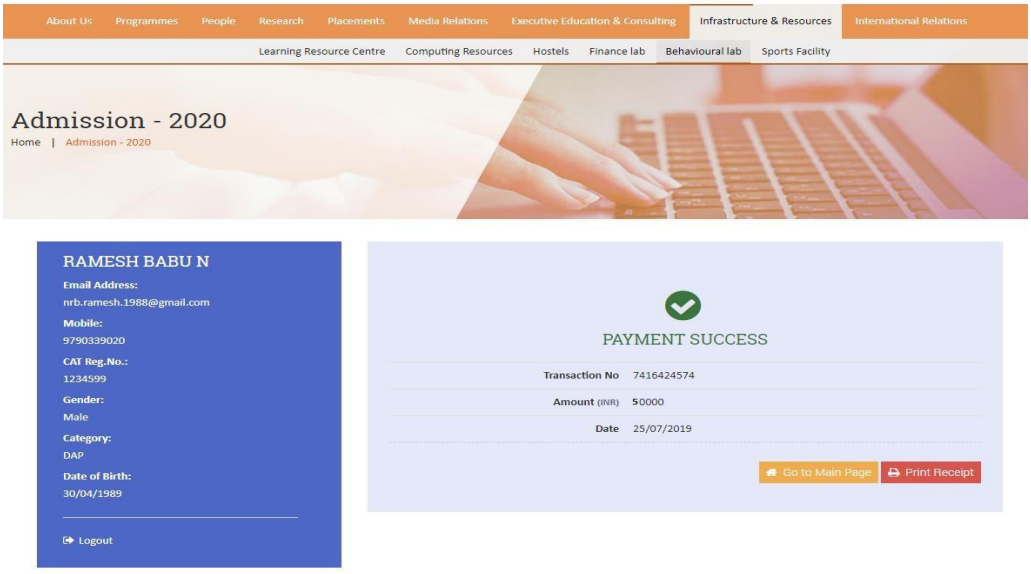
ii) Once the candidate clicks the Make payment button then payment page will be loaded as shown below:

iii) For an offered program, the candidates have to pay a certain amount (currently Rs.0,00,000/-) to confirm acceptance of the offer. While pressing the "**Pay now"** button, a warning message can be displayed as message box with text "Please make sure that you are going to make payment of Rs…../-" and the message box contains buttons of Cancel & Proceed.

a. If the user clicks cancel, then the system should not proceed to payment screen and revert back to the previous screen.
b. If the user clicks **"proceed"** then the system should move control to the third part payment gateway page where the student should be able to pay the offer

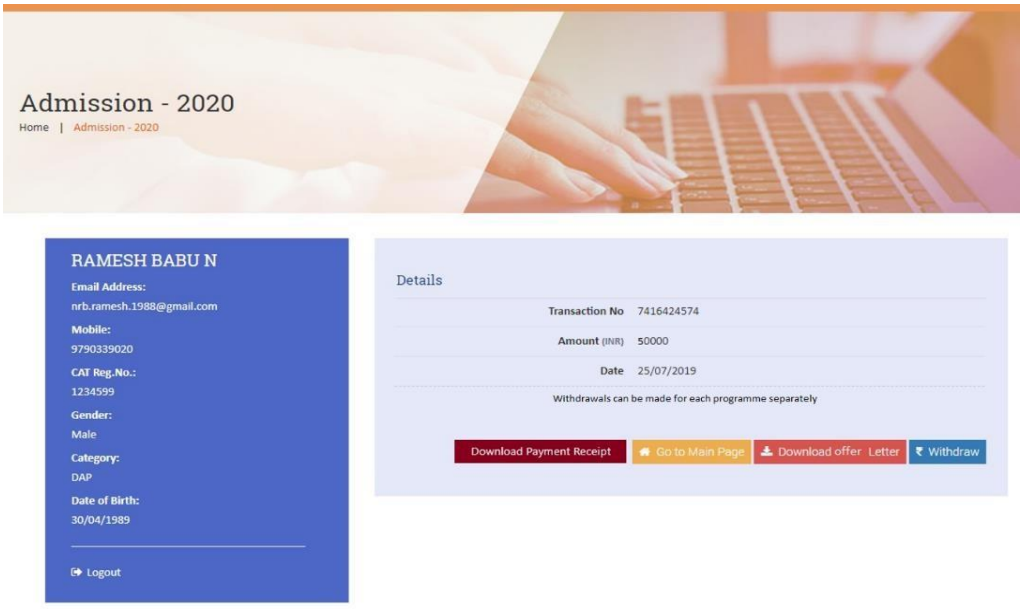
acceptance fee. All the relevant candidate details, program name, and offer acceptance fee etc. should be automatically passed to the payment gateway page based on the specifications given by our payment gateway partners.

c. Once the payment goes through successfully (as communicated by the payment gateway) then the confirmation message along with the payment details (paid amount, payment date, and Transaction id) should be displayed to the candidate as illustrated below.



d. If the payment is unsuccessful and the payment gateway has timed out and sent control back to our system, then a suitable error message has to be displayed to the candidate.

e. After making the payment, the **'Withdraw'** button and **'Download Payment Receipt'** button should be enabled on the previous screen instead of the make payment button. This screen is illustrated below.

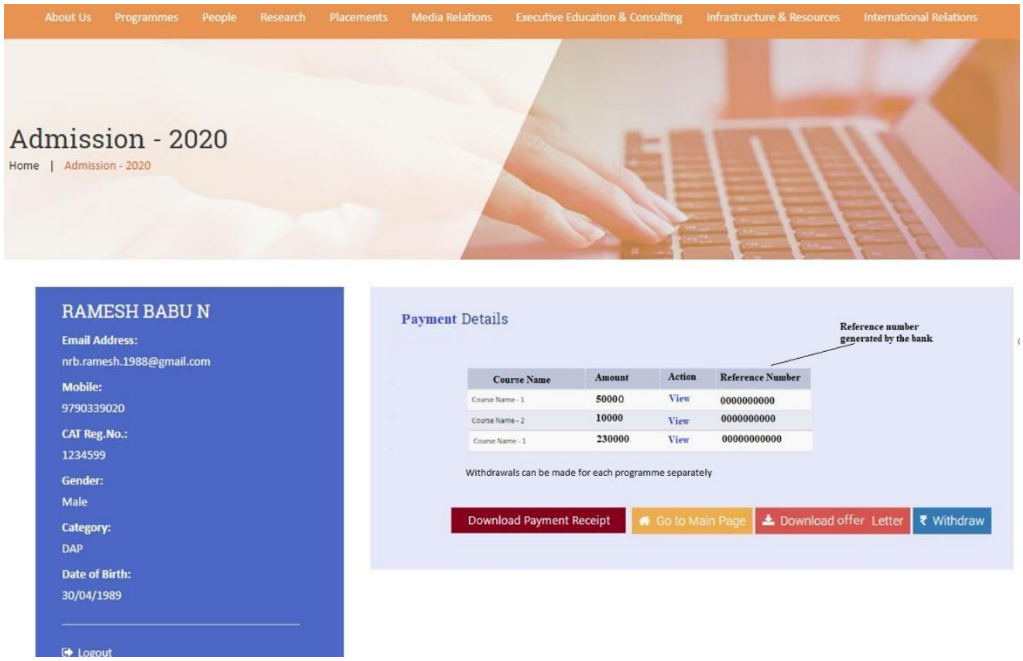


f. When the candidate (who has paid the offer acceptance amount) clicks on Download payment receipt, the following screen should appear. When they

click view button, receipt should be generated along with **'print'** and **'save as pdf'** button.

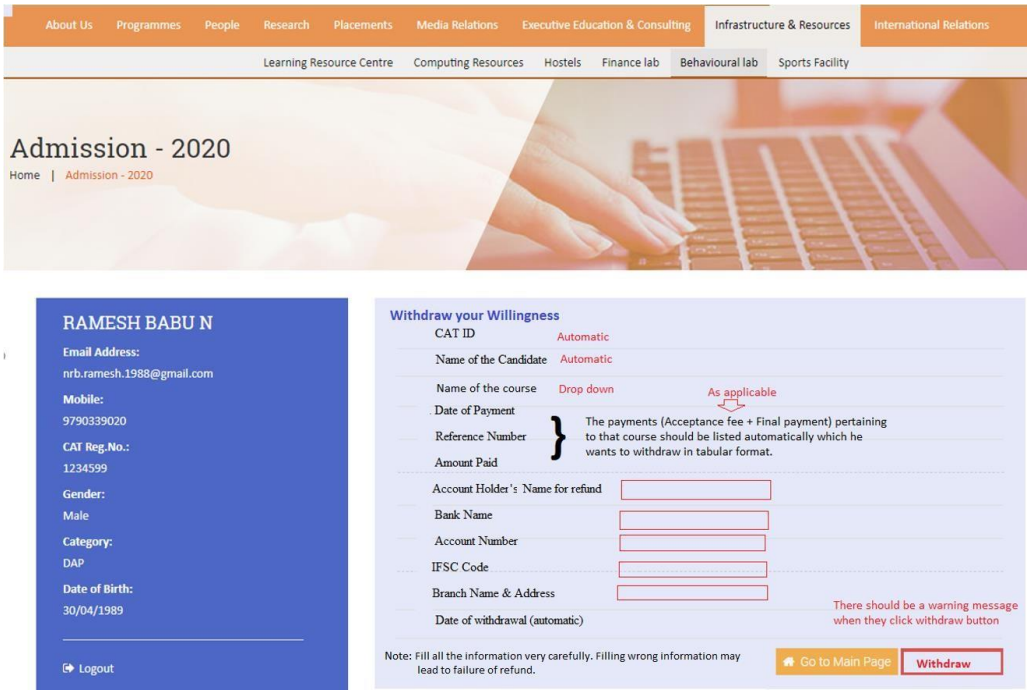
g. In addition to the buttons mentioned in the screenshot, there should be a **"Payment History"** button to list all the payments made by the candidate in a new window. They should be able to open one of them and take printout / save as PDF.

All the payment details should be listed under payment history as shown in the illustrative image below.



h. The candidates can download the offer letter until the registration date.

i. By using the withdraw button the applicant (who has paid the fee) can request to withdraw from the program. When the candidate clicks on the withdraw button the following specification is expected.

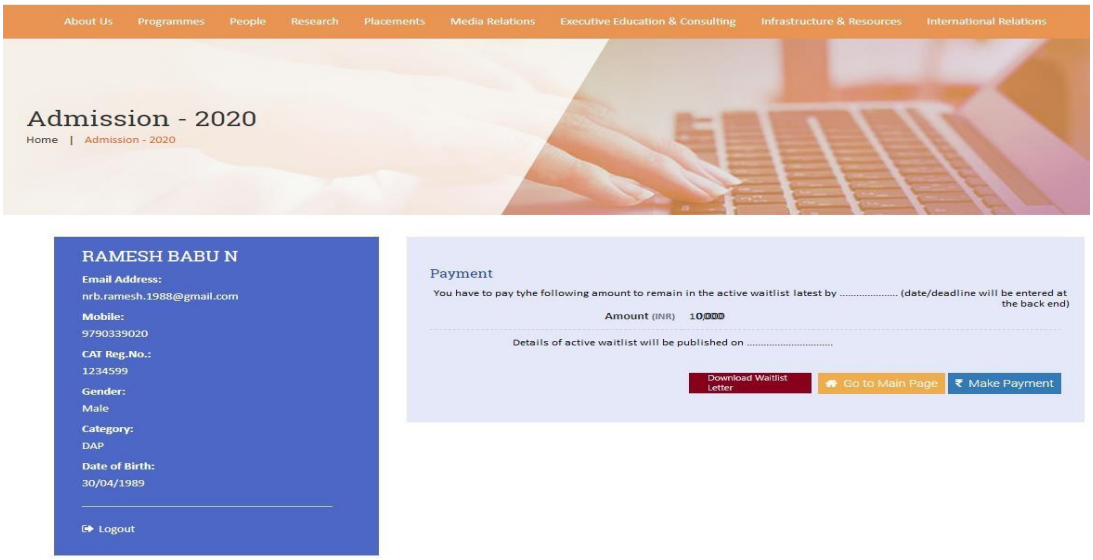


Case-2: Candidate status is "Waitlisted"

i) If the candidate clicks on the Waitlisted link, the following functionality is expected in the next screen.

