

NOTICE INVITING TENDER FOR THE DESIGN/DEVELOPMENT/CUSTOMIZATION, CLOUD HOSTING, OPERATION, MAINTENANCE AND REAL-TIME SUPPORT FOR JOINT ADMISSION PROCESS (JAP) 2027 AND ASSOCIATED IT SERVICES.

निविदा सं.E-Tender No. 26SP248T dated: 05.10.2026

विवरण/ Details	दिनांक/Date	समय/Time	Venue
कार्य/सेवा का नाम/ Name of Work/Service	Design/development/customization, cloud hosting, operation, maintenance and real-time support for joint admission process (JAP) 2027 and associated IT services.		
निविदा कागजात जारी करने की तारीख/Date of issue of Tender Document	05.10.2026	18.30 Hrs. onwards	-
पूर्व-निविदा बैठक/ Pre-Bid Meeting	13.10.2026	15.30 Hrs.	Deans’ Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
निविदा कागजात जमा करने की अंतिम तारीख/Last date for Submission of Tenders	26.10.2026	17.00 Hrs.	-
तकनीकी बोली का खुलना /Opening of Technical Bid (Tentative)	28.10.2026	11.30 Hrs.	-
मूल्य की बोली को खोलना/Opening of Price Bid	To be informed later		
Validity of Tender	90 days from the date of opening of the price bid.		
निविदा कागजात/Tender Document	From 05.10.2026 to 26.10.2026 (up to 17:00 Hrs.) on the e-tendering website https://eprocure.gov.in/eprocure/app The tender document can only be obtained after registration of the tenderer on the website https://eprocure.gov.in/eprocure/app .		
EMD Amount	EMD Amount Rs. 45,000/- to be remitted to 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		
A copy of the payment transaction receipt for EMD has to be attached with 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 with the tender document.			
SD Amount	10% 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 days along with the letter of acceptance from the receipt of the Provisional Work Order, failing which the Work Order stands cancelled.		
Mode of Submission of Tender	The process will be conducted only through the Central Public Procurement (CPP) Portal online.		

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**निविदा आमंत्रण सूचना
विवरण**

भारतीय प्रबंधन संस्थान तिरुचिरापल्ली (आईआईएम तिरुचिरापल्ली) भारत सरकार के शिक्षा मंत्रालय के अंतर्गत एक राष्ट्रीय महत्व का संस्थान है। आईआईएम तिरुचिरापल्ली के बारे में अधिक जानकारी के लिए, कृपया हमारी वेबसाइट www.iimtrichy.ac.in पर जाएँ।

NOTICE INVITING TENDER

OVERVIEW

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance under the Ministry of Education, Government of India. For more details about IIM Tiruchirappalli, please visit our website at www.iimtrichy.ac.in.

IIM Tiruchirappalli invites e-tenders from the service providers/contractors for the **Design/Development/Customization, Cloud hosting, Operation, Maintenance and real-time support for Joint Admission Process (JAP) 2027 and associated IT services.**

Service Description	Estimated Tender Value (excluding GST)	Interest-free Performance Security Deposit	Work Location
Design/Development/Customization, Cloud hosting, Operation, Maintenance and real-time support for Joint Admission Process (JAP) 2027 and associated IT services.	Rs. 9,00,000/-	10% of Work Order Value	IIM Tiruchirappalli Trichy – Pudukkottai Highway Trichy – 620024.

Scope of Work

- Delivery/Contract Period** - Minimum of six to eight months from full-fledged setup/commission date till completion of JAP 2027 process or as per user department requirements. Please note that the contract can be cancelled unilaterally by the Buyer in case items/software/infrastructure/associated services/ keys are not received within the contracted/allowed delivery period. Extension of the contracted delivery period will be at the sole discretion of the Buyer, with applicability of the LD clause.
- Suggestions or any technical support requirement** - It is a must to provide suggestions in advance with the bid on all technical/infrastructure support which would be mandatorily or optionally required from IIM Tiruchirappalli's end for successful/seamless operations/conduct of JAP 2027 process under this contract, if any.
- OEM Certificate**- In case the Bidder is not the OEM, the agreement/authorization certificate with the original developer for sourcing the software/applications shall be mandatory.

4. **Import License-** The Bidders are to confirm that they have the requisite import license from the respective organization/firm/company/authorities and are authorized by the manufacturer/developer. The bidder should arrange all the import licenses, wherever applicable, for the software to be used. No extra cost will be borne by the Institute.
5. **Quality-** The quality of the Software delivered according to the contract shall correspond to the technical conditions and standards valid for the delivery of the same or specifications enumerated as per RFP and shall also include therein modifications to the software's/applications as suggested by the buyer. Such modifications will be mutually agreed to. The Service Provider confirms that the software to be supplied under the Contract shall be genuine.
6. **Inspection Authority-** The Inspection will be done by IIM Tiruchirappalli.
7. **Warranty/Guarantee-** As per the original developer's warranty/guarantee/Online support from the activation date to be offered by the Service Provider.
8. All the data should be given back to the IIM Tiruchirappalli server through online mode. Post the data transfer, the service provider must destroy all the data at their end.
9. A Declaration to that effect (that the data are destroyed) should be submitted by the service provider with his final bill. The Confidentiality of the data should be maintained by the service provider by giving an undertaking separately in this regard. The rights of the data generated by the application during the JAP 2027 process will be reserved with IIM Tiruchirappalli.
10. **Product Support-** The following product support clause will form part of the contract placed on the successful Bidder-
 - a. The Service Provider agrees to provide product support for the total infrastructure setup under this contract or as agreed mutually for the contract period.
 - b. Breakdowns/malfunctioning/maintenance Services: In case of any breakdown/malfunctioning, upon receiving a call from the Buyer, the Service Provider is to provide online/offline maintenance/support service to make the software serviceable during the contract period.
 - c. Serviceability of 100 % during the currency of contract must be assured by the Service Provider,
 - d. Technical Literature - Detailed details of technical literature to be supplied at the time of setup (should be listed, suggested with tender document).
 - e. Training: It will be the sole responsibility of the service provider to provide onsite/online training to the users.

