

CORRIGENDUM - I

for

Tender Notification No.: 24SP079T dated: 26.06.2024

REQUEST FOR PROPOSAL FOR THE DESIGN, DEVELOPMENT, CUSTOMIZATION AND MAINTENANCE OF THE NEW WEBSITE OF IIM TIRUCHIRAPPALLI

Clarifications/Corrigendum/Amendments in the tender document

1. Please refer to the above-mentioned tender document for the Design, Development, Customization and Maintenance of the New Website of IIM Tiruchirappalli.
2. The following changes have been made in the Tender Document through this corrigendum – I

S. No	Reference to the main tender document	Queries raised by the Bidders and Proposed Amendments	Changes/Reply/Decision of IIM Tiruchirappalli
1	Requirement section point A, 5, v Maintenance	Is SSL encryption to be provided by the institute?	No. The successful bidder should provide SSL.
2	Submission of Bids page 30	Can the bids submitted Online?	No. The Bids should be submitted in Offline Mode as per the tender conditions
3	Payment terms	Is it possible to make any payments in advance?	No Payment shall be made in advance.
4	Point No. 15 Online Admission Application Forms	Please clarify whether only a form or a complete system to process this form has already been developed.	Only forms developed by IIMT.
5	-	Please confirm the maximum number of hours from each department to gather the requirements. Also, how many departments are available to coordinate?	The total number of Departments in IIM Tiruchirappalli is 12. We request the bidders to refer to the current website and assess the duration according to the capability of the bidder.
6	-	Independently, photos cannot be obtained. The photographer team can only able to visit to gather the images.	No. The creative team and the designer/branding expert should make a proper list of photos that are required for the website. Afterwards, the photographer should capture the photos accordingly. However, the event photos

			will be provided by IIM Tiruchirappalli.
7	-	Please confirm the director refers to whom. Also, The video can be obtained for a max of 5 minutes, not more than that.	Director of the creative team who would make the concept for creating the video. Similar to a movie/short film Director.
8	-	The turnaround time should be less than a couple of hours if something has to be fixed on an urgent basis. For feature updates which involve functionality/structural change, the timeline will be 2-3 working days. A telephone call or an email from IIMT shall be sufficient to place a change request during emergencies.	During emergency situations (Eg, if the website is down, if a form is not working, the loading time is too high, etc.), the vendor should act based on the phone call intimation. Preferably, such issues shall be rectified even without an intimation from IIMT.
9	-	If the SMS balance of 10,000 is over within a year, how much can the bidder charge per SMS for the additional credit to provide to IIM? Secondly, the SMS header, Templates, Consent and AMCs to get from TRAI, the end user, will be an additional cost.	According to the actual Invoice amount from the SMS service provider. No extra margin will be accepted.
10	-	Whether the branding is applicable for mobile site?	Yes. The branding is applicable to the mobile version of the website as well.
11	-	Whether the website backup is part of the Hosting Service provider or Developer?	Since the bidder is developing and testing using a staging server, they should maintain the latest updated version of staging DB and applications. They should also ensure that the backup process is happening on the production server that IIM Tiruchirappalli procured.
12	-	Whether the Photographer should be an on roll of Off-roll of the bidding firm?	The bidding firm may hire the photographer as either an on-roll or off-roll freelancer. The ideas should be presented by the Director of the Creative Team during the technical presentation.
13	-	Can the AMC payment be released on a Quarterly basis?	No, the payment will be released on an annual basis

			after the completion of the AMC Period.
14	-	What is the approximate cost of the e-mail and SMS Gateway charges paid during the previous years?	IIM Tiruchirappalli's requirement is within the limit of Google Workspace.
15		Is the Subletting of Work allowed?	The main part of the Tender cannot be subletted. However, the branding and creative (Photo & Video) part can be subletted to the bidder from whom the Consent letter was submitted at the time of submission of bids.
16	It is reiterated that the bidder should submit the Document for the Branding work for the value of 5 lakhs and above to prove their eligibility. In case the bidder is planning to outsource the branding work to another organisation, the bidder should submit the consent letter and work orders for the branding executed by the outsourced company should be attached along with the bids. These documents are essential for eligibility and technical evaluation.		
17.	If IIM Trichy is not satisfied with the performance of the vendor during AMC period, the AMC Contract will be terminated and in such situation the KT (Knowledge transfer) should be done to the new vendor. After the completion of entire 5 years AMC the KT (Knowledge transfer) should be done to the new vendor as required.		

All other points mentioned in the Tender document other than the above Corrigendum will remain the same.