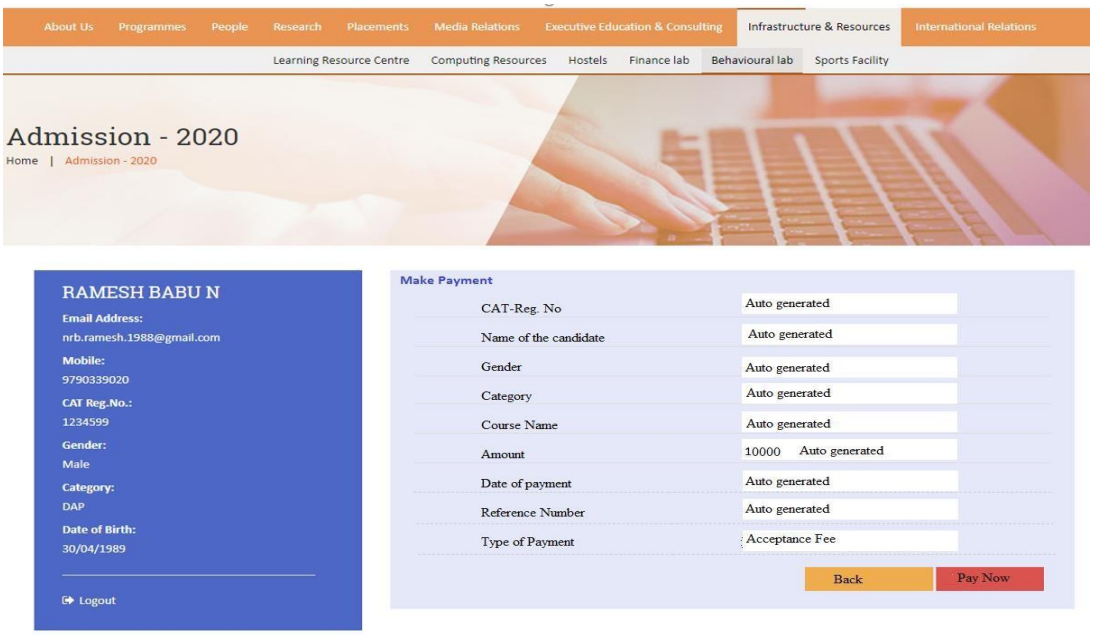
ii) This screen will have 2 buttons, one for Making payment and the other for downloading the waitlist letter. Please note that the withdraw button should become active only after making the payment.

iii) The following text should also be shown "*The details of active waitlist will be published on ……..(date from backend)"*

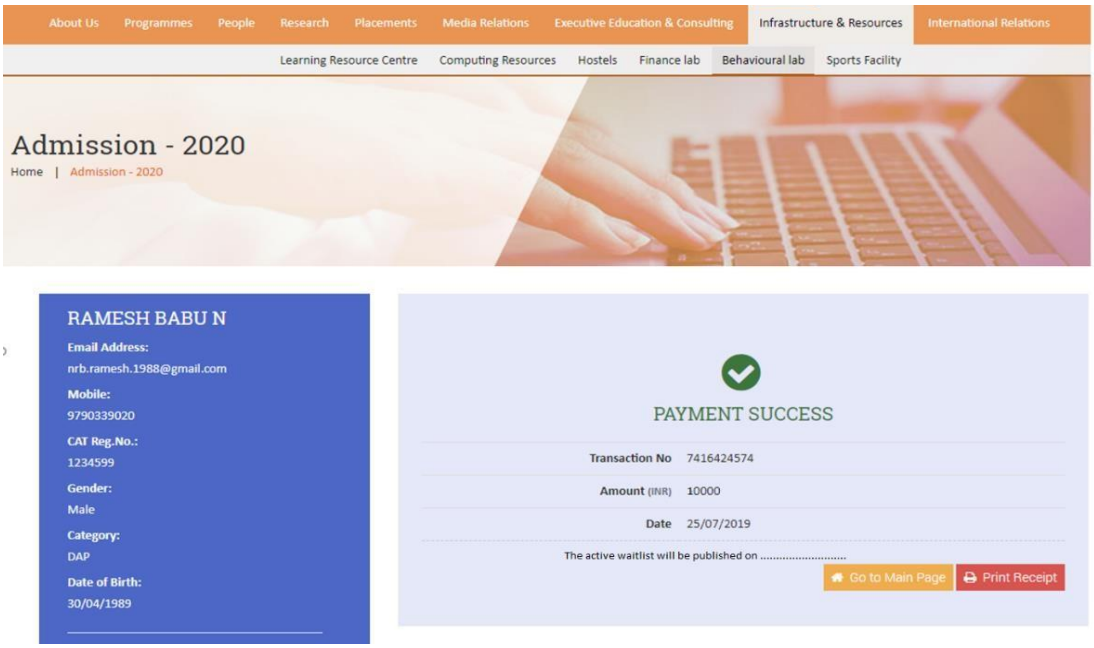


iv) For a waitlisted program, the candidate has to pay a waitlist commitment amount (Rs. 00,000/-) within a prescribed deadline to confirm his/her willingness to be considered for admission to the program.

v) The functionality associated with the make payment button and redirection to payment gateway is similar to the process which is detailed above for the offered case (**Refer Case-1 <u>Candidate status is Offered)</u>** The illustrative screens for this functionality are given below.



vi) Once the payment is made, the following screen will display the payment details (Paid amount, payment date, Transaction id, the active waitlist will be published on _____).

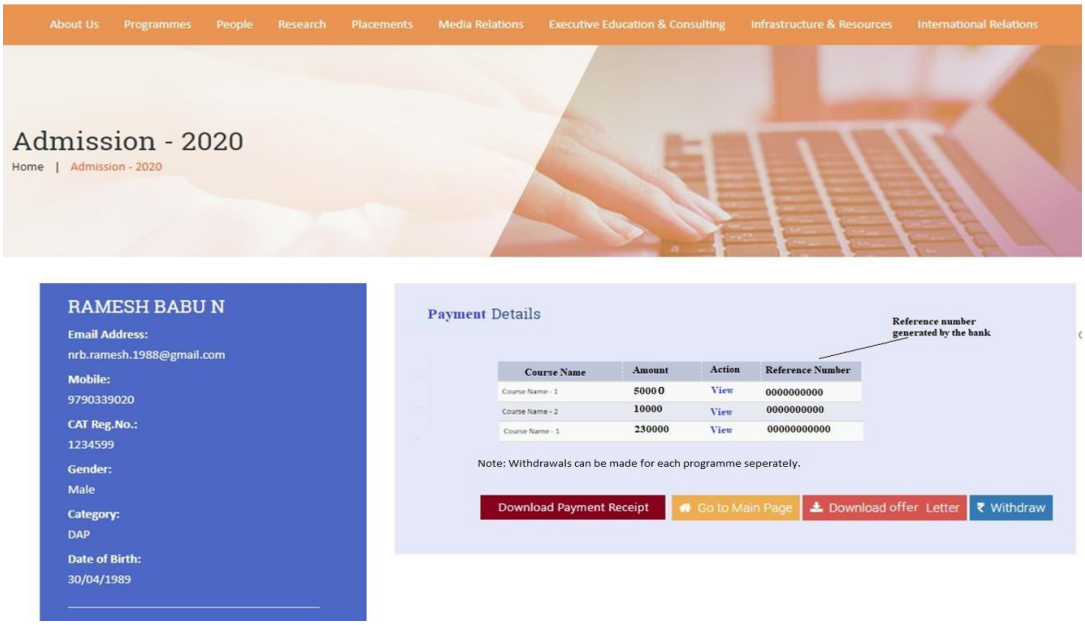


vii) Furthermore, after successful payment, the **'Withdraw'** button should be enabled instead of the make payment button, through which the applicant can withdraw from further consideration for the program.

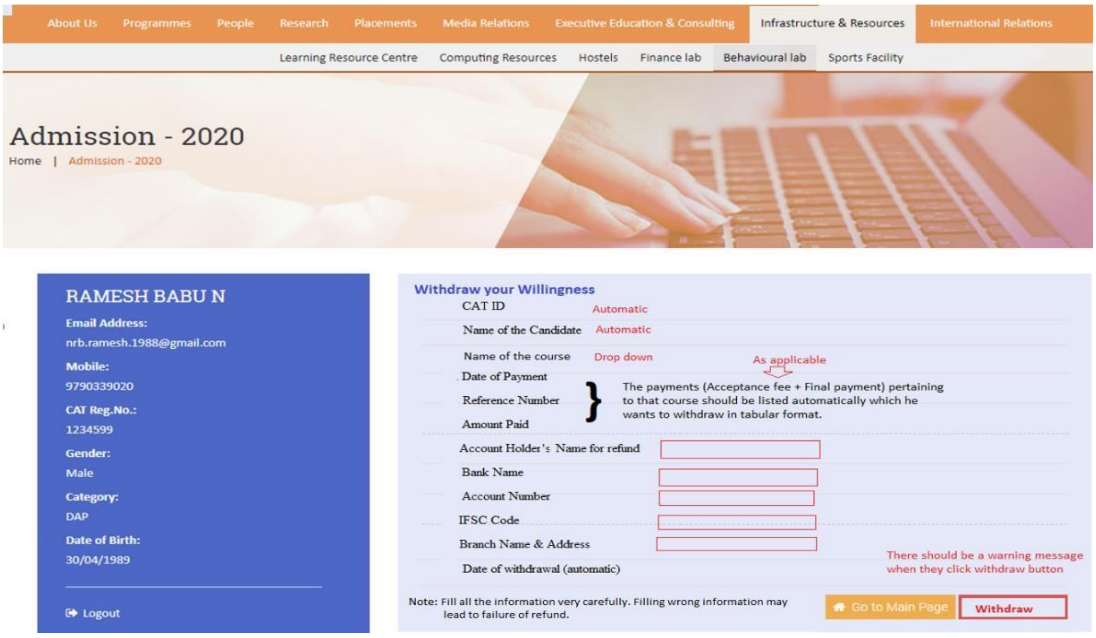
viii) After every payment, the receipt should be automatically sent to the candidate's email address as well as Admissions Office & Accounts Office (admissions@iimtrichy.ac.in & aofa@iimtrichy.ac.in).

ix) The functionalities pertaining to download waitlist letter are similar to the download offer letter functionality discussed in Case-1 for offered candidates.

x) The functionalities pertaining to download payment receipt are similar to the case-1. The relevant screen is given below. This will also have print and save as PDF option when clicked on that button.



xi) The functionalities pertaining to the withdraw button (which will be active only for the candidates who have paid the waitlist commitment amount) are similar to the Case-1. The relevant screen is given below for illustration.



There should be an empty field in the second page (course-wise dashboard) of candidates for both waitlist and offered status, where the institute can display any specific comment pertaining to a candidate. If such a comment is not available in the backend database, then this label will not be visible in the screen.