TENTATIVE CORE FEATURES

1. **The portal should contain the following modules in the portal:**
 - a) Admin Dashboard for the coordinating IIM.
 - b) Verifier Dashboard for the coordinator as well as participating IIM's.
 - c) Moderator Dashboard for the participating IIMs.
 - d) Form for the faculty to view the profile and to enter the personal interview marks (Panel-wise)
2. **The Coordinating IIM (IIM Tiruchirappalli) should have a dashboard with full privileges for administering the backend activities of all the participating IIMs. The dashboard should have the following features:**
 - Adding the details (Name, address, Primary e-mail address, Secondary e-mail address, Contact no., etc.) of Participating IIMs.
 - Creation of login credentials (User ID: email address of Admission Office/Chairperson-Admissions) for the participating IIMs. During creation, it is recommended to send an automated e-mail to the respective IIMs. There should be a provision to regenerate the login credentials by entering the registered email address.
 - An application form should be created for the registration of candidates for the JAP 2027 process, including details such as Name, Address, Primary e-mail address, Secondary e-mail address, Contact no., etc. The format will be shared and discussed with the vendor after coordination with IIM (IIM Tiruchirappalli).
 - Creation of Panels for participating IIMs.
 - Fetching of entire candidate details who have registered and submitted the form through Joint Admission Portal 2027 (URL: <https://jap2027.iimtrichy.ac.in>), which will already be available in the database of the portal.
 - **Centre preference submission and venue-date selection by candidates: -**
 - a) At the time of registration, candidates will opt for three (3) PI venues in their preference order. For the first two venues, all centres will be available, and for the third, only the participating IIMs venue/center will be available.
 - b) After closing the registration window, the coordinating IIM (IIM Tiruchirappalli) should be able to download the list of registered candidates along with their preferences for venue/centers.

- c) JAP 2027 coordinator (IIM Tiruchirappalli) will share the venue-date-wise number of panels.
 - d) Date and slot selection window will be live for the candidates. They will select the date and slot for the allotted venue/center in the following manner: If, for the first preferred centre, there are vacant seats available, they will get the option of selecting a date and slot for that only. If there are no vacant seats for the first preferred centre, they will get other options for the second preferred centre, and so on. If there are no vacant seats for the third preferred centre, then such centres would be shown on the portal where there are vacant seats. They will select any one of these centres, and the selection window for the date slot will be available.
 - e) The candidates will be allocated to the panels of the venue/center in the following manner: P1, P2, P3, P4, P5, P6, P1, P2, P3, P4, P5, P6, P1, and so on
 - f) Once the candidate has selected and submitted the date and slot, further edits or resubmissions will not be permitted. However, in exceptional circumstances, the JAP Coordinator may make changes at their discretion.
 - g) An email and SMS containing the date, slot, panel number, and venue/center address will be sent to the respective candidates.
- **Verifiers' Remarks and Modified Data Submission: -**
 - a) Verifiers will verify and provide the necessary remarks, if any. A split-screen verification interface can be implemented.
 - b) There is also an option to enter the 10th, 12th, UG Marks, and Work experience inputs by the verifier; these inputs will be saved in new data fields/columns mentioned as "Modified marks by the verifier". Once the verifier completes the process for a candidate, it will trigger an email to the respective candidate about the updates. Emails should be sent to all candidates, either with remarks or without any remarks, as provided by the verifier.
 - **Generation of the following reports by the Coordinating IIM (IIM Tiruchirappalli):**
 - a) Panel-wise and date-wise faculty list based on the data entered by the participating IIMs.
 - b) Panel-wise rating sheet (Personal Interview) in PDF format.
 - c) The rating sheet of all candidates about venue/center. When the Coordinating IIM selects the name/center/venue from the drop-down, the list of candidates who attended the Interview should be generated in Excel and PDF format.
 - d) Absentees list (date-wise and panel-wise and entire list) of each venue/center.

3. There should be a moderator/admin login page for each participating IIM. The Coordinating IIM (IIM Tiruchirappalli) will create the login credentials (User ID and Password) for each participating IIM in the JAP 2027 process, and the same will be shared with the respective IIMs.
4. The Coordinating IIM will create the panels for each IIM (maximum allowed panels: up to 12 (Twelve) per slot per day), and they will add the candidates by uploading the Excel file for each panel slot-wise (Morning and Afternoon slots per day). The same will be reflected on the moderator's dashboard of participating IIMs. The slots will be as follows:

Day 1: Slot 1 – Forenoon and Slot 2 – Afternoon

Day 2: Slot 1 – Forenoon and Slot 2 – Afternoon

*The PI process would be conducted for approximately 30 days (Monday to Saturday in a week).

*If there is a request from a candidate for rescheduling of the interview slot/date, then there should be a provision to change the panel/date accordingly.

5. The Coordinating IIM (IIM Tiruchirappalli) should enter the name, designation and email address of the faculty members for each panel of all the IIMs (two faculty members per panel) using its dashboard. The moderator of each participating IIM should be permitted to change the faculty member in the panel until the start time of the Interview process. However, the change should be reflected only after approval by the JAP Coordinating IIM (IIM Tiruchirappalli). Necessary features should be provided for the same.
6. During the addition of faculty members by the Coordinating IIM (IIM Tiruchirappalli), an email should be triggered to the respective faculty member along with the login credentials and URL to access their dashboard. If the participating IIMs change the faculty member pertaining to any of their panels, an email should be triggered to the new faculty member during the approval process only. The content of the email is given below:

URL: <https://.....>

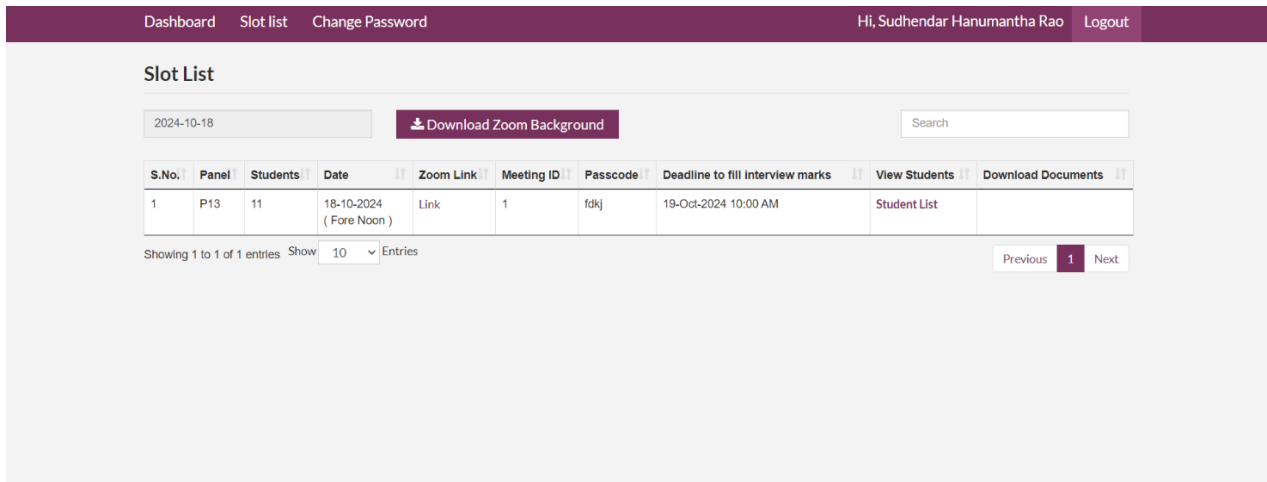
Username: email address of the respective faculty member; Password: *****

Note:

- The moderator should be allowed to change the faculty members for every panel until the start time of the PI Process for the respective panel, with the approval of the coordinating IIM.
- If a faculty member is allocated to multiple panels, then he/she should have one login credential for accessing all the panels.

