INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

CORRIGENDUM-I

FOR

Tender Notification No.: 23SP223T dated 17.10.2023

Notice Inviting Tender for the Design, Development, Customization and Maintenance of IIM Tiruchirappalli's New Website.

Corrigendum/Amendments in the tender document

1. **Please refer to the above-mentioned Tender for the Design, Development, Customization and Maintenance of IIM Tiruchirappalli's New Website.**

2. **The following amendments have been made through this Corrigendum – I**

S. No	Reference to the Tender	Extention/Amendments	
1	The Last date for Submission of extended upto *17.00 Hrs. of November 21, 2023.*		
		For	**Read As**
2	Page 7 and Section B: Under Branding Document Preparation	Inclusion of Clauses	a. If the bidder does not have an in-house expertise in the branding document preparation for the website then they could outsource/subcontract the branding work to a third party who has rich experience in the website branding. b. The points listed under section B, Page No.7 are indicative. In addition to the points listed in the branding section, the bidder should include all necessary guidelines in terms of branding of the website and all other web applications that are going to be developed by IIM Tiruchirappalli in the future.
3	Page No. 24 and Point No. 2 Under "Eligibility Criteria"	The Bidder (s) should be registered with the appropriate registration authority and should exist for not less than five years as of 30th June 2023. Copy of Certificate of Incorporation or relevant registration certificate should be attached.	The Bidder (s) should be registered with the appropriate registration authority and should exist for not less than five years as of 30th September 2023. Copy of Certificate of Incorporation or relevant registration certificate should be attached.

4	Page No. 24 and Point No. 3 Under "Eligibility Criteria"	Bidder(s) should have at least five years' experience in Similar work as on 30th June 2023. Relevant documentary proof like work order / Letter of Intent / Agreement must be submitted with technical bid. Similar work shall mean: Design, Development, Customizations and Maintenance of Website. Development of any portal, forms, ERP, software other than website 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.	Bidder(s) should have at least five years' experience in Similar work as on 30th September 2023. Relevant documentary proof like work order / Letter of Intent / Agreement must be submitted with technical bid. Similar work shall mean: Design, Development, Customizations and Maintenance of Website. Any experience other than website 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.
5	Page No. 24 and Point No. 4 Under "Eligibility Criteria"	Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the last 4 years and details of current similar works on hand and other contractual commitments shall be provided by the Bidder as on 30th June 2023 as detailed below; At least one website development and branding work (together) that cost 24 lakhs or above which should include both branding and website development works. OR At least one website development work that cost 19 lakhs or above and at least one branding work that cost 05 lakhs or above separately. The bidder should attach copies of the work orders/contracts, which should indicate the scope of work for Design, Development, Customizations and Maintenance of the Website along with the Technical Bid. The work order(s) executed within the last four years (dated on or before 30th June 2023) to prove the eligibility criteria *(between 1st July 2019 and 30th June 2023).*	Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the last 4 years and details of similar works to prove their eligibility for participating in the tender shall be provided by the Bidder as on *30th September 2023* as detailed below; At least one website development works that costs 24 lakhs or above for the designing and development of a website. The website developed for your own institute or sister concern will not be considered. OR At least one website development work that cost 19 lakhs or above and at least one branding work that cost 05 lakhs or above separately. The bidder should attach copies of the work orders/contracts, which should indicate the scope of work for Design, Development, Customizations and Maintenance of the Website along with the Technical Bid. The work order(s) executed within the last four years (dated on or before *30th September 2023*) to prove the eligibility criteria (between *1st October 2019 and 30th September 2023*).

| 6 | Page No. 25 and Point No. 6 Under "Eligibility Criteria" | Average Annual Turnover of the Bidder for the past three consecutive years (2020-21 to 2022- 23), should be at least Rs. 10 Crores. | Average Annual Turnover of the Bidder for the best three years in the past five consecutive years (2018-19 to 2022- 23), should be at least *Rs. 5 Crores.* ITR statements and audited balance sheets needs to be attached for the FY 2018-19 to 2022-23. |