3) Generation of Second List:

a. The software will automatically generate the following values during the generation of active waitlist (Second List):

- **Category wise WL-Rank**
- **Category wise Offer Made upto**
- **Overall Active WL Rank**
- **Overall offer made upto**

b. Before generating the active waitlist, the login button will be disabled for the students. Those who have paid the Waitlist commitment amount of Rs. 00,000/- will only be considered for the generation of active waitlist (Second list). During the generation of active waitlist, the system should automatically generate Category-wise WL Rank, Category-wise offer Made upto, Overall Active WL Rank and Overall offer made upto. These systems generated values will be stored against the above mentioned four fields for each and every candidate.

c. There should be a window at the backend for giving category-wise cut-off marks along with a field for entering "Next status will be updated on" date and a button for generating the second list (active waitlist). Based on the category-wise cut-off marks, those who obtained final composite score more than or equal to this cut-off marks (stipulated by the Admissions Office) will be converted from `Waitlist' to `Offered' status and accordingly the respective value in the field (Off/WL) will be changed from "WL" to "O".

d. The value of Off/WL field of those who scored less than the cut-off marks will remain in the "WL".

e. This system generated file will be downloaded from the backend and verified by the Admissions Office after which there should a button for "publishing the active waitlist" (Second list). After publishing the active waitlist, the login button will be enabled to the students.

f. The rank of the candidate who has been converted to Offered and obtained the least mark under the respective category will be reflected as "Category-wise offer Made upto" against name of the candidates, who are still under the waitlist except "General".

g. The rank of the candidate who has been converted to offered and obtained the least mark under General Category will be reflected as "Overall offer made upto" against name of all the candidates, who are still under waitlist.

h. Rank for each programme - Category-wise active waitlist and Overall active waitlist will be assigned to the candidates based on their marks (Final Composite Score) obtained from highest to lowest order. These ranks will not be changed until the whole admission process is over.

i. The programme-wise ranks assigned to the candidates during the generation of second list will be permanent and during the generation of future offer list (3rd list onwards) the same rank will be show on their dashboard.

j. Category-wise "Rank" and Category-wise "offer made upto" should not be shown on the dashboards for the unreserved (General) candidates. However, overall rank and overall offer made upto should be shown.

k. The rank details have to be shown as given below (for example) in the Dashboard:

Particulars	**PGPM**	**PGPM-HR**
Overall active waitlist Rank	85	20
Offer made upto (Overall)	40	10
Particulars	**PGPM**	**PGPM-HR**
Category wise active waitlist Rank	EWS – 22	EWS – 7
Offer made upto	EWS – 15	EWS - 3

l. If a candidate has not chosen a course, the column pertaining to that course should not be visible for such candidate. However, the vendor can make their own design ensuring that all the above fields are incorporated in a user-friendly manner.

m. If more than one candidate scores the same marks, then the rank (for Category-wise and Overall active-wise) should be decided based on their Date of Birth. However, if any students are having the same marks/cut-off as of last candidate, they should also be included to be offered for admission. It means, the candidates having the same score should be offered admission together.

n. When the Status of WL converted to Offered (Second list onwards), the students have to pay the balance Term-I fee of Rs.0,00,000/- within the deadline to complete their admission process and submission of Online application form. For such candidates, the payment button should be enabled on the dashboard of the respective programmes accordingly.

o. The candidates who remain in the waitlist should be able to see "Next status will be published on_____". This date will be fetched from the backend which was entered by us during the generation of second list.

p. Conversion of Candidates from the reservation categories (EWS, NC-OBC, ST, ST & DAP) to General (Unreserved):

q. The rank of those who have been offered under respective categories (through reservation system) during the generation of first list will be revalidated during the generation of second list. If the marks obtained by those candidates are happen to be higher than the cut-off marks given for the General Candidates in the second list, then such candidates will be moved to Unreserved (General) Category. This should be reflected in the application form of such candidates as well as in the backend reports. There should be a separate report at the backend to generate the list of such converted candidates (from which category to General category should be clearly shown in the reports).

r. During the initial login, if a candidate is selected one course as Preference 1 and other course as Preference 2 and he/she has got offer for Preference 2 and paid the fee. Subsequently, he got the offer for his/her first preference. During such situation, there should a provision to the candidates to change the course and accordingly the payment also will be transferred. This change should also be reflected in the application form. Please find below the illustrations:

For example:

A candidate has chosen PGPM as preference-1 and PGPM-HR as Preference 2. During publishing of the First List, he/she has got Offer for PGPM-HR (Preference 2) and accordingly, he has paid Rs. 0,00,000/- as Offer Acceptance Fee for PGPM-HR Course and has paid Rs. 00,000/- as Waitlist Commitment amount for PGPM Course. Subsequently, in the second list, he/she has got admission to PGPM as well.

When he/she login to the portal, after the publishing of second list, there should be a message in the dashboard asking "Do you really want to change your course?"

If he/she choose "Yes", the following message will appear:

Kindly select one of the below options:

Since you are changing the preference, the offer acceptance fee of Rs.0,00,000/- paid for PGPM-HR will be adjusted against PGPM Course fee. As a result, you will have to pay the remaining course fee of Rs.0,00,000/-.

(or)

If you want to withdraw the Offer Acceptance Fee of Rs.0,00,000/- paid for PGPM-HR Course, you will have to pay the remaining course fee of Rs.0,00,000/- for PGPM Course.

If he/she choose "No", the following message will appear:

Kindly select one of the below options:

Since you are not changing the preference, the waitlist acceptance fee of Rs.00,000/- paid for PGPM will be adjusted against PGPM-HR Course fee. As a result, you will have to pay the remaining course fee of Rs.0,00,000/-.

(or)

If you want to withdraw the waitlist Acceptance Fee of Rs.00,000/- paid for PGPM Course, you will have to pay the remaining course fee of Rs.0,00,000/- for PGPM-HR Course.

4) Generation of Third and Subsequent lists:
The programme wise rank (Overall as well as Category-wise) that was allotted during the generation of second list will remain the same for the third list as well as subsequent lists. All the remaining process will be same as Second List.

5) Sequence of the Process:
i) Uploading of Raw Data
ii) Generation of First List

iii) Deadline for payment of Offer Acceptance Amount (OAA) and Waitlist Commitment Fee
iv) Generation of Second List
v) Deadline for payment of balance Term I fee for those who has paid OAA in the first list.
vi) Deadline for payment of balance Term I fee who has got offer in the second list (Sl.No.5 & 6 can be either same or different dates).
vii) Generation of Third List.
viii) Deadline for payment of balance Term I fee who has got offer in the third list.
ix) Generation of Fourth List.
x) The same process will continue till the generation of last offer list.
xi) Deadline for Registration.
xii) Deadline for Withdrawal.

6) Reports to be download from the backend for verification purpose:

a. System generated Files after generation of each list.
b. Programme-wise Payment Report (Bank-wise) (between any two dates, date-wise transactions, entire transaction details from day one to as on date)
c. Programme-wise Payment Report that includes transaction details of both the payment gateways service providers (between any two dates, date-wise transactions, entire transaction details from day one to as on date)
d. Programme-wise Withdrawal Report (between any two dates, date-wise withdrawal list, entire withdrawal details from day one to as on date). There should be a provision for generating report with filtration (Withdrawn after paying OAA, withdrawn after paying acceptance fee, withdrawn after full payment, withdrawn before/after registration) and without filtration.
e. Converted candidates list from different categories to General.
f. Programme-wise application in excel format (submitted application, paid and incomplete/not submitted the application).
g. Programme-wise list of candidates who have paid the only Offer Acceptance Amount (OAA).
h. Programme-wise list of candidates who paid the only WL commitment amount.
i. Programme-wise list of candidate who made full payment (Currently Rs.0,00,000/-)

7) Few Other Points related to Online Admissions Portal

a. There should be a provision to fetch the "Offer Letters for Preparatory and Non-Preparatory" for both the programmes along with the Explanatory Notes in pdf format for the Offered Candidates.
b. There should be a provision to fetch the "WL Offer Letter" to the WL Candidates for both the programmes.
c. There should be a provision to upload the "Last Year Waitlist Movement Status" in the dashboard of WL Candidates (PDF Version).
d. There should be a provision to upload the "Instructions to the Candidates" in the landing page of the student's dashboard. (PDF Version)
e. There should be a provision to segregate the successful transaction and failure transactions during the generation of payment.

f. The details of the candidates, who have withdrawn from the programme should not be reflected in any of the payment reports and also in the application list.
g. List-wise payment and withdrawal report.
h. In the payment report, there should be segregate, the candidates who paid only OAA, only WL acceptance fee, full payment).
i. Once a candidate changed his/her course, the same should be automatically reflected in the reports (They should be listed under finally admitted course only).
j. All the inputs that IIMT has to set should be configurable from the backend as the values could change over the years. Whatever the inputs to be entered during the generation of each list should also be configurable by IIM Tiruchirappalli.
k. If there are any missed points in the above procedure/process, the same will be included during the initial discussion/customization/development/testing (first year), in consultation with the successful bidder.
l. The amount mentioned in different parts of this tender document are dummy and the actual values will be provided before hosting. These values also shall vary over the years due to change in the policy.
m. 24 x 7 online support is needed during the Admissions process. However, the successful bidder will be required at the site for the Kick-off meeting for better understanding the broad scope of work and as and when required by the Institute.
n. Testing and Training should be provided to IT and Admissions Office staff of IIM Tiruchirappalli.
o. Hosting Server along with support and maintenance should be provided by the successful bidder as per the specification / requirement given in the tender document and the same has been mentioned in the price bid of tender document as well.
p. Sub domain name will be decided by IIIM Tiruchirappalli.
q. Admission process will be a continuous period of 5 months on every year during the admission cycle.
r. No additional charges will be paid by the Institute for adding of new program in the same dashboard having similar admission process. Accordingly, the design has to be made so that we could add third or fourth programmes from the backend as and when required. However, as of now, there is no immediate plan to add any new programme.
s. For addition of any New Program in a separate dash board having very different admission process, the rate should be quoted as per the BoQ (per person hour for 200 person hours per year) given at Part-B of the Price Bid in the Tender document.

All images provided in this document are purely for illustrative purpose to provide the expected use case. However, the design of the user interface has to be aligned with IIM Tiruchirappalli user representatives before development.