7. If the participating IIM wants to change the faculty members due to any unavoidable reasons, there should be a provision for the same in the dashboard of participating IIMs (Moderator), and the same will be approved by the Coordinating IIM Tiruchirappalli. When the Coordinating IIM approves, an email should be triggered to the new faculty member along with the new login credentials, and the old credentials created for the previous faculty member should be deactivated.
8. When the faculty logs in to the portal using the received credentials during the interview process, the following screen should appear for entering the marks:

(All the following images are only for reference purposes)



The screenshot shows the 'Slot List' dashboard. At the top, there is a navigation bar with 'Dashboard', 'Slot list', and 'Change Password'. The user is logged in as 'Hi, Sudhendar Hanumantha Rao' with a 'Logout' button. Below the navigation bar, the 'Slot List' section is displayed. It includes a date filter set to '2024-10-18', a 'Download Zoom Background' button, and a search bar. A table lists the interview slots with columns: S.No., Panel, Students, Date, Zoom Link, Meeting ID, Passcode, Deadline to fill interview marks, View Students, and Download Documents. The table contains one entry for slot 1, panel P13, with 11 students, dated 18-10-2024 (Fore Noon). Below the table, it shows 'Showing 1 to 1 of 1 entries' and a pagination bar with 'Previous', '1', and 'Next' buttons.

S.No.	Panel	Students	Date	Zoom Link	Meeting ID	Passcode	Deadline to fill interview marks	View Students	Download Documents
1	P13	11	18-10-2024 (Fore Noon)	Link	1	fdkj	19-Oct-2024 10:00 AM	Student List	

9. All the panel details of the respective faculty (who has logged in) will be listed on the dashboard of the respective faculty members. The date-wise list will be displayed, mentioning: **“Click Here for Personal Rating Sheet”** link to fill the Personal Interview Rating Sheet (PIRS) on the respective date and slot to be shown to the panel Members.

Dashboard
Slot list
Change Password

Hi, Sudhendar Hanumantha RaoLogout

Students List

Select Status
Search
Preview
Generate Marks Report & Submit

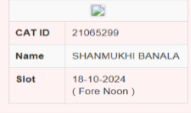
S.No.	CAT ID	Name	Status	Action	Download
1	21065299	SHANMUKHI BANALA	Present	View Mark	
2	21099703	SUKRUTHA JAYAN	Present	View Mark	
3	21123815	S SHRUTHI	Present	Add Mark	
4	21223386	CHODEN LAMA	Present	View Mark	
5	21152230	MANASVI SHUKLA	Present	Add Mark	
6	21187363	GANTA SAI GOVARDHAN	Present	Add Mark	
7	21081609	FIRKE SAURABH SANJAY	Present	View Mark	
8	21198368	BALUSU CHAITANYA PRUDVI	Present	View Mark	
9	21058397	DESHMUKH GUNWANT ANIL	Present	View Mark	
10	21027472	SANCHIT DWIVEDI	Present	View Mark	
11	21080518	SURYAWANSHI MOHIT RAJENDRA	Present	View Mark	

Showing 1 to 11 of 11 entries
Show 25 Entries
Previous1Next

10. After clicking on the link, the list of candidates to be interviewed will be displayed along with fields for entering the marks and related details. The details of the panel member, rating parameters, and the list of candidates are to be available on the screen. After the interview, the faculty must fill in all the fields pertaining to each candidate. The screenshot of the format is given below for reference:

Dashboard
Slot list
Change Password

Hi, Sudhendar Hanumantha RaoLogout



Interview Parameter Marking Instructions

Excellent	9-10
Very Good	7-8
Good	5-6
Fair	4-3
Poor	1-2
Unacceptable	0

Attendance ☒ Present ☐ Absent

Academic Ability (10) 10
Communication Skills (10) 10
Current Affairs & General Awareness (10) 10
Managerial & Leadership Attributes (10) 10
Co-curricular and Extra-curricular Activities (10) View Details 10
Total Marks 50

Preparatory course required for this candidate or not:

Quantitative Techniques ☒ Yes ☐ No
Communication ☒ Yes ☐ No

Suitability of the candidate for MBA programmes offered by CAP IIMs ☐ Reject

Remark (Mandatory in case if candidate is rejected.)
Enter Remark

All fields are required
Back Submit

File not available, please contact coordinating IIM.