3. The queries raised by the bidders and the clarifications provided are given below:

S. No	Reference to the Tender	Queries raised by the Bidders and Proposed Amendments	Changes/Reply/Decision of IIM Tiruchirappalli
1	Page no 4 , section A, Point no 1 and sub-point no v	Continuously improve the design based on user feedback and analytics **Query:** To obtain the analytics and user feedback, do we also need to implement click stream analysis to capture user activity?	Click stream analysis not needed.
2	Page no 5, section 3, Point no 1 and sub-point no i	Use a content management system (CMS) such as Drupal or custom CMS to build the front-end website. **Query:** Could you please provide details on the current technical architecture of the website, as well as any challenges you're facing?	Currently, we are using Drupal for the website.
3	Page no 6 , section 3, Point no 5 and sub-point no iv	Perform regular maintenance tasks such as updating plugins and software, optimizing databases, and fixing broken links, upgradation of versions like PHP 8.X, Database, Apache etc. **Query:** can we capture any scope around regular maintenance under AMC, please confirm?	The routine content updates will be handled by IIM Trichy via backend administration module.
4	Page no 6, section 6, Point no i	All the sections of the homepage and inner pages should link to the Hindi version as well. The Hindi version should be finalized during the content preparation period. **Query:** Since you've indicated that it will be finalized, should we consider the Hindi language or not in this project scope? Is there any other language to be considered?	Only the Hindi Language (Content development) should be considered as the scope of work of the vendor. The website will have only English and Hindi. All the modules may not require a Hindi version as well which will be decided by IIMT during the development stage.

5	Page No: 19 under IIM Tiruchirappalli's Website Requirements- *Section D* and Point no. vii (i.e. Other Services to be incorporated)	Request to kindly suggest what compliance report is to be submitted.	The GIGW 2023 guidelines is covered in STQC (**CQW**) as well, and hence there is no need to have a separate report for the same.
6	Page No: 19 under IIM Tiruchirappalli's Website Requirements- *Section E* and Point no. viii (i.e. STQC Certification)	Request to kindly explain what the STQC Certification is and the process to obtain the same.	Standardization Testing and Quality Certification (STQC) is a security and quality audit certification. The vendor has to coordinate with STQC to obtain both **Website Security Testing/Audit and Website quality certification (CQW) which** are recognitions that the website complies with the security requirements & the requirements of GIGW and the organization has adequate procedures & processes in place to provide reliable & dependable information and service through their website. IIM Trichy will also provide necessary guidance to the vendor and required documents to STQC for the same. Reference URL https://www.stqc.gov.in and https://www.stqc.gov.in/sites/default/files/WQCS-VIE%20Procedure%20for%20Use%20of%20Services_Certification%20by%20ITTLs_Nov.pdf
7	Page No 23, Section 2.10.4	The firm will depute one qualified resource person who needs to be available on a call/email basis (24x7) to maintain/manage/troubleshoot the website as per requirement. **Query:** Kindly confirm, if the support resource person has to be deputed at IIM Tiruchirappalli Campus during this project period.	No need to depute a person for the whole development process. The necessary employees like coordinator/Creative Director, photographer, videographers etc. shall visit the campus as and when needed as per the tender clauses.
8		Are there any new content requirements for the redesigned site?	The details of the new modules that are not available on the current website are given in the tender.
9		For Video on website, can we consider Embedding from a Video	Video has to be created by capturing the live campus videos by professional