8) Online Application Form:

a. There should be a button on the main screen for candidates for filling the personal details cum "Online Application Form". This form should be activated only for those who have been offered admission for any one of the programs. This form is currently same for both the programs offered by the institute. This form has to be designed by the vendor in alignment with IIM, Tiruchirappalli. The indicative functionalities that are expected

to be in this form are given below. The final requirement has to be aligned before development.

b. In the Application form, the Preference course 1 & 2 should be automatically fetched from the Preference set by the candidate on his/her dashboard. Finally admitted course should also appear in the application form when we take the final report from the backend.
c. When the candidate clicks on this "**Personal detail cum Application Form**" button, the online form should be loaded as a separate tab in the browser. This form has multiple sub tabs within it which collects the necessary details from the candidate.
d. The application form that has been generated during the last year admission is enclosed as **Annexure – V** for reference. However, additional fields and documents upload options needs to be incorporated further which will be decided during the kick off meeting.
e. In the Online Form, on Graduation section need to have two Radio button option as Percentage and CGPA/GPA. Based on the user selection of radio button, Percentage Column or CGPA/GPA column will be enabled in the Graduation table.
f. There should be a sub tab for the candidate to enter his/her prior educational qualifications. Among other things, there should be provision for adding semester wise (10 Semesters) and year wise (5 years) marks from prior degree programs. The candidate should be able to manually enter the total CGPA and percentage scored from these prior degree programs.
g. There should be a sub tab for the candidate to enter his/her prior work experience details in a tabular format.
h. There should be a sub tab for the candidate to upload his/her medical fitness certificate, Antiragging undertaking form, Valid category certificate for SC/ST, NCL-OBC, and EWS categories, and any other undertaking form mandated by IIM, Tiruchirappalli from time to time
i. The applicant should be promoted to make the 'final submission' of this application form within the timeline specified by IIMT user administration.
j. **Any candidate who has not paid the program fees (Term I fee) should not be allowed to submit the application form.**
k. Once a candidate submits the application form, the label of the button in the main screen should be changed to 'download the application form'.
l. The last sub-tab of this form should have a preview page which will provide a summary of all the details entered by the candidate and will have a final submission button that allows him/her to submit the application form. After final submission, candidates will not be allowed to edit the form. There should be warning message for the same during final submission.
m. The penultimate sub-tab of this form is the payment details. If an offered candidate has not paid the acceptance fee from the dashboard (second screen) then he should be able to pay the acceptance fee as well as final payment using the penultimate sub-tab within this application form. If the candidate has made the payment, then the payment details (as explained earlier) should be displayed in this sub-tab.

9) Payment Details:

a) The payment of program fees should be auto calculated by the system based on the program for which offer is made.

b) If the candidate has not paid the acceptance fee from the dashboard, then he should be promoted to pay the acceptance fee and program fees separately through the payment sub-tab (penultimate sub-tab) of the application form.

c) If the students are paying the final installment (course fee) through Bank Loan, only payment details (Name of the Bank, Branch name, Reference/Transaction number, Loan Number, Date of Payment and amount paid) should be entered instead of payment gateway transaction. This won't be applicable for the acceptance fee payment.

d) If the students are paying the fee (acceptance fee/ course fee) final installment through NEFT/IMPS/Other payment mode, only payment details (Name of the Bank, Branch name, Reference/Transaction number, Loan Number, mode of payment, Date of Payment and amount paid) should be entered directly from the backend by IIMT officials instead of payment gateway transaction.

e) If a candidate has made the payment successfully and the system shows that the payment has been failed. For such transactions, the user administrators should be able to change the transaction status to successful from the backend.

f) If the candidate who has paid full amount, withdraw within registration date then **Rs.0000**/- should be deducted as processing fee automatically. A text should also be appeared for such candidates near the 'Amount of refund' text box as given below: **"Rs.0000/- has been deducted as per the refund policy".** There cannot be any partial withdrawal of amount from any program for which full payment has been made.

g) Download payment (Payment History) button should list all the payments made by the candidate in a pop up window. They should be able to open one of them and take printout / save as PDF.

h) All the payment details should be listed under payment history as shown in the illustrative image under case-1.

i) If a candidate is unable to pay the fee through Payment Gateway, there should be a provision for the user administration to update the NEFT / other mode payment details of a candidate via an administration interface. The payment details and receipts of these manually entered records should also be accessible to the candidate via the portal for view / download.

10) The following are the highlighted points for generating rank list:-

a) If two or more candidates get same marks, then the rank (overall/category wise) should be make based on the Date of Birth.

b) If the person who gets offer with lowest cut of marks, the other candidates in the same category with the same marks (rank would be different) should also get offer.

c) During the publishing of each list, rank of the candidate who has got offer and scored the lowest marks under each category will be shown as 'offer made upto' for the respective category.

d) Based on the cut-off marks specified by the user administration team (from time to time) the second list, third list etc of offers should be generated automatically and all processes described above should be triggered.

11) The following are the highlighted points for the system w.r.t management of process deadline:

a) The user administrator should be able to set deadlines for last date of payment for acceptance of the wait list, acceptance of the offer etc. using a simple user interface.

b) The deadline for Payment of acceptance fee for both offered and waitlist candidates will be applicable only for the first list.

c) From the second list onwards, the deadline for all the offered candidates would only pertain to the payment of the first installment of the program fees (Term I fee).

d) Please note the deadline for the payment of program fees will be different for candidates from different lists.

12) The following are additional reporting requirements pertaining to payment module:

a) The following fields pertaining to the candidate / transaction needs to available as an on-demand report to the user administrators via a simple user interface: -

i. Filter on dates (on date and dates between)
ii. CAT-Reg. No
iii. Name of the candidate
iv. Gender
v. Category
vi. Course Name
vii. Amount
viii. Date of payment
ix. Reference Number
x. Type of Payment (Acceptance fee/final payment)

b) Once a candidate pays the fee, a push message (email and SMS) should be automatically sent to the candidate confirming the same. A report on the candidates who have paid the fees should be available on-demand. This report should also be filtered on program and dates (on date, and date between).

c) A report on the candidates where payment was attempted but failed.

d) A report on a set of candidates, as searched using CAT registration number, date of offer, name, or application status.

e) A report on the candidates that have paid the

i) program fees
ii) offer acceptance fee, but not program fee
iii) acceptance fees but submitted a request for withdrawal
iv) program fees by bank loan
v) program fees via NEFT.

f) Any additional customized reports that are required by IIM, Tiruchirappalli admissions office during the admissions season.

13) The following are additional reporting requirements pertaining to withdrawal module:

a) The candidates should be able to withdraw only until the date of registration. The withdraw button should be active only if the candidate has paid the acceptance fee.

b) If the candidate has clicked the button to withdraw from the program / further consideration of the wait list, then in the next screen, information on candidate bank details (as given below) need to be collected using a form.

i. CAT ID (pre populate)
ii. Name of the Candidate (pre populate)
iii. Date of Payment (pre populate)
iv. Reference Number (pre populate)
v. Amount Paid (pre populate)
vi. Account Holder Name for refund
vii. Bank Name
viii. Account Number
ix. IFSC Code
x. Branch Name & Address
xi. Date of withdrawal (automatic)

c) A confirmation / warning message box is required to make the candidate confirm the withdrawal. If he/she cancels the withdrawal, then the control should be taken to previous screen. Withdrawal request should be submitted only if the candidate clicks the submit button. Once confirmed, there should be a message to the candidate that the 'The amount will be refunded within 10 working days'.

d) If withdrawal request is submitted by the candidate then an email should be sent to the finance wing (aofa@iimtrichy.ac.in) and admissions office (admissions@iimtrichy.ac.in).

e) **The deduction for those who are withdrawing on or after the registration date will be made from the applicable program fees as per the following rules;**

Tuition Fee – Refund of tuition fee will be as under;

i. If a student withdraws within a month from the date of Registration, the amount will be refunded after deducting one month's tuition fee, which will be calculated taking into account of 12 months' tuition fee (Annual Fee/12 months X 1 month).
ii. If a student withdraws after one month from the date of Registration, the amount will be refunded after proportionate deduction.
iii. Caution deposit – Full amount will be refunded.
iv. Mess Fee – The deduction will be on proportionate basis. Number of days will be calculated and the amount will be deducted as follows:
v. Mess Amount to be deducted = Mess advance collected – (No. of days X Daily charge). vi. No. of Days = Days between Date of withdrawal & (Regn_Date+1)
vi. Processing Fee of Rs.1000/- should not be deducted.

Note: The above-mentioned refund rules may or may not be changed every year.

14) The entire data stored in the application form module should be available for save as PDF (at each candidate level) or save in the MS Excel (for multiple candidates) as a report that will be extracted by the user administration team.

a) The user administration team should be able to search / filter candidates to extract these reports in PDF or XLS format.

b) A detailed XLS format report capturing all the fields collected from all the students registering for a program in a particular batch should be available for extract for upload into the ERP system of IIM, Tiruchirappalli.

15) Customisations required in the existing Application

The following customizations are required in the existing Admission Portal for PGPM and PGPM-HR:

a) The dashboard should display the total number of offers extended to candidates.

b) The dashboard figures must align with the total number of candidates categorized under each subdivision of the headings.

c) In the applicant's section, users should have the ability to select specific data for download as a report. The report should include numerical or graphical representations and integrate with the existing CSV file format.

d) The candidate should be able to view their consolidated scores along with the component wise scores in the admission portal.

e) The payments section should include an option for double payment. Once a payment is completed and the receipt is generated, the payment option for that candidate must be disabled.

f) The payments section should allow users to download lists of candidates who have not paid the commitment fee, waitlist fee, or first-term fee.

g) The payments section should also provide functionality to download the complete refund list for candidates who have not received an offer from IIM Tiruchirappalli.

h) Candidates must not have the ability to enter any payment details or modify information within the admission portal. Their access should be restricted to viewing and downloading necessary details in a read-only format.

i) A dedicated payment gateway or option should be available for bank loan payments of candidate fees. Once the payment is processed through the loan, the receipt should be automatically generated for the candidate.

j) The withdrawal section should enable users to download details based on specified start and end dates in CSV or Excel format. Additionally, numerical reports should also be generated.

k) Reports should be generated for candidates admitted on specific dates, with the ability to filter by start and end dates. These reports should include classifications such as CAT ID, name, category, gender, and payment details, consistent with the existing report generation process.

l) The portal should provide access to previous years' data for reference and comparison with the current year's details.

m) If changes are required to a candidate's status (e.g., updating the forfeited status to offered or selecting a program), the user organization should be able to raise a request directly through the portal. The portal admin can approve such requests within the portal itself, eliminating the need for separate email communications (e.g., similar to the CAP PI process).

n) The offer letter must display only the publication date of the offer. This date should remain unchanged regardless of when the candidate downloads the offer letter.

o) In cases of refunds post-registration, the calculation should exclude the registration date, starting only from the next calendar day.

16) Hosting:

The vendor has to host the admission portal on a cloud / managed dedicated server or hosting plan and the same should meet the following requirements without any performance issues/latency:

a) The vendor must use an open-source Database like MySQL or PostgreSQL, and the hosting server should support it.

b) **The vendor should use the cloud/managed dedicated hosting service providers from any one of the following:**

- **GoDaddy,**
- **HostGator,**
- **Hostdime**
- **CtrlS,**
- **AWS,**
- **Azure.**

c) The Server should preferably be on a Linux platform.

d) The Server should have preferably 64 GB RAM, unlimited bandwidth, and a core processor or better. However, based on the application, load, and resource utilization, the vendor should decide to ensure the best performance. If there is any performance issue or delay in result publishing due to insufficient hardware resources & bandwidth, coding/query error, or any unforeseen problems, a penalty will be charged (Rs,1,000/- per minute)

e) FTP backup should be provided and automatic backup needs to be configured.

f) The server should have a cPanel or equivalent for easy administration.

g) Firewall protection and intrusion prevention systems (Anti-virus, anti-malware, anti-phishing, etc.) should be available on the server.

h) The coding and SQL queries should be fine-tuned and periodical tweaking to be done to avoid overload on the server.

i) The load testing should be done using test data of 20,000 candidates and 15,000 concurrent access and performance fine-tuning/optimization needs to be done accordingly to provide maximum performance. Necessary load testing applications are to be used for the same.

j) Month-wise concurrent access is given below:

- First Month – 15,000 (First two weeks)
- First Month – 7,500 (Third and Fourth Weeks)
- Second Month – 5,000
- Third Month – 3,000
- Fourth & Fifth Month – up to 1,500

k) The successful bidder should bear the cost of hosting and server.

l) Sub-domain (eg. https://admissions.iimtrichy.ac.in) will be provided by IIM Tiruchirappalli.

m) The server should be dedicatedly used for the admissions requirement of IIM Trichy under the ownership of IIM Trichy. However, the vendor should have complete access to the server for technical administration and support.

n) Every year after admissions, the student's data is to be transferred to the existing student portal according to the requirement of IIM Trichy. The student portal has the term fee payment module, utility payment, student search for employees, and student data for the website.