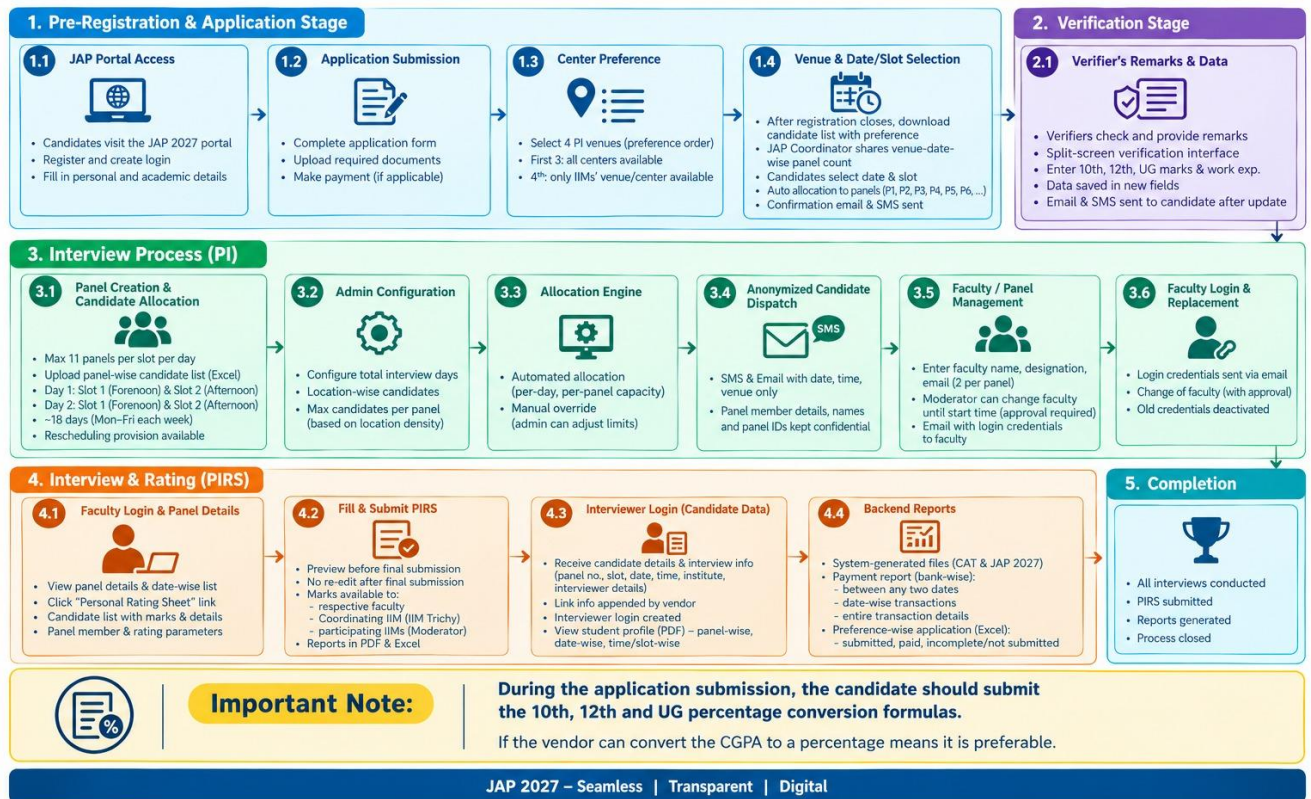
11. There should be a final preview page before the final submission for PIRS sheet. After final submission of the PIRS, the Panellist should not be allowed to re-edit/change/correct the marks in the rating sheet.

The marks entered by the faculty members should be available in the dashboard of the respective faculty, the Coordinating IIM (IIM Tiruchirappalli), and the respective participating IIMs (Moderator) in a downloadable PDF and Excel format. Necessary report generation modules to be provided accordingly.

Indicative Process Flow for Application Submission

1. The Admissions Office will share the data (CAT data) of shortlisted candidates for JAP 2027 process in an Excel format for uploading to the portal for the successful bidder.
2. Based on the instructions/information from the Admissions Office, the Email from Cloud containing the login details will be sent to the candidate, informing them about filling out their Personal Information Form. The email content will be provided by the coordinating IIM (IIM Tiruchirappalli).
3. The candidate will log in to their account and fill out the **Application Form**, and after submission, the candidate can download it in PDF format and can take a print.
4. There should be an upload button (for document/certificate uploading) for the following: 10th, 12th, Bachelor's Marksheet, Bachelor's degree, Professional degree, Percentage conversion formula, Work experience, extra-curricular and Co-Curricular Activities, etc.
5. The Admissions Office will share the details of each candidate as well as the interview-related information (like Interview panel number, Interview Slot, Interview Date, Interview Time, Location, etc.) in Excel format. The information will be appended based on the interview panel for the candidate by the Vendor.
6. Vendor will create a login for the Interviewer and, on the instruction of the Admissions Office, an email will be sent to the respective IIM's Interviewer on their email id as per the database provided. From this login, the Interviewer will view the respective candidate's profile (masking some details) only in PDF of their panel, date-wise and time/slot wise.

JAP 2027 – End-to-End Process Flow (Start to End)



Please note that the layouts/Specifications/Process Flow are indicative only; actual development work will be done in consultation with IIM Tiruchirappalli.

Eligibility Conditions for Bidders

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

- The bidder(s) should be registered with the Goods and Services Tax Council for the purpose of Goods & Services Tax (GST). A copy of the GST registration certificate has to be submitted with the tender 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 tender documents should be the same or linked.
- The bidder(s) should be registered with the appropriate registration authority and should be in existence for not less than five years as of September 30, 2026. **A copy of the Certificate of Incorporation or relevant registration certificate should be attached.**
- Bidder(s) should have prior experience in the successful development of online admission portals for **Common Admission Process (CAP) or Joint Admission Process (JAP) of IIMs** as of September 30, 2026. (Relevant documentary proof like work orders/Agreements) must be submitted with the technical bid.

- d. As the Design, development and commissioning period for the portal to go live is only 20 days the bidder should have a readymade proven application to handle all the proposed activities. The same should be demonstrated as part of technical bid evaluation.
- e. ***Copy(ies) of work order(s) without a Performance Certificate or Work Completion Certificate will not be consider for the evaluation.*** Copy(ies) of work order(s) showing that the firm has executed similar work(s) in the last three years, as detailed below:

At least one similar work of 80% of the estimated cost [Order copy to be enclosed]

OR

At least two similar works of 60% of the estimated cost each [Order copy to be enclosed]

OR

At least three similar works of 40% of the estimated cost each. [Order copy to be enclosed]

- f. ***Average Annual Turnover*** of the bidder should be at least 100% of the estimated cost of the tender during the ***previous three financial years from 2023-24, 2024-25, and 2025-26.*** Copies of duly audited Balance Sheets with Profit & Loss accounts are to be submitted as per ***Annexure-I*** (Technical Bid). The year in which no turnover is shown would also be considered for working out the average.
- g. Bidders should be regular in filing Income-Tax returns. ***A copy of the Income tax returns filed and audited accounts statement for the last three financial years (2023-24, 2024-25, and 2025-26)*** should be submitted with the Technical Bid.
- h. ***The bidders should not be blacklisted or terminated for poor performance by any department of the Government of India or any State Government or private organization in the past.*** There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India, and the Bidder should give a self-declaration certificate for acceptance of all terms & conditions of the tender documents. An undertaking to this effect on the Company letterhead, duly signed by the owner/partner or both, to be enclosed, as per ***Annexure-III.***

Instructions to Bidders

1. Downloading of Tender Document

Tender Documents can be taken from the CPP Portal <https://eprocure.gov.in/eprocure/app>. No Tender fee is payable.