		Hosting Platform (e.g., YouTube)? or Using a Direct Link (Hosted on Your Server	videographer(s) using professional good quality cameras and the video should be developed by a professional video editor with proper planning and approval from IIM Tiruchirappalli. Any existing videos that are available on social media or websites should not be used.
10		Can you specify if there are particular features required for end-user login, excluding administrative access? We anticipate that this will primarily be an informational website, and thus, there might not be a need for functionalities demanding user login or specific user management, Please clarify?	The EEC nomination forms and Certificate verification form might require login which will be discussed with the successful bidder. There should be member management for the login of internal departments and faculty members.
11		In the title, you referenced website customization. Can you elaborate on the scope of this customization?	After the hosting of the website, the technical issues that we find in the live environment should be addressed during the customization period. If there is any design change-requirement/issues the same should also be fine-tuned/modified. Please refer the tender document for more details.
12	Migration	What specific types of content and data need to be migrated (e.g., blog posts, products, user data, comments, media files)?	Faculty profiles, Student profiles, gallery, events, news, announcements, tender archives & recruitment advt archives and the text content of all the pages. No need to migrate any online form data(careers, admissions etc.).
13		Can you please help me with approximate size of the data that needs to be migrated?	Bidders(s) may check the website (Live and archives of the respective sections) for getting an idea.
14		Do you have any idea about the number of files to be migrated?	
15	SEO	Do you have a current content and keyword strategy in place?	This will be discussed with the successful bidder
16		Are there any known technical SEO issues with the current site (e.g., crawl errors, duplicate content)?	
17		What SEO metrics are most important for you to track post-migration?	The same will be decided jointly by IIM Trichy and the successful bidder after verifying the existing SEO strategies.
18		Could you provide more details about the target audience and specific market trends that should be considered during the design process?	IIM Tiruchirappalli is a national-level academic institute and there would be users from multiple domains like prospective students, their parents, Job seekers, government authorities, ranking authorities, prospective bidders, other

			academic institutes, managers, corporates, etc. from India and abroad.
19		Could you specify the important government websites/portals that must be linked to from the homepage?	Please refer to the existing website.
20		What are the required forms for online submission, and are there any specific design considerations for these forms?	The vendor should apply their idea for the designing of the forms in a customer friendly and attractive manner. The nomination forms for the EEC programmes and certificate registration form have to be developed and the formats (indicative) are available in the tender as Annexure.
21		Is the use of a custom-developed CMS preferred, or is IIMT open to other CMS options?	Drupal or custom CMS only
22		Can you provide more details about the hosting provider's requirements and specifications?	The institute already has a contract with a Hosting service provider. Please refer to the tender for details.
23		What are the specific storage, bandwidth, and server resource requirements?	Hardware and bandwidth will be arranged by IIMT. The successful bidder can suggest any upgradation as and when needed.
24		Can you provide more details on the routine content updates and improvement expectations?	Routine content update will be done by IIM Trichy. Periodical improvement should be done by the vendor. At least once in two years, the vendor should handle the version upgradation to avoid any interoperability issues with latest applications.
25		What will be the frequency and process for changing the homepage design?	According to the change in trend and approximately in every 2 years
26		Please elaborate 3-D content?	The vendor has to make 3 D designs if they feel it would give more attraction to a particular section/page of the website.
27		What is the size of the existing database that is expected to be migrated? Also, do you have API's for the same wherever it is required?	Faculty profiles, Student profiles, gallery, events, news, announcements, tender & recruitment archives and the text content of all the pages. No need to migrate any online form data (careers, admissions etc.). The institute won't provide any APIs for migration.
28		Do you have a preferred menu structure in mind, or are you open to recommendations based on best practices?	The successful bidder should propose the revised and best menu arrangements and navigation comparing with the current trends of leading B Schools. However,

			they should not copy it from any other B School.
29		What is the preferred duration for the SSL certificate (five years) from the hosting date?	From the date of hosting.
30		Could you specify the format and volume of data to be migrated, including subdomains, MX records, CName records, and A records?	Will be shared to the successful bidder
31		What are the technical details or integration requirements for the Kodak and ICICI Bank payment gateways?	
32		Is there any specific payment gateway software or service provider preference?	
33		Is there a specific timeline for the onsite visits by content developers, photographers, directors, videographers, and drone videographers?	Overall Timeline has already been given in the tender document. You should plan accordingly.
34		Should these onsite visits align with specific project phases or milestones?	Module-wise overall timeline has already been given in the tender document. You should plan accordingly.

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