17) Non-Functional Specifications

The following are the non-functional requirements to be met by the admissions portal:

a) The system should be available 24/7 basis during the entire admissions process. The number of concurrent users is expected to be around **10000** users during the peak admission process. Hence the portal should be scalable for this type of load. The portal should be load-tested by the vendor before production deployment.

b) The vendor should maintain and manage their development environment and should use only dummy data for development and testing purposes.

c) The staging environment where the load testing will be done / bug fixes will be system tested, will be provided by the Vendor.

d) The production servers for hosting the live admission portal have to be provided by the vendor. However, the ownership should be transferred to IIMT before making the portal live.

e) The portal should be thoroughly tested and made fool-proof from third-party hacking attacks. The privacy of the personal data on the system should be protected in line with the prevailing data privacy regulations and relevant laws of the land.

f) The vendor should ensure that emails / SMSs that are triggered through a bulk sending application (email gateway / SMS gateway) do not suffer from any performance issues, especially when sending 15,000 emails / SMS together. Approximately 1 Lakh email/SMS credits should be available from Day 1 and the vendor should monitor and add additional email /SMS credits according to the usage/requirement. The vendor should ensure that the emails will not go to the Spam folder for which reliable applications like mailChimp have to be used.

g) The code for sending SMS and emails should be functionally separated so that the issue in sending email would not affect the sending of SMS.

h) In addition to the email gateway credits (SMTP) of 1 Lakh per annum, the vendor should also provide an email campaign application with 18,000 email credits (per month) from MailChimp for a period of two months.

i) Green bar SSL should be activated and two payment gateways need to be integrated into the admission portal. From the report, we should be able to segregate the payments made through each payment gateway. One payment gateway should be in the SBI Payment gateway and another payment gateway can be either from a third-party service provider or from another bank as advised by IIM Tiruchirappalli. It is mandatory to provide Green bar SSL or better SSL certificate in consultation with the Systems Administrator according to the requirement of the payment gateway service providers.

j) During the window when a new list is being published, access to all the candidates should be turned off to the portal and all the live connections/users/sessions need to be terminated. Only after a manual verification of the uploaded data, access should be enabled again. Provision for this turn-on/turn-off feature is required in the system as a part of the administration panel.

k) The vendor should create user-friendly interfaces for accessing / modifying / deleting the data from the back-end database for various data administration requests that are sent to them from time to time. The access permission to do these operations should be restricted to a select group of admin users.

l) The vendor should create a provision for safely archiving the admission data pertaining to a particular academic year and start with a clean slate for the admissions of next year. This old data should be stored in such a manner that it can be retrieved on a demand basis.

m) Existing data migration is not needed but the data migration from the Admissions portal to IIM Tiruchirappalli's LMS will be required.

Eligibility Conditions for Bidders

The bidding Agency must fulfill the conditions mentioned in the succeeding paras to be eligible for technical evaluation of the bid:

1. The Bidder (s) should be registered with the Goods and Services Tax Council for Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the RFP document. A copy of the GST Registration Certificate, PAN, and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the RFP document should be the same or linked.

2. The Bidder (s) should be registered with the appropriate registration authority and should exist ***for not less than five years as of December 31, 2024***. A copy of the Certificate of Incorporation or relevant registration certificate should be attached.

3. Bidder(s) should have at least five years' experience in similar work as of December 31, 2024. Relevant documentary proof like a work order / Letter of Intent / Agreement must be submitted with a technical bid. **Similar work shall mean**: Design, Development, Customization, and Maintenance of the Online Admission Portal. ***Development of ERP, Website, or any software other than admissions portal will not be considered as similar work.*** The works executed by the bidder on its own (by their own employees) only will be considered and the works that are executed through subcontract will not be accepted. The documents submitted by the bidder should be foolproof, crystal clear, beyond doubt, and satisfying to the institute. The institute has all the rights to reject any bids if found dubious or ambiguous.

4. Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the l**ast 3 years** and details of current similar works on hand and other contractual commitments shall be provided by the Bidder as on ***December 31, 2024,*** as detailed below:

   At least one similar work that costs 11.2 lakhs or above.

   OR

   At least two similar works that cost 8.4 lakhs or above

   OR

   At least three similar works that cost 5.6 lakhs and above

   The bidder should attach copies of the work orders/contracts, which should indicate the scope of work for the Design, Development, Customization, and Maintenance of the Online Admission Portal along with the Technical Bid. The work order(s) executed within the last three years (dated on or before December 31, 2024) to prove the eligibility criteria (between January 01, 2022 and December 31, 2024). The Ongoing Contracts/SLAs also be acceptable irrespective of the date of issue and such documents would be considered on submission of the bonafide certificate from the client.

5. The Bidder should have provided similar kind of work to the leading educational Institutions like IIMs or IITs/IISER/NITs or **reputed B-schools/Universities having been ranked in NIRF Ranking 2024**, for a minimum period of **one year** (Work order / Agreement along with the completion certificate pertaining to the same should be attached). **Prior experience in design, development, customization, testing, and maintenance of the Online Admissions Portal of IIMs is highly desirable.**

6. The details of all the similar works and similar contractual commitments with order value >= 10 lakhs that have been successfully executed within the past 5 years and other / SLAs should be attached along with the Technical Bid for technical evaluation. The contact details of all these clients should be given in the RFP document.
7. Average Annual Turnover of the Bidder for the past three consecutive years (2021-22 to 2023-24), should be at least ***100% of the estimated cost of the tender***. The year in which no turnover is shown would also be considered for working out the average. Copies of duly audited Balance Sheets with Profit & Loss accounts are to be submitted for the last three years as above as per ***Annexure-I (Technical Bid).***
8. Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2021-22, 2022-23 & 2023-24) should be submitted along with the Technical Bid.
9. The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. The Bidder should give a self-declaration certificate for acceptance of all terms & conditions of RFP documents. An undertaking to this effect in the Company letterhead duly signed by the owner/partner or both are to be enclosed, as per ***Annexure-III.***
10. **Additional Information/Document**

    a) The preceding are the eligibility criteria. In addition, the following document/proof should be attached along with technical bid documents for technical evaluation:
        i. Resource Availability.
        ii. Execution Track Record.
        iii. Quick Turnaround Time.
        iv. Post Delivery Support from existing customers (The bidders should attach the testimonials from the existing customers).

    b) Number of full-time technical employees involved in the Designing and Development of Software and its Maintenance.

    c) The Bidder should give an explicit undertaking that the name of IIM Tiruchirappalli will not be used by any other, or by the Bidder, in any of the promotional material, nor display the IIM Tiruchirappalli name in its premises, in ways detrimental to the brand image of IIM Tiruchirappalli. Any promotional material/displays in connection with this contract must be explicitly approved by IIM Tiruchirappalli in writing before use.

Instructions to Bidders

1. **Downloading of RFP Document**
   RFP Documents are to be downloaded from the Institute's website https://www.iimtrichy.ac.in/tender-published. No fee is payable.
2. **Earnest Money Deposit**
   a. The bidder(s) should remit an Earnest Money Deposit (EMD) of Rs. 70,000/- (Rupees Seventy Thousand Rupees only) through online transfer to "IIM TIRUCHIRAPPALLI" as per the bank details provided on ***Page 1***. A copy of the payment transaction receipt has to be

attached with the Technical bid, without which the RFP won't be considered for the bidding process.

b. The EMD of the successful bidder will be adjusted against the interest-free performance Security Deposit due to be paid. The EMD of the unsuccessful bidders will be released after the finalization of the RFP. No interest is payable on the earnest money.

c. Micro and Small Enterprises (MSEs) firms as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the RFP to this effect.

d. The bidders who seek exemption from EMD as per the above clause(iii), if they withdraw or modify their bids during the period of validity, or if they are awarded the Order and they fail to sign the contract or to submit performance security before the deadline defined in the Order/bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate

a. The bidder should give a certificate that none of his/her near relatives is working in the units as defined below where he is going to apply for the RFP. In the case of proprietorship firm certificate will be given by the proprietor. For partnership, a firm certificate will be given by all the partners and in the case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the RFP will be cancelled, and Bid Security will be forfeited at any stage whenever it is noticed and IIM Tiruchirappalli will not pay any damage to the company or firm or the concerned person.

b. The company or firm or the person will also be debarred for further participation in the concerned unit.

c. The near relatives for this purpose are defined as follows: -

- Members of a Hindu undivided family,
- Spouse,
- The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

d. The Certificate (Annexure-III) needs to be placed in the Technical bid cover.

4. Amendment to bid document:

a. At any time prior to the date of submission of bids, IIM Tiruchirappalli shall modify the bid document with amendments either on its own or in response to a clarification required by a prospective bidder during the pre-bid meeting.

b. Such amendments shall be notified on the IIM Tiruchirappalli website only and these amendments will be binding on all prospective bidders.

c. The Institute may at its own discretion extend the last date for the receipt of bids.

d. IIM Tiruchirappalli reserves the right to cancel the RFP without assigning any reason at any stages of evaluation before finalization.

e. IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion the following:
   - Accept or reject any or all bids.
   - To obtain further clarification or supporting documents during the technical bid evaluation.
   - To suspend, discontinue, modify, and/or terminate the process at any time.
   - To reserve the right to modify/change/delete/add any further terms and conditions before the issue of Order.

5. Conditional Bids:

Conditional bids or Bids based on the process / basic schemes other than those mentioned and/or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

6. Technical Bid Criteria

a. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the bidder.

b. All information should be organized in a logically structured form and submitted as a technical bid with an index. Bidders should comply with the scope of work, eligibility criteria, and technical requirements. The detailed formats are attached in ***Annexure-I***. The bidder is to complete the same in all respects and submit accordingly. No deviations are acceptable in Annexure-I.

7. Price Bid Details

a. Price Bid i.e. BoQ given with the RFP to be submitted after filling in all relevant information and it should be submitted as per the format available with the RFP failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.

b. Price Bid i.e. BoQ given in RFP to be submitted after filling all relevant information. The priced BoQ should be submitted strictly as per *Annexure-II*, failing which the offer will be rejected.

c. The quantities mentioned in Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.

d. Bids must be submitted with the rates for all the item(s) of the work involved and any incomplete bid will not be considered.

e. ***The Rates quoted by the bidder should be inclusive of all charges except GST*** and must hold good till the completion of work and should not be subjected to any escalation. No claim on this account whatsoever shall be entertained at any stage including the extended period, if any.

f. The evaluation is purely based on the value mentioned in the Part A of the Price Bid. Part B will not be taken for the evaluation.

g. The bidders can send an email to saict@iimtrichy.ac.in (Telephone No 0431-250 5047/5073) and mark a cc to purchase@iimtrichy.ac.in to seek clarification on the specifications/work covered by this RFP, if required.

h. Vendor should quote rates in the Price Bid (*Annexure-II*) only, bids indicating rates anywhere else will be rejected.

8. Validity of bids and rates

a. All the quoted prices would be valid until the completion of the entire contract. No escalation of price whatsoever would be allowed during the period of the Contract, including extended period if any.

b. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of the price bid.