2. Earnest Money Deposit

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of ***Rs. 45,000/- (Rupees Forty-Five Thousand only)*** at the bank account mentioned on ***Page 1.*** A copy of the payment transaction receipt has to be attached to the Tender application form, without which the bid will not be considered for the bidding process.
- b. The EMD of the successful Bidder will be adjusted against the interest-free security deposit.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the Tender. No interest is payable on the Earnest Money Deposit (EMD).

- d. 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 Start-ups 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 Tender to this effect, without which the bid won't be considered for further processing.
- e. The bidders who seek exemption from EMD as per clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the 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 Tender. In case of a proprietorship firm certificate will be given by the proprietor. For a partnership firm, the certificate will be given by all the partners, and in the case of a 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 tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed, and IIM Tiruchirappalli will not pay any damages to the company or firm or the concerned person.
- b. The company or firm, or person, will also be debarred from 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 Relationship Certificate ([Annexure-III](#)) needs to be placed in the technical bid cover.

4. Amendment to Bid Document

- a. At any time before the date of submission of bids, IIM Tiruchirappalli shall modify the bid document with amendments on its own.
- 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 discretion, extend the last date for the receipt of bids.
- d. IIM Tiruchirappalli reserves the right to cancel the tender without assigning any reason at any stage of evaluation before finalization.
- e. IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion, the following:
 - i. Accept or reject all bids.

- ii. To obtain further clarification or supporting documents during the technical bid evaluation.
- iii. To suspend, discontinue, modify, and/or terminate the Tendering process at any time.
- iv. To reject any unreasonable bid.
- v. To modify/change/delete/add any further terms and conditions before the opening of the Price Bid.

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 Bids Criteria

- a. The technical bid shall contain all the relevant information that 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 the information should be organized in a logically structured form and uploaded in PDF Format as a technical bid with an index. Bidders should comply with the eligibility criteria and technical requirements. The detailed formats are attached at [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 Tender to be uploaded after filling all relevant information, and it should be uploaded in MS Excel (.xls) format as per the format available with the tender; failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.
- b. The quantities/work mentioned in the Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.
- c. Bids must be submitted with the rates for all the items of the work involved, and any incomplete bid will not be considered.
- d. 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. **The Institute will not pay any extra amount other than the quoted price.** No claim on this account whatsoever shall be entertained at any stage, including the extended period, if any.
- e. The bidders can send an email to purchase@iimtrichy.ac.in to seek clarification on the specifications/work covered by this Tender, if required.

8. Validity of Bids and Rates

- i. All the quoted rates would be valid until the completion of the contract. No escalation of price whatsoever would be allowed during the currency of the contract, including an extended period if any.

- ii. 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 Bids

1. General

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

2. Registration

- a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal, which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others, which may lead to misuse.
- f) Bidder shall then log in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

3. Searching for Tender Documents

- a) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine some search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc., to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to notify the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.

- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

4. Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents, including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should keep the bid documents ready to be uploaded as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 200 dpi with colour/black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificates, auditor certificates, etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process

5. Submission of Bids

- a. The Bidder should submit the bid online in two parts viz. Technical Bid and Price Bid. Technical Bid, along with required documents, should be in PDF format and uploaded online in Cover-1. Price Bid in MS Excel “.xls” format only should be uploaded online in Cover- 2.
- b. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- c. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d. **Tender Security / Earnest Money Deposit (EMD):** Bidder should submit the EMD/Tender Security as per the instructions specified on page no.1 in the tender document.
- e. Bidders are requested to note that they should necessarily submit their financial bids in the format provided, and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and filled out by all the bidders. Bidders are required to download the BOQ file, open it, and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the

details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- f. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referring to the deadlines for submission of the bids by the bidders, opening of bids, etc. The bidders should follow these timelines during bid submission.
- g. All the documents being uploaded by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the Secure Sockets Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using the buyers'/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- k. The off-line Tender will not be accepted, and no request in this regard will be entertained whatsoever.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person/virtual mode at IIM Tiruchirappalli, Trichy - 620024 on **13.10.2026 at 15.30 Hrs.** to clarify doubts that shall arise before submitting the bids.

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 **11.00 Hrs., on 11.10.2026**, for attending 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, prior to the pre-bid meeting i.e. by **11.00 Hrs., 11.10.2026** to enable us to clarify the doubts in the pre-bid meeting itself.

Tender Evaluation Process

- Selection of the vendor shall be based on **Quality and Cost Based Selection (QCBS)** method under Rule 192 of the General Financial Rule 2017. The proposals will be evaluated based on the following factors.
- The final selection of the vendor shall be based on Quality and Cost Based Selection (QCBS) method with **60% weightage for technical** evaluation and **40% weightage for commercial** evaluation.
- The Bidder would be selected based on ranking and evaluation of Technical and Price Bids by the Evaluation Committee formed by the Institute, and the Committee's decision would be final and binding.

The process of selection of the successful Bidder would be determined as under: -

Stage 1:

Document verification – The documents submitted by the bidders will be verified as per the eligibility criteria mentioned in the tender requirement to ensure the bidders are qualified for further process. If the bidders fail to submit the required valid documents as per the eligibility criteria, the bidders will not be qualified for further processing. No communication will be entertained at any cost.

Stage 2: Technical Evaluation

The committee will evaluate the bidders as per the parameters mentioned in the table given below. The bidder who qualifies in Stage 1 (Preliminary Evaluation) shall be shortlisted for Technical Evaluation and invited to make a presentation before the duly constituted Evaluation Committee of the Institute. The presentation shall be conducted either in physical or virtual mode, as decided by the Institute, and the Institute's decision in this regard shall be final and binding.

The bidders shall prepare and submit a comprehensive Technical Proposal that includes all relevant information required for evaluation, in accordance with the Technical Bid requirements. The bidders may also furnish any additional information, documents, or supporting materials that demonstrate the technical capability, methodology, and robustness of the proposed solution, in alignment with the Scope of Work and evaluation parameters.

Participation in the presentation shall be permitted only to authorised representatives of the bidder. Such representatives shall submit a scanned copy of the Letter of Authorisation, duly signed and stamped by the competent authority of the firm, to purchase@iimtrichy.ac.in in the prescribed format provided in [Annexure-IV](#), prior to the presentation.

The details regarding the presentation, including the schedule, mode, and other relevant instructions, shall be communicated by the Institute to the bidders who qualify in Stage 1 (Preliminary Evaluation).

The Technical Evaluation shall be carried out based on:

- The information furnished in the Technical Bid,
- Supporting documents submitted by the bidder, and
- The demonstration-cum-presentation is to be made before the Evaluation Committee.