Procedure for submission of RFP

a) The RFP document should be downloaded from the IIM Tiruchirappalli website https://www.iimtrichy.ac.in/tender-published

b) The bidder(s) shall not make any changes or amendments to the RFP document as published in the IIM Tiruchirappalli website.

c) All correspondence and documents relating to the RFP shall be written in English.

d) No paper/page shall be detached from the RFP document. No addition or alteration should be made to the RFP document.

e) The RFP document should be filled in legible handwriting/printing/typing without any ambiguity.

f) If any correction is necessary in the information provided by the bidder, the same should be made after scoring out the old entry. In any case, there should not be any overwriting. All the corrections should be attested with the full signature of the bidder with a date.

g) The RFP shall be submitted in ***two parts***, viz., Technical Bid and Price Bid. All the pages of the RFP document being submitted must be signed and sequentially numbered by the bidder(s) before submission, as per the procedures and requirements stipulated herein.

h) It is construed that the bidder has read all the terms and conditions before submitting their offer. An undertaking as given in Annexure-III to the effect of stating that the terms and conditions of the RFP have been read and abided by the RFPer shall be furnished.

i) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.

j) The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts, and any alteration of the prescribed RFP format will entail outright rejection of the bid application.

1. **Submission of Bids**

Since this RFP is based on ***two bid system***., TWO SEPARATE SEALED ENVELOPES as explained below need to be prepared:

a) Technical Bid - (Envelope A)

The following documents are to be furnished by the bidder(s) along with Technical Bid as per the RFP document;

i. Profile of the Bidder as per Annexure - I
ii. Application form as per Annexure - III.
iii. Copy of PAN and GST Registration.
iv. EMD Payment Slip/ MSME Certificate for EMD exemption.
v. The work order(s) executed within the last four years (dated on or before December 31, 2024) to prove the eligibility criteria (between January 01, 2022 and December 31, 2024).

vi. Copy of the constitution or legal status of the bidder service provider / Sole proprietorship /firm agency etc. like an Attested copy of deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.

vii. A copy of all the work orders, testimonials/completion/performance certificates from the present and past clients of equivalent orders with value of 10 lakhs and above executed within the last five years with verifiable contacts need to be attached with the RFP document. This is essential for technical evaluation.

viii. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2021-22, 2022-23 & 2023-24).

ix. The Relationship Certificate (Annexure-III) needs to be placed in the Technical bid cover.

x. Duly Signed RFP document and it's all annexures.

xi. All other documents mentioned in the RFP document, **except the Price Bid document**.

The **Technical Bid** Envelope with the aforementioned required enclosures should be in sealed condition and SUPERSCRIBED with the following text: ***"Technical Bid for Design, Development, Customizations, and Maintenance of IIM Tiruchirappalli Online Admissions Portal".***

b) Price Bid - (Envelope B)

i. **Price bid** (As per Annexure-II duly filled and signed) – Price must be quoted as per the format specified, failing which RFP shall be rejected.

ii. Only duly filled ***Price Bid*** as per *Annexure-II* should be put in a separate envelope and the envelope should be in sealed condition. This envelope should be **SUPERSCRIBED** with the following text: ***"Price Bid for Design, Development, Customizations, and Maintenance of IIM Tiruchirappalli Online Admissions Portal".***

The ***two sealed envelopes*** should carry the name and address of the bidder and be placed/kept inside a LARGER Size Master Envelope with the following text **SUPERSCRIBED** on the master envelope:

RFP for Design, Development, Customizations, and Maintenance of IIM Tiruchirappalli Online Admissions Portal

The master envelope containing the two envelopes should be delivered on or before the deadline.

If the Two inner envelopes A (Technical Bid), and B (Price Bid), and the one outer envelope (i.e., larger envelope) are not marked as instructed, IIM Tiruchirappalli will assume no responsibility for the misplacement of the envelopes. Any bid received in unsealed condition will be rejected.
The RFP should be submitted either through Registered Post/Speed Post/Courier or delivered to IIM Tiruchirappalli in hand. IIM Tiruchirappalli will not accept any responsibility or grant any relaxation of time for any Postal delay in the submission of the RFP.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person at the Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on 13.01.2025 at 11.00 Hrs. to clarify doubts that shall arise before submitting the bids.

If the bidders, who are unable to visit IIM Tiruchirappalli in person to attend the pre-bid meeting, can join the meeting through virtual mode.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 15.00 Hrs., on 11.01.2025 to attend the Pre-bid meeting as per the format enclosed vide ***Annexure-IV***.

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in before the pre-bid meeting, i.e. by 15.00 hrs., 11.01.2025, to enable us to clarify the doubts in the pre-bid meeting itself.

Opening of Technical and Price Bid

The master envelope and technical bid will be opened by the Purchase Committee in the presence of the bidders or their authorized representatives through video conferencing mode on 28.01.2025 at 11.00 Hrs. ***(Tentatively)***.

A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. Bidders / Representatives have to send the scanned copy of the **letter of authorization from their firm** (or firms they are representing) to *purchase@iimtrichy.ac.in* before attending the Opening of the Master envelope & Technical bid meeting on the given date (to be informed later) in the opening of Technical Bid as per the format enclosed vide *Annexure -IV***.**

RFP Evaluation Process

a. Selection of the vendor shall be based on ***Quality and Cost Based Selection (QCBS)*** under Rule 192 of the General Financial Rule 2017. The proposals will be evaluated by considering the following factors:
b. Final selection of the vendor shall be based on ***Quality and Cost Based Selection (QCBS)*** with ***70% weightage for technical*** evaluation and ***30% weightage for commercial*** evaluation.
c. The bidder would be selected on the basis of ranking and evaluation of Technical and Price Bids by a Committee formed by the Institute, and the Committee's decision would be final and binding.

The process of selection of the successful bidder is given below:

Stage 1: Document verification – The Committee shall verify the document submitted by the bidder and firms qualified shall be invited to make a presentation through physical/virtual mode to the Evaluation Committee of IIM Tiruchirappalli. The Bidder(s) who meets all the basic eligibility conditions mentioned in the RFP document, will only be considered to make the presentation to the Evaluation Committee.

Stage 2: Technical Evaluation – Those qualified in Stage-1 shall be invited to make a presentation to the Evaluation Committee on 03.02.2025 from 11.00 Hrs. Onwards (tentatively) through virtual/physical mode. The committee will assess the firm as per the criteria mentioned in the technical bid.

The bidders are requested to prepare their technical proposal based on the indicative scope of the

work. The technical bid shall contain all the relevant information which forms part of the technical bid. Bidder is free to add any information that can help in assessing the technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the bidder. Technical evaluation of the bidder will depend on the information provided herein and the presentation to the committee members. Technical bid score, out of 100 Marks, will be arrived based on the following Parameters:

S. No	Parameters for Technical Evaluation	Maximum Score
1	The bidders must have executed work (each of which should be of at least 40% of the estimated value) during the last five years (as on December 31, 2024) in the design, development, customizations, and maintenance of online Admissions Portal of reputed academic Institutes like IIMs or IITs/IISER/NITs or reputed B-schools/universities having been ranked in top 50 in the NIRF Ranking 2024, for a minimum period of one year. To support having provided/providing such similar types of services, the bidder must submit the work order, details of work, and the work completion/ongoing with a success certificate from the client with satisfactory or good credentials. Only such orders will be considered for technical evaluation as below: a. Order value 40% to < 60 % of the tender value - 2 Marks per order b. Order value 60% to < 80 % of the tender value - 3 Marks per order c. Order value 80% to < 100% of the tender value - 4 Marks per order d. Order value >=100% of the tender value - 5 Marks per order	10 Marks
2	Infrastructure/hosting experience a. Technologies Used – 3 Marks b. Technical Infrastructure – 3 Marks c. Hosting experience – 4 Marks	10 Marks
3	Technical Competence in developing an online admission portal a. Portal Customisation & revamping – 5 Marks b. Database Management – 5 Marks c. Business Process Workflow Reports – 5 Marks	15 Marks
4	Prior Experience in design and development of online Admissions Portal a. Having experience in IIMs - 20 Marks (10 Marks per order) b. Having experience in other B-Schools in top 50 in the NIRF Ranking 2024 under the management category - 15 Marks (5 Marks per order) c. Having experience in IITs/NITs/Universities - 10 Marks (5 Marks per order)	20 Marks
5	Domain Competence a. Admissions Process – 3 Marks b. IIM Admission Process – 4 Marks c. Process Analysis – 3 Marks	10 Marks

6	Resourcing & Execution a. Resource Availability – 3 Marks b. Execution Track Record – 3 Marks c. Quick Turnaround Time – 3 Marks d. Project Management – 3 Marks e. Flexibility – 3 Marks	15 marks
7	Service & Support during SLA period a. Design and Development – 3 Marks b. Testing and Cut over – 3 Marks c. Post Delivery Support – 7 Marks d. Maintenance and Enhancement – 7 Marks	20 Marks
	Total (Technical Score)	**100 Marks**

The bidder should produce all the above listed parameters and related documents.

The decision taken by the Evaluation Committee on the Technical Evaluation will be final.

At the end of this stage, each firm will have a Technical score (out of 100 Marks) associated with it. Bidders who score less than **60 Marks** in the Technical bid will not be considered for opening the price bid.

Price bids will be opened for the bidders getting a score of **60 and above** in technical bid evaluation. Under QCBS selection process, the **technical proposals** will be allotted a weightage of **70%** while the **financial proposals** will be allotted a weightage of 3**0%**.

Stage 3: Final score (combined score) Technical bid and price bid together will be used to arrive at the highest **techno commercial score (TCS)**. The bidder with the highest **TCS** will be chosen to provide the services covered by this RFP.

The TCS of a bidder with technical score ***T*** and commercial bid value ***C*** is calculated using the following formula.

$$TCS = 0.3*(C1/C) + 0.7*(T/T1)$$

where ***C1*** is the lowest commercial score and ***T1*** is the highest technical score.

The technical score will only be revealed to the bidders just before opening of the commercial bid.

The Bidder securing the highest combined score of **TCS** will be invited for negotiations/discussion, if required, and shall be awarded the contract. In the event of two or more bidders have the same TCS score in the final ranking, the bidder with the highest technical score will be declared as successful bidder.

Any inquiry after submission of the quotation will not be entertained. The decision of IIM Tiruchirappalli will be final and binding to all for interpretation of any ambiguity.

Opening of Price Bid: The price bids of all the technically eligible bidders will be opened after the technical bid evaluation including all the presentations by the qualified bidders in the presence

of technically eligible bidders or their authorized representatives through video conferencing mode. ***The date and time for opening of the Price Bid will be informed later***. Bidders/ Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to ***purchase@iimtrichy.ac.in*** before attending the price bid meeting on the given date (to be informed later) to participate in the opening of Price Bid as per the format enclosed vide **Annexure-IV**.

The price bids of all the technically eligible bidders will be opened. The date and time for opening of the Price Bid will be informed later.

The Institute reserves the right to accept or reject all the offer including the lowest without assigning any reason.

General Term & Conditions

1) Payment Terms:

a. No advance payment will be made in any case.

b. **First Year:**

- 50% payment will be made after design, development, hosting, customization, and testing of the Admissions portal.
- 50% payment will be made after completion of the Admissions process.

c. Second year to Fifth Year:

The payment will be made after the completion of the admission process.

d. The admissions process covers a period of around five months.

e. Payment will be made within 30 days after deducting penalty amount (if any), on receipt of bills. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Service Provider's bills.

f. **Escalation / De-Escalation of Rates**: Not Applicable. Rate shall be firm throughout the contract period and any extension thereof.

2) WARRANTY OF QUALITY

i. The successful bidder will be responsible for Design, Development, Hosting, customization, Testing and Real-time Support and Maintenance of the IIM Tiruchirappalli Online Admissions Portal for a Period of **3+2** (Five) Years.

ii. In case the firm fails to provide the required services within the specified delivery period, the same services will be obtained from the open market, and the difference of cost, if any, will be recovered from Performance Security or from the pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

iii. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. Applicable

penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

3) PENALTY CLAUSE

i. Deficiency/delay in services listed in the broad Scope of Work (including design, development, customization, hosting of the online Admissions Portal in the production environment), will be construed as lapses on the part of the service provider. Such lapses due to service provider will be viewed seriously and penalties will be imposed on the service provider in case of any delay in providing the required services as covered by this Tender within the stipulated date and timings. IIM Tiruchirappalli reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Tiruchirappalli, shall be final and binding

ii. In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.

4) PERFORMANCE SECURITY DETAILS

i. The successful bidder will be required to remit an interest-free Performance Security Deposit of 5% of the Work Order value through online transfer to IIM Tiruchirappalli Bank Account mentioned on Page 1 of the tender document within ten working days from receipt of the work order. The security deposit will remain with the Institute during the contract period, including the extension/renewal, and it will be refunded after 60 days of successful completion of the contract after adjusting applicable deductions, if any.

ii. Performance Security will be refunded to the Service Provider after the Service Provider duly performs and completes the contract/warranty period in all respects.

iii. Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the contract.

iv. In case the Service Provider fails to provide the required services within the specified delivery period, the same services will be obtained from the open market, and the difference of cost, if any, will be recovered from Performance Security or from the pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

5) DELIVERY SCHEDULE

The successful bidder should be responsible for design, development, hosting, testing, customizations and for providing real time support during the entire Admissions process through Online Admissions Portal of IIM Tiruchirappalli as and when required by IIM Tiruchirappalli from the receipt of the work order. **The successful bidder should complete the stipulated work within 30 days from receipt of the Work Order.**

6) TERMINATION OF AGREEMENT

This contract can be terminated giving 60 days' notice by the Institute. The service provider will be required to give 90 days' notice in writing of their intention to leave or discontinue their service.

Such notice shall specify if all the services or part of the service provided is terminated and the effective date of such termination. Upon receipt of such notice, contractor shall:

a) Assist IIM Tiruchirappalli in the maintenance, protection, and disposition of Service in progress, share audit logs/ porting of results, plant, tools, equipment, property, and goods acquired by Contractor or furnished by Contractor under this Contract; and

b) Upon any such termination for convenience, IIM Tiruchirappalli shall have no liability towards contractor for any damages, including loss of anticipated profits. As its sole right and remedy, contractor shall be paid for services already provided and to be provided till the date of the termination.

c) The termination of the Contract/Empanelment shall not relieve the contractor of any obligations and liabilities under the Contract.

d) IIM Tiruchirappalli may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:

   a. If the Service Provider fails to provide the services as detailed in the Tender within the period (s) specified in the contract or any extension thereof granted by the Institute.

   b. If the Service Provider fails to perform any other obligation(s) under the contract.

   c. If the Service Provider being declared insolvent by the competent Court of Law without any notice.

7) INTELLECTUAL PROPERTY RIGHTS:

a) All deliverables developed by the bidder as part of this project, including but not limited to the coding, the software program and source code, the database structure, the algorithms, etc., should be handed over to IIM Tiruchirappalli at the time of commissioning of the project and shall become the sole property of IIM Tiruchirappalli on such handover. Such handing over should be done

b) on two pen-drives of suitable capacity, each containing all the relevant information and deliverables for the project. Such handing over would be considered as a prerequisite for releasing the payment for the services of the bidder under the project. On handing over of such deliverables, the bidder shall not have any rights on such deliverables and IIM Tiruchirappalli would have complete control over the intellectual property rights on it including making modification on it, either in-house or through any other party that it deems fit and the bidder will have no claims over it, either against IIM Tiruchirappalli or against such other third party. Also by such handing over, the bidder agrees not to use them in any other project, without express consent from IIM Tiruchirappalli.

c) All the intellectual property rights over the outcomes of this project including the data, the information, the process, the designed software solution, coding customizations, the database structure, the database containing student information, reports generated as outcome of the services etc., with all rights including but not limited to perpetual,

unlimited, nonexclusive, irrevocable and royalty-free license to use, modify, transfer, sell, make derivative work, translate, adapt, improve, merge with other information/database/reports, reproduce, disseminate, release or disclose in whole or in part, in any manner, and for any purposes whatsoever, and to have or authorize others to do so shall be vesting with IIM Tiruchirappalli.

d) The bidder shall not copy, reproduce, alter, modify, create derivative works, or publicly display or privately share any content, including but not limited to the coding, the software program, and the source code, the database structure, the algorithm, information, database, reports generated as outcome of the services, etc., which are the outputs of the Services under this contract, unless expressly authorized by IIM Tiruchirappalli.

8) DATA SECURITY, DATA INTEGRITY AND DATA MANAGEMENT:

a) By the reason of this relationship, the successful bidder shall have access to Confidential Information relating to the Institute, students of the institute (including potential, prospective, and admitted), its processes (including administrative, management, financial, etc.), etc., the value of which would be impaired if such information were disclosed. By entering into the contract with IIM Tiruchirappalli, the bidder agrees not to disclose such confidential information to any other person /entity for the benefit of itself or any other person, corporation business organization, entity, or enterprise.

b) The bidder has to secure, protect and administer all the components of the solution, including but not limited to the front end (including the user interface, the SAAS, etc.), the back end (including the database, and the information relating to students, etc.), and the server security be secured through the best-effort mode available in the industry, including measure like static IP-based restrictions, C-Panel based security measures, access control measure, etc.

c) The bidder shall make its best efforts to ensure that the cloud-based server security adopted by it does not breach the data security or has access to the data relating to IIM Tiruchirappalli and it would compensate IIM Tiruchirappalli for any loss in its data during the tenure of this contract and 2 years after the expiry of this contract. The bidder should also set up appropriate privileges, access controls, and configurations, on handing over the project deliverable to IIM Tiruchirappalli.

d) It would also ensure that it restricts its access to the solution and the data to a maximum of one static IP from the organization and would establish a connection to it only with prior written authorization from IIM Tiruchirappalli.

e) The bidder shall make best efforts to prevent and protect the content of the database and reports generated thereof from unauthorized use or distribution. No exemptions for whatsoever reason, including virus hack, phishing, malware, etc., would be accepted for such a breach. The bidder is expected to install due protection/prevention mechanisms including suitable/appropriate firewalls and other intrusion prevention mechanisms.

f) Any failure to fulfill the abovementioned obligations under clauses a to e above would lead to a penalty under the Personal Data Protection Bill 2018. In addition, damages to the tune of Rupees Twenty Thousand per instance of breach would be charged as pre-determined damages. In addition to this, the bidder would have the responsibility of setting things right for such failure at its own cost and till such time it is restored and secured, it would agree to pay Rupees Five Thousand per day as damages to IIM Tiruchirappalli. Such failure would also lead to blacklisting of the vendor from all future projects or tenders floated by IIM Tiruchirappalli for 5 years.

9) FORCE MAJEURE:

a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or the delayed fulfillment of any of its contractual obligations if the affected party within 15 days of its occurrence informs in a written form the other party.

b) Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

10) SIGNING OF CONTRACT:

a) The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 100/- (Rs. one hundred only) within 10 working days from issue of the Work Order along with interest-free performance security deposit. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the EMD shall be forfeited and the acceptance of BID shall be considered as canceled.

b) The service provider shall not be allowed to change its name after the award of the contract.

c) The Bidder shall certify that a change in ownership is not anticipated in the proposed period of the contract. If such a change is anticipated, the scope and effect thereof shall be defined. IIM Tiruchirappalli shall file a suit against the bidder for breach of this clause requesting damages and/or specific performance remedies therefrom.

d) The persons to be deputed by the service provider, being their employees or otherwise, shall be their sole employees and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct, and any other liability.

e) No right whatsoever, much less a legal right shall vest in the Service Provider's employee to claim/have employment or otherwise seek absorption in the Institute nor the Service Provider's employee shall have any right whatsoever to claim the benefits and for emoluments that may be permissible or paid to the employees of the Institute. The employee of the Service Provider will remain the employee of the Service Provider and this shall be solely the responsibility of the Service Provider to make it clear to their employees before deputing them to work at the Institute.

f) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission, or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Tiruchirappalli shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.

11) **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending of the Institute.

12) ***The persons to be deputed by the service provider***, being their own employees or otherwise, shall be their sole employees and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct, and any other liability.

13) Canvassing in connection with the RFPs is strictly prohibited and RFPs submitted by the RFPers who resort to canvassing will be liable to rejection. Any bribe, commission, or advantage offered or promised by or on behalf of the bidder to any officer or staff of IIM Tiruchirappalli shall block his/ her RFP from being considered. Canvassing on the part or behalf of the bidder will also make his RFP liable to rejection.

14) ***Authority of person signing the document:*** A person signing the RFP application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on inquiry, it appears that the person so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other Civil and criminal remedies cancel the contract and held the signatory liable for all cost and damages.

15) In respect of services rendered to IIM Tiruchirappalli, the Service Provider shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.

16) While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.

17) The Income Tax (TDS) shall be deducted at the prevailing rate from the bills, as amended from time to time by the provisions of the Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the Agency.

18) In case, the vendor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss/obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Tiruchirappalli to initiate penal measures against the Service Provider including the termination of the contract.

19) **Subletting of Work:** The firm/agency should not assign or sublet the work/job or any part of it to any other person or party. The RFP is not transferable. Only one RFP shall be submitted by one bidder.

20) The Bidder should have requisite licenses from appropriate governmental regulatory bodies

for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).

21) Jurisdiction: All disputes arising out of this contract shall be subjected to the Courts at Tiruchirappalli.

22) Force Majeure:

a. Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
b. Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

Annexure – I (Profile of the Bidder)

EMD Transaction/Exemption Eligibility Details	Transaction Ref No: _____ dated: _____ If exempted Provide Valid Certificate Number: _____

S. No.	Required information		Description
1	Name of the / firm /company		
2	Address of the agency/firm/company		
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per the Shops and Establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name at any time? If yes, provide the previous name and the reasons therefor.		

Signature of the Bidder with seal

8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give the name of the Contract and reasons for not completing the Contract.	
9	Brief details of litigation, if any, connected with related Work, current or during the last three years, the opposite party, and the disputed amount.	
10	Give details of the Termination of the previous Contract, if any	
11	**Details of bank mandate;**	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on a contract basis during the last 3 years (from 2021-22 to 2023-24). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	**2021-22**	**2022-23**	**2023-24**
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover in last three years		INR_____in Lakhs	

Annexure – I (Continued)

List of present and past clients in the following format. The information provided will facilitate the evaluation of the Technical Bid ***(Please use a separate sheet if required without changing the format).*** Please attach client certificate and work orders etc., clearly giving period of contact.