The Technical Score (TS) shall be computed out of a maximum of 100 marks, based on the following criteria:

Sl. No	Parameters for Stage 2: Technical Evaluation	Maximum Marks
1	Demonstration of the portal developed by the bidder to facilitate and manage the Common Admission Process for multiple IIMs through a unified platform.	30
2	Common Admission Processes successfully handled for IIMs during the past six years (5 marks will be awarded for each eligible work order).	20
3	Individual admission processes successfully handled for IIMs during the past six years (5 marks will be awarded for each eligible work order).	20
4	Understanding of IIM Tiruchirappalli's requirement	10
5	Timeline for design/development/customization and cloud hosting	10
6	Strategy for Operation, Maintenance and 24/7 real-time support along with escalation matrix	10
Total Marks (Technical Score)		100

The following points have to be taken into account for presentation by the bidders while presenting their PPT.

A minimum of **60 out of 100 marks in the technical bid evaluation is required to be eligible to participate** in the price bid.

Decisions taken by the Evaluation Committee on the Technical Evaluation will be final and binding.

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

Any misrepresentation, suppression of facts, or submission of false information may result in the bidder's disqualification at any stage of the tender process.

Stage 3:

Price bids will be opened for bidders who receive a score of 60 or higher in the technical bid evaluation. Under the QCBS selection method, the technical proposals will be assigned a weight of 60% (sixty percent), while the financial proposals will be assigned a weight of 40% (forty percent).

The Final score (combined score) of the technical bid and the price bid will be used to determine the highest techno-commercial score (TCS). The Bidder with the **highest TCS** will be chosen to award the work order for providing the counselling service covered by this tender at IIM Tiruchirappalli.

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

$$TCS = 0.4 * C1/C + 0.6 * T/T1$$

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

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

The work order will be awarded to the Bidder securing the highest combined TCS score. In the event that two or more bidders have the same TCS score in the final ranking, the Bidder with the highest technical score will be declared as a successful Bidder.

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

Opening of Price Bid

The price bids of all technically eligible bidders, including the demonstration cum presentations mentioned above, will be opened after the technical bid evaluation in stage 2. The date and time for the opening of the Price Bid will be announced later.

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

General Terms & Conditions

- 1) The total cost should be inclusive of all charges except GST. The Institute will not pay any extra amount other than the quoted price.
- 2) **Work Completion Schedule**
 - a) The successful bidder should complete the entire work within 30 days from the date of issue of the work order.

- b) In case the firm fails to complete work within the specified period, the Work Order as a whole shall be terminated. Applicable penalties would be levied to the vendor. The decision of the competent authority in the matter of penalties would be final and binding.

3) Payment Terms

- a. No advance payment will be released.
- b. 100% Payment will be made within 30 days after successful completion of work. For this, successful completion report will be received from IT department of IIM Trichy for final the payment process.
- c. 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 the Service Provider's bills.

4) Penalty Clause

Deficiency/delay in completion of the work will be construed as lapses on the part of the Service Provider. Such lapses due to the Service Provider will be viewed seriously, and penalties will be imposed on the Service Provider in case of any delay in the work as covered by this tender within the stipulated date and timings. The penalty will be 0.5% per day on the Work Order value beyond the agreed date of completion of work, with a maximum limit of 20%. The decision of the Competent Authority of the Institute shall be final and binding.

5) Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- i. Earnest Money is liable to be forfeited, and the bid is liable to be rejected if a bidder withdraws, amends, impairs, or derogates from the tender in any respect within the period of validity and/or after opening the tender. Such bidders will also be blacklisted.
- ii. When the information/certificate/document furnished is found to be false at any stage.
- iii. When the bid documents have been manipulated or altered after they are downloaded from the website.

6) Performance Security Details

- i. The successful Bidder will be required to remit an interest-free Performance Security Deposit of **10% of the Work Order value** through online transfer (NEFT/RTGS) to the IIM Tiruchirappalli Bank Account within seven working days from receipt of the Provisional Purchase Order. On receipt of the Performance Security, a confirmatory Work Order will be issued to the successful bidder. The security deposit will be refunded to the vendor after successful completion of the entire work, along with the final payment, after adjusting applicable deductions, if any.
- ii. Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the Contract.
- iii. In case, the Service Provider fails to provide the required items as covered by this tender within a specified delivery period, the same services/items will be obtained from the open

market, and the difference of cost, if any, will be recovered from the Performance Security or from the pending bill(s) of the defaulting firm or from the Service Provider if the recoverable amount exceeds the Performance Security and there are no pending bills due to be paid to the respective Service Provider.

7. Bidder should take into account the Corrigendum/Addendum published in the CPP Portal and the IIM Tiruchirappalli website on the tender page from time to time before submitting the bids.
8. 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 of or on behalf of the tenderer will also make his tender liable to rejection.
9. **Authority of person signing document:** A person signing the tender application or any documents forming part of the contract on behalf of another shall be deemed to warrant that he/she has authority to bind such other and if, on enquiry, 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 contract and hold the signatory liable for all cost and damages.
10. 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.
11. In case, the Service Provider 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.
12. **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 Tender is not transferable. Only one Tender shall be submitted by one tenderer.
13. **Additional Quantity Class:**
IIM Tiruchirappalli shall exercise an option to procure an additional Quantity of the items in addition to the quantity initially mentioned in the tender in accordance with the same rate, terms & conditions of the tender. It will be entirely at the discretion of the Buyer (IIMT) to exercise this option or not.
14. **Repeat Order Clause:**
IIM Tiruchirappalli shall place the repeat order for the same quantity of the items or less as per the rate quoted by the successful Bidder (L1) within six months from the date of supply/successful commissioning/installation of the work/items with the same terms & conditions

of the tender. In extraordinary circumstances, a repeat order shall be placed within 01 (one) year. It would be entirely at the discretion of the buyer (IIMT) to place the repeat order or not.

15. **Jurisdiction:** All disputes arising out of this contract shall be subject to the Courts at Tiruchirappalli.

16. **Force Majeure:**

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

ANNEXURE – I: PROFILE OF THE BIDDER

EMD Paid Transaction / Exemption Eligibility Details		Transaction Ref No: _____ dated: - _____	
		If exempted, provide a Valid Certificate Number: _____	
S. No.	Required information		Description
1	Name of the agency/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 of business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and Establishments 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?	
8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give the name of the Contract and the reasons for not completing the Contract.	
9	Brief details of Litigations, 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 the 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 2023-24, 2024-25, and 2025-26). Please submit documentary evidence, i.e., extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2023-24	2024-25	2025-26
Details of Gross Annual Turnover - (Rs. in Lakhs)			
Average Turnover in the last three years	INR_____ in Lakhs		

ANNEXURE-II: (PRICE BID - BOQ)

The bidder should quote the rate separately, only in the BoQ1 on the CPP Portal, not on this page. The provided details are intended solely for the bidder's understanding. Otherwise, the bid will not be considered for evaluation.