Sr. No.	Name of the organization with complete postal address	Details of work and period for which the contract was awarded	Work order Value INR	Name and designation of the client (contact person) with Tel. / Mobile No (s) and Email ID
1				
2				
3				
4				
5				
6				
7				
8				
9				

Signature of the Bidder with seal

Annexure – II (PRICE BID (BoQ)
PART - A

S. No	Description	Period	Total Cost (Rs.) without GST
1	Initial Customization of Admission portal integrating the changes listed in section 2.2 of this tender document. Upgradation to the latest PHP version from 7.4 to 8.2 or higher is to be done. Upgradation of database (Currently MySQL) to the latest version. Should be installed in the latest Linux OS version. Upgradation of code ignitor from 3 to the latest version (4.5.X).	One time	
2	Maintenance of the online Admissions Portal, which includes bug fixing, and necessary changes in the portal according to the change in criteria including adding a new programme in the same dashboard having a similar admission process, hosting server along with support, email gateway service with 1 Lakh credits, SMS gateway with 1 Lakh credits, email campaign from MailChimp with 18000 credits, SSL Certificate and real-time support during the admissions process life cycle of around five months.	First Year	
2	Maintenance of the online Admissions Portal, which includes bug fixing, and necessary changes in the portal according to the change in criteria including adding a new program in the same dashboard having a similar admission process, hosting server along with support, email gateway service with 1 Lakh credits, SMS gateway with 1 Lakh credits, email campaign from MailChimp with 18000 credits, SSL Certificate and real-time support during the admissions process life cycle of around five months.	Second Year	
3	Maintenance of the online Admissions Portal, which includes bug fixing, and necessary changes in the portal according to the change in criteria including adding a new program in the same dashboard having a similar admission process, hosting server along with support, email gateway service with 1 Lakh credits, SMS gateway with 1 Lakh credits, email campaign from MailChimp with 18000 credits, SSL Certificate and real-time support during the admissions process life cycle of around five months.	Third Year	

Signature of the Bidder with seal

4	Maintenance of the online Admissions Portal, which includes bug fixing, and necessary changes in the portal according to the change in criteria including adding a new program in the same dashboard having a similar admission process, hosting server along with support, email gateway service with 1 Lakh credits, SMS gateway with 1 Lakh credits, email campaign from MailChimp with 18000 credits, SSL Certificate and real-time support during the admissions process life cycle of around five months.	Fourth Year	
5	Maintenance of the online Admissions Portal, which includes bug fixing, and necessary changes in the portal according to the change in criteria including adding a new program in the same dashboard having a similar admission process, hosting server along with support, email gateway service with 1 Lakh credits, SMS gateway with 1 Lakh credits, email campaign from MailChimp with 18000 credits, SSL Certificate and real-time support during the admissions process life cycle of around five months.	Fifth Year	
Total Amount excluding GST and including all other charges			

PART - B

1	Major Enhancement / Addition of any New Programme in another dashboard having a very different admission process / Request for any major change to the portal or the Admission system based on functional requirements that may arise after the first year. Rate per person-hour in Rs. _____ for 200 person-hours per year. Person hours will be limited to 200 hours per year only, and payment will be made for actual hours utilized.	Second Year – Fifth Year	Rate per person hour Rs. _____ x 800 hrs = Rs._____
2	Cost for Platform Upgradation after three years: Upgradation to the latest PHP version to be done. Upgradation of database to the latest version. Upgradation of the Linux OS to the latest version. Upgradation of code ignitor from (4.5.X) to the latest version.	One time	
Total amount without GST			

Note: The evaluation is purely based on the value mentioned in the Part A of the Price Bid. Part B will not be taken for the evaluation.

ANNEXURE – III: SUBMISSION OF RFP DOCUMENT

The Chief Administrative Officer (i/c), Date:
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
China Sooriyur Village,
Tiruchirappalli 620 024.

Subject: "RFP for Design, Development, Customizations and Maintenance of IIM Tiruchirappalli Online Admissions Portal"

Reference: RFP Notice published in IIM Tiruchirappalli website. - ***RFP No:*** **24SP247T dated: 06.01.2025**

Dear Sir,

With reference to the RFP notice published on the above-mentioned website, I / We hereby submit my/ our RFP in the required format. I / We have carefully gone through the terms and conditions and prescribed given, and I / We accept the same without any alterations/modifications.

It is certified that I,_____ (name of the person)
S/o Shri_____
r/o _____

a) am authorized to sign this document on behalf of M/s. _____ (the name of the firm/company which is bidding in this RFP) and that our firm/company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm/company or its owner/partners anywhere in India.

b) hereby certify that none of my relative (s) as defined in the RFP document is/are employed in IIM Tiruchirappalli as per details given in the RFP document. In case at any stage, it is found that the information given by me is false/incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

c) further declare that:
   1. All the statements made in this application are true, complete, and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our Agency does not satisfy the eligibility criteria, our candidature is liable to be canceled/ terminated.
   2. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.

Signature of the Bidder with seal

3. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
4. I understand that IIM Tiruchirappalli reserves the right to accept or reject and to cancel the RFP and reject all bids at any time before the award of the contract, without detailing any specified reasons whatsoever

Place: _____

Signature_____

Name _____

Date: _____

Designation: _____

Seal of agency / Firm / Company

ANNEXURE – IV: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID/PRICE BID OPENING MEETING (on bidder's letterhead)

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid/Technical Evaluation cum Presentation/Price Bid Opening Meeting on …….. (date) in the "***RFP for Design, Development, Customizations and Maintenance of IIM Tiruchirappalli Online Admissions Portal".***

The following persons are hereby authorized to attend the Pre Bid for the RFP mentioned above on behalf of. ……(Bidder) in order of preference given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

Authorized officer to
sign the bid Documents
on behalf of the Bidder.

Notes:

1. A maximum of **two representatives** will be permitted to attend Pre Bid Meeting/bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representatives will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.

INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu
Phone: 0431-2505121/5122 | E-Mail: purchase@iimtrichy.ac.in

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE RFP

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, except the Price Bid document.		
2	(Cover 2)	Only Price Bid documents as per the Annexure-II		
3	Whether GST Registration Certificate is enclosed.			
4	Whether PAN is enclosed.			
5	Whether duly filled in Technical Bid documents (i.e., Annexure-I to the RFP document) along with all the related enclosures have been enclosed with the RFP: i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Authorization / Power of attorney for signing the RFP document iv. Audited Annual Accounts, Income Tax Returns, and assessment orders for the last three consecutive financial years i.e., 2021-22 to 2023-24 v. The work order(s) executed within the last four years (dated on or before December 31, 2024) to prove the eligibility criteria (between January 01, 2022, and December 31, 2024). vi. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts. vii. All other information/ details/ supporting documents/proof given in the RFP documents. viii. Signed RFP document.			
6	Copy of all the work orders, testimonials/completion/performance certificates from the present and past clients of equivalent orders with values 10 lakhs and above executed within the last five years with verifiable contacts need to be attached with the RFP document. This is essential for technical evaluation.			
7	Whether Technical Bid documents as per ***Annexure-I*** of the RFP document are submitted.			
8	Whether Undertaking, Near Relative Certificate, and Declarion as per ***Annexure-III*** to the effect that the Bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.			
9	Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical bid duly been signed and endorsed with seal?			
10	Whether an **Index or Table of Contents** of all enclosures to the Technical bid been prepared and attached with the Technical bid, to facilitate quick reference?			
11	Whether RFP documents have been signed with a seal on all the pages by the Bidder.			

Signature of the Bidder with seal

ANNEXURE - V

भारतीय प्रबंध संस्थान तिरूचिरापल्ली
Indian Institute of Management Tiruchirappalli
(An Autonomous Institute under Ministry of HRD, Government of India)

Post Graduate Programme in Management
Application Form (2020 - 2022)

Course Preference 1	PGPM - HR		
Course Preference 2			
CAT No			
Application Code			
Personal Details :			
Full Name		**E-mail**	
Date of Birth (DD-MM-YYYY)		**Age**	
Mobile No		**Phone No/Mobile Number**	
Address for Communication		**Gender**	
Pin Code		**Aadhaar No**	
ID Proof Type		**ID Proof Attachment**	
Blood Group		**Marital Status**	
State of Domicile		**Nationality**	
Category		**Caste**	
Category Attachment			
Are You Disabled?			
Disability Type		**Disability Attachment**	
Religion		**Religion Others**	
Hobbies			
Extra Curricular Activities			

भारतीय प्रबंध संस्थान तिरूचिरापल्ली
Indian Institute of Management Tiruchirappalli
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Post Graduate Programme in Management
Application Form (2020 - 2022)

SECTION 1 - ACADEMIC RECORD

Pre - Degree

Class	Board/University	Year	Maximum Marks	Total Marks Obtained	% of Marks Obtained	Class/Division/Rank
Xth / SSLC						
XIIth / HSC						

Xth / SSLC Marksheet	
XIIth / HSC Marksheet	

Under Graduation

Degree	
Discipline	
Subject of Specialization	
Name of the College/Institution	
Name of the University	
Year of Graduation	
Degree Certificate	
Type of Marksheet	
Marks Obtained	

Semester	Period (From)	Period (To)	Result Status	Maximum Marks/GPA	Marks Obtained/GPA	CGPA/CPI	% of Marks Obtained	Certificate
1st Semester								
2nd Semester								
3rd Semester								
4th Semester								

भारतीय प्रबंध संस्थान तिरूचिरापल्ली
Indian Institute of Management Tiruchirappalli
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Post Graduate Programme in Management
Application Form (2020 - 2022)

5th Semester								
6th Semester								
					Total			

Post Graduation

Degree	
Discipline	
Subject of Specialization	
Name of the College/Institution	
Name of the University	
Year of Graduation	
Degree Certificate	
Marks Obtained	

Year	Period (From)	Period (To)	Result Status	Maximum Marks/GPA	Marks Obtained/GPA	CGPA/CPI	% of Marks Obtained	Certificate

Professional Qualifications

List any Professional Qualification that you have (CA/ ICWA/ Foreign Language/ Computer courses/ Certifications etc.)

Name of the Qualification (such as CA, ICWA)	From Date	To Date	Maximum Marks/GPA	Marks Obtained/GPA	CGPA/CPI	% of Marks Obtained

SECTION 2 – WORK EXPERIENCE

Do you have any Working/Professional experience? :

Full time :

भारतीय प्रबंध संस्थान तिरूचिरापल्ली
Indian Institute of Management Tiruchirappalli
(An Autonomous Institute under Ministry of HRD, Government of India)

Post Graduate Programme in Management
Application Form (2020 - 2022)

(Do not include training or project or any work done as a part of curriculum requirements)

Organization	Designation	Job Profile	Gross Emoluments (per month)	Date of Joining	Date of Leaving	Experience (in Months)	Reason for Leaving

Part Time , Training, Project Work etc..

(Other than the work done as part of a full time job)

Organization	Date of Joining	Date of Leaving	Number of Months	Nature of Work

SECTION 3 - MEDICAL FITNESS CERTIFICATE

Medical Fitness Certificate:	The medical certificate should be submitted mandatorily at the time of registration as per the prescribed format.

SECTION 4 - UNDERTAKING CERTIFICATE

Undertaking Certificate:	

SECTION 5 - BACKGROUND

The information provided by you will be treated in strict confidence and will not be divulged by the institute to anyone.

Father's / Guardian Name:		**Designation:**	
Occupation:		**Address:**	
Pin Code:		**E-Mail :**	
Mobile No :		**Alternate Number :**	

भारतीय प्रबंध संस्थान तिरूचिरापल्ली
Indian Institute of Management Tiruchirappalli
(An Autonomous Institute under Ministry of HRD, Government of India)

Post Graduate Programme in Management
Application Form (2020 - 2022)

Annual family income from all the sources :

Parents' income (INR)	Self/Sibling (INR)	Total (INR)

SECTION 6 - CONTACT DETAILS :

Permanent Address & Ph.No	Name & Address of Next of Kin & Ph.No

DECLARATION

I certify that the information given in this application form is correct and true to the best of my knowledge. I agree to abide by the decision of the Institute's authorities regarding my selection for the programme.

Name	
Place	
Date	
Signature of the Applicant	

SECTION 6 - PAYMENT DETAILS :

Course Name	Transaction Type	Transaction Reference Number	Transaction Date	Transaction Amount (Rs.)	Payment Mode
PGPM					
PGPM					