Sl. No	Item Description	Unit
1	Design/Development/Customization, Cloud hosting, Operation, Maintenance and real time support for Joint Admission Process (JAP) 2027 and associated IT services. (with the accessories/software/hardware and other services/supports as per the specification / technical details as per tender conditions).	01 Whole Job

ANNEXURE- III: SUBMISSION OF TENDER DOCUMENT

To
The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Tiruchirappalli 6200 24.

Date:

Subject: Tender for the Design/Development/Customization, Cloud hosting, Operation, Maintenance and real-time support for Joint Admission Process (JAP) 2027 and associated IT services.

Reference: Tender Notice published in the CPP Portal and the IIM Tiruchirappalli website. -
Tender No: 26SP248T dated: 05.10.2026

Dear Sir,

With reference to the tender notice published on the above-mentioned website, I/We hereby submit my/ our Tender 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 tender) and that our firm/company has never been **blacklisted/terminated due to poor performance** by any of the Government Organizations/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 tender document is/are employed in IIM Tiruchirappalli as per details given in the tender 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:

- i. 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/empanelment is liable to be cancelled/ terminated.
- ii. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.



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: 0431-250 5022/5121/22 | E-Mail: purchase@iimtrichy.ac.in

- iii. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
- iv. I understand that IIM Tiruchirappalli reserves the right to accept or reject and to cancel the Tender and reject all bids at any time prior to 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/TECHNICAL
PRESENTATION/PRICE BID MEETING**

To

The CAO (i/c)
IIM Tiruchirappalli
Pudukkottai Main Road
Tiruchirappalli - 620 024.

Subject: Authorization for attending **PRE-BID / TECHNICAL PRESENTATION / PRICE BID MEETING** on.....(date) in the Tender for the Design/Development/ Customization, Cloud hosting, Operation, Maintenance and real-time support for Joint Admission Process (JAP) 2027 and associated IT services.

The following persons are hereby authorized to attend the Site Visit/Pre-Bid for the Tender 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

The officer authorized to sign the
Bid documents on behalf of the
Bidder.

Notes:

1. A maximum of two representatives will be permitted to attend the 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.

**ANNEXURE – V: TECHNICAL ASPECT & SCOPE OF WORK FOR JAP 2027
ADMISSION PORTAL**

Schedule of Requirements

Item Description	Period
Design/Development/Customization, Cloud hosting, Operation, Maintenance and real-time support for Joint Admission Process (JAP) 2027 and associated IT services. (with the accessories/software/hardware and other services/supports as per the specification / technical details as mentioned below).	For the total admission process period, i.e., six to eight months or as required by the Admissions office.

Technical Details

S. No	Resource Name and Minimum required technical details / Specification of resource and experience	Compliance with the mentioned specification: Yes or no	Supporting Document with Page Number	Variation Remarks, if any
1	Web Server Web Application - 4 Instances (each instance should have 4 nos. of 4GB vCPU) Linux-based [It should be automatically scalable at the time of higher load] Storage: 100 GB SSD Elastic File System or equivalent Shared File system for 1 TB mounted on all the Web/Application Server Infrastructures (for storing the documents) VPN Server - 1 instance (1 vCPU, 2GB Memory, 30 GB SSD) Linux-based The Server infrastructure shall be hosted on a MeitY-approved Cloud Service Provider (CSP) or an Authorized Partner of a MeitY-approved CSP as per MeitY Guidelines			
2	Database Server 1 instance (4 vCPU, 30 GB + Memory, 20GB SSD Storage) MySQL Server with disaster recovery. {Recommended two Servers for Relational Database Service on MySQL (RDBMS) on Linux OS Platform}			
3	Processing Server 4 Core CPU, 8 GB RAM, 250 GB HDD (For combining Multiple uploaded PDFs in the application)			
4	Load Balancing Service 1 Load Balancer with High Availability with an uptime of 99.999 guaranteed.			

5	E-Mail and SMS Service An SMTP server with a daily sending Capacity of at least 50,000 emails and a minimum sending rate of 20 emails per second (scalable up to 2,50,000+ emails with a sending rate of 25 emails per second). The vendor must ensure proper provisions are in place to prevent emails from being delivered to Junk/SPAM folders. • SMTP Server with a daily sending minimum limit of 50000 emails and a sending rate of 20 emails per second (May exceed up to 2,50,000 emails and at a sending rate of 25 emails per second) • Vendor should send the emails within an hour once the new notification has been shared. • After sending the intimation to the candidates, during the initial days, there should be enough credits for handling the additional requirement of emails. • Vendor should use a professional email platform as an intermediary email server for sending emails with a premium plan for 50000 contacts and a minimum of four months, with proper implementation of SPF, DKIM, and DMARC compliance for proper delivery. • Vendors will technically support the Registration process for the SMS services to IIM Tiruchirappalli, including integration support. Transaction SMS notifications for important events. (For this, at least 2,50,000 SMS are expected to be sent to the applicants, whose cost is to be borne by the Vendor).			
6	Data Transfer out 1 TB of Data transfer out monthly			
7	Commissioning and readiness of the infrastructure within 20 days from the date of the work order.			
8	Provisioning of a dedicated technical point of contact for server administration.			
9	The Services are in the cloud. Provisioning of a dedicated helpdesk for server administration support on demand by online/phone support will be the responsibility of the service provider.			
10	Provision of 24 x 7 online web/telephonic support for both the students and the IIM Tiruchirappalli team.			

11	The Server infrastructure shall be hosted on a MeitY-approved Cloud Service Provider (CSP) or an Authorized Partner of a MeitY-approved CSP, as per MeitY Guidelines, in order to minimize latency. The solution must also ensure robust cybersecurity measures in compliance with applicable standards and best practices.			
12	Provisions for the latest security technologies for better security management, Intrusion Detection & Prevention (IDS/IPS), and DDoS mitigation (it will be the sole responsibility of the Vendor to implement adequate measures to ensure the safety of the deployed solution from cyber-attacks)			
13	The provision for the portal should have SSL integration with auto-redirect HTTP requests to HTTPS.			
14	Deployment of a subdomain for JAP 2027 mentioning iimtrichy.ac.in. (or as decided by the IIM Tiruchirappalli) The cloud should have the capability to resolve a large number of DNS queries during the JAP 2027 process.			
15	Development and deployment/hosting of all the dynamic JAP application web forms and web pages with upload facility for documents wherever required/mentioned (Approx. / Indicative layouts / Specification attached as Annexure 1). The developer has to provide the logins, dashboard, etc., wherever required/mentioned.			
16	Any software, applications. Including. Operating Systems, etc., if required to develop the above IT-related Infrastructure or exclusively for JAP requirements, covered under the proposal shall be the sole responsibility of the contracting supplier/service provider agency.			
17	Provisions for on-site training to the designated users for JAP 2027 and literature/user manuals, etc.			
18	Modification to the software/applications as suggested by the buyer, and such modifications will be mutually agreed upon by the vendor and the hosting institute. Minor and crucial modifications (as and when required) will be made without additional charges.			
19	Confirmation by the bidder confirms that the software applications proposed to be developed and supplied under this contract will be genuine/licensed only.			
20	Provisions for SMTP server configuration modification, if required, to allow a higher frequency and number of emails per day (double/triple) in addition to the configurations mentioned above.			

21	The Website should be responsive and work on iPad / Mobile / Tablet / Laptop, etc.			
22	Agreement to provide uninterrupted services/support (i.e., paid) beyond the initial contract period if required, in multiples of min. 15-day extension period (may be for 06 months)			
23	User guides and documentation for applicants, faculty, and administrators. It should include screenshots with details of the user flow. Backup (on 1 TB SSD) of the application in PDF files along with a file containing links to all applications in that folder.			
24	A login and dashboard for the IIM Tiruchirappalli's Admissions team should be provided to view and download reports mentioned in the SLA. Separate login should be provided to the participating IIMs with limited access and data.			
25	The Vendor must support the DNS server configuration as per the requirement.			
26	The successful bidder should integrate Cloudflare security to protect the portal from DDoS attack etc.			
27	The successful bidder should carry out a Vulnerability and penetration testing (VAPT) or equivalent security audit on the cloud server as well as the application.			
28	There should be a mechanism for Realtime backup of the database and application. The FTP backup with required capacity should also be provided.			
29	The server should be scalable to accommodate any unforeseen requirement in terms of bandwidth, processor capacity, memory and storage			

ANNEXURE – VI: MANDATORY CAPACITY, DOCUMENT MANAGEMENT AND COMMUNICATION REQUIREMENTS

Backup, Recovery and Business Continuity

The Service Provider shall maintain scheduled backups of application data, uploaded documents, configuration and database records. The bidder shall specify the backup frequency, retention period, recovery procedure, Recovery Point Objective (RPO) and Recovery Time Objective (RTO) in the technical bid. Disaster-recovery arrangements shall be available for critical application and database services.

Performance and Load Testing

Before go-live, the Service Provider shall conduct performance, load and stress testing to demonstrate that the portal can support the specified 50,000-candidate capacity and anticipated concurrent usage. Test results and remediation of identified bottlenecks shall be submitted to IIM Tiruchirappalli before final acceptance.

SMS Communication

The SMS gateway shall support transactional and event-based SMS communications to candidates throughout the JAP 2027 process, including candidate actions, verification, PI scheduling/rescheduling, panel/faculty allocation and other admission-process events. The system shall support a minimum of five (5) SMS communications per registered candidate, i.e., at least 2,50,000 candidate-level SMS communications for 50,000 candidates, with adequate scalable capacity for additional transactional and administrative SMS traffic. The Service Provider shall ensure timely delivery, queue management, retry mechanisms, delivery-status tracking, failure handling, and integration with appropriate SMS gateway(s), while complying with applicable TRAI regulations, DLT requirements, sender ID/header registration and approved SMS templates. The successful bidder should use a reputed service provider like smsgatewayhub or dovesoft.

E-mail Communication

The communication infrastructure shall be capable of sending a minimum of five (5) e-mail communications to each registered candidate during the JAP 2027 process, in addition to transactional/trigger-based communications arising from candidate actions, verification, PI scheduling, rescheduling, panel/faculty allocation and other admission-process events. Accordingly, the system shall be capable of supporting at least 2,50,000 candidate-level e-mail communications for 50,000 candidates, with adequate additional capacity for transactional and administrative e-mails. The Service Provider shall ensure timely delivery, queue management, retry mechanisms, bounce handling and SPF, DKIM and DMARC configuration. The successful bidder should use a reputed service provider like mailgun or mailchimp.

Document Upload and Storage

Each candidate shall be provided facilities to upload mandatory/supporting documents, with provision for additional documents where required by the Coordinating IIM. The system shall support secure storage, retrieval, validation and controlled download of uploaded documents. The vendor shall provision adequate storage capacity, backup and scalability based on 50,000 candidates, together with reasonable overhead for additional/updated documents, system-generated PDFs and backups. The bidder shall explicitly state the proposed storage capacity and scaling mechanism in its technical bid.

Candidate Capacity and Scalability

The portal shall support a minimum of 50,000 registered candidate accounts during the JAP 2027 admission cycle and shall be capable of handling the prescribed peak concurrent-user load of 30,000 accounts (during the initial one week from the date of 'go live') without material degradation in performance. The architecture shall be scalable to accommodate traffic and transaction spikes during registration, application submission, document upload, slot selection, PI scheduling and result/communication stages without material degradation of service.

The application and associated infrastructure should have features such as appropriate encryption, role-based access controls, privileged-user authentication, security logging and monitoring etc.

The Service Provider shall conduct vulnerability assessment and penetration testing prior to go-live and rectify all critical/high-risk observations.

The portal shall meet 99.9 % uptime and incident-response requirements prescribed by IIM Tiruchirappalli and adequate audit logs shall be maintained throughout the contract period.

The go-live/acceptance (by IIM Trichy) shall be subject to successful completion of performance, security and recovery testing and closure of critical/high-severity observations.

The minimum requirement of five (5) SMS and five (5) e-mail communications per registered candidate shall be included in the quoted cost. In case of any additional usage or increased communication requirement beyond the specified quantity, the additional cost shall be paid based on actual utilization at the tariff of the Service Provider (Eg: mailgun/mailchimp/smsgatewayhub).

ANNEXURE – VII: LIST OF PRESENT AND PAST CLIENTS’ DETAILS

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

Sr. No.	Name of the organization with Complete postal address	Nature or type of work undertaken	Period for which the The contract is/was awarded	Work order Value INR	Name and designation of the contact person with Tel. / Mobile No (s), Email ID
1					
2					
3					
4					
5					
6					
7					
8					
9					