



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 (TN)

Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

NOTICE INVITING TENDER FOR CREATION OF ALUMNI PORTAL AND ITS MAINTENANCE FOR THREE YEARS

Tender No. IIMT/2021-22/ IT/APD/30 dated: 12.11.2021

(E-Procurement)

Details	Date	Time	Venue
Name of Work/ Service	<i>“Tender for Creation of Alumni Portal and its Maintenance for three years”</i>		
Date of issue of Tender Document	12.11.2021	18.00 Hrs. onwards	-
Pre bid Meeting	22.11.2021	11.00 Hrs.	IIM Trichy through virtual mode. Please refer IIMT website on 20.11.2021 for the zoom link to join the pre-bid meeting.
Last date of Submission of Tenders	03.12.2021	16.00 Hrs.	-
Opening of Technical Bid	03.12.2021	16.15 Hrs.	-
Technical Evaluation (Presentation and Demonstration)	<i>To be informed later</i>		
Opening of Price Bid	<i>To be informed later</i>		
Tender Document	The tender document can be downloaded from the IIM TRICHY website https://www.iimtrichy.ac.in/tender-published and Ministry of Education e- Wizard Portal (https://mhrd.euniwizarde.com)		
Security Deposit (SD) (Refundable)	3% of 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 Trichy within seven days along with the letter of acceptance from the receipt of work order, failing which the work order will stand cancelled.		
Bank Account Detail of IIM Tiruchirappalli	Successful bidder will be required to remit an interest free Performance Security Deposit of 3% of the Work Order value through online mode to IIM Tiruchirappalli, SB A /c. No. 32170808935, IFSC Code : SBIN0071187 of SBI, IIM Tiruchirappalli		
Mode of Submission of Tender	In e-Wizard Portal(https://mhrd.euniwizarde.com/)		



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CONTENTS

Instructions for Online Bid Submission	4
1. Registration Process on Online Portal	4
2. Tender Documents Search:	4
3. Amendment of Bid Document	4
4. Assistance to Bidders.....	5
Over View.....	6
Broad Scope of Work	6
I. Standard Features	6
II. Desirable Features	11
Eligibility Conditions for Bidders	12
Instructions to Bidders.....	13
1. Downloading of Tender Document	13
2. Exemption of Earnest Money Deposit	13
3. Relationship Certificate	13
4. Conditional Bids	14
5. Technical Bids Criteria	14
6. Price Bid Details	14
7. Validity of Bids and Rates	15
Bid Preparation	15
Procedure for Submission of Online Bids	15
1. Online Bids Submission:	17
a. Technical Bid – (Cover 1)	17
b. Price Bid - (Cover 2).....	17
Pre-Bid Meeting.....	17
Opening of Price Bid	18
Tender Evaluation Process	18
General Term & Conditions.....	22
1. Payment Terms.....	22
2. Penalty Clause.....	22
3. Warranty of Quality.....	22
4. Performance Security Details.....	23
5. Contract Period	23
6. Delivery Schedule	23
7. Termination of Agreement	24
8. Signing of Contract:	24
ANNEXURE – I: (TECHNICAL BID)	27



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ANNEXURE – IA (TECHNICAL USER SPECIFICATIONS – COMPLIANCE SHEET).....	30
ANNEXURE – I B (PERFORMANCE CERTIFICATE FOR THE ONGOING WORK).....	45
ANNEXURE-II: PRICE BID - BOQ.....	46
ANNEXURE – III: SUBMISSION OF TENDER DOCUMENT	47
ANNEXURE – IV: UNDERTAKING CERTIFICATE.....	48
ANNEXURE – V: LETTER OF AUTHORISATION.....	49
ANNEXURE – VI: NEAR RELATIVE CERTIFICATE.....	50
ANNEXURE-VII: DECLARATION.....	51
ANNEXURE-VIII: BANK ACCOUNT DETAILS	52
CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER.....	53

Instructions for Online Bid Submission

The bidders are required to **submit soft copies of their bid electronically** on the **e-Wizard Portal** using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

1. Registration Process on Online Portal

- Bidders need to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- The bidders to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e- Wizard Portal.
- Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token

2. Tender Documents Search:

- Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- 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 ‘Interested tenders’ folder.
- The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. Amendment of Bid Document

- At any time prior to the deadline for submission of proposals, IIM Trichy reserves the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.
- The Institute may at its own discretion extend the last date for the receipt of bids.
- IIM Trichy reserves the right to cancel the tender without assigning any reason at any stages of evaluation before finalization.

d. IIM Trichy also reserves the right to, at any time and in its absolute discretion the following:

- Accept or reject all bids.
- To obtain further clarification or supporting documents during the technical bid evaluation.
- To suspend, discontinue, modify and/or terminate the Tendering process at any time.
- To reserves the right to modify/change/delete/add any further terms and conditions prior to opening of the Price Bid.

4. Assistance to Bidders

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tenderor the relevant contact person indicated in the tender.
- b. Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/87/89/88/81/90/92/82 011- 49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.03@gmail.com, prochelpdesk.06@gmail.com
- c. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d. The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com>) only.

Notice Inviting Tender

Over View

1. Indian Institute of Management Tiruchirappalli (IIM Trichy), an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Govt. of India, is the eleventh IIM and was instituted on 4th January 2011. More details about IIM TRICHY are available in our website www.iimtrichy.ac.in.
2. IIM TRICHY invites e-Tender for *Creation of Alumni Portal for IIM Tiruchirappalli and its Maintenance for three years*

Service Description	Estimated Value of the Tender for three years	Interest free Performance Security Deposit
Creation of Alumni Portal for IIM Tiruchirappalli along with its maintenance for a period of <i>three years</i> .	Rs. 1,20,000/- excluding GST	3% of the Work Order value

Broad Scope of Work

I. Standard Features

1. **Hosting Infrastructure:** The portal should be hosted on renowned cloud hosting provider like Amazon, Microsoft Azure, CtrlS etc. The vendor should provide details of their cloud hosting service partner along with the cPanel access credentials. The portal should be mapped with the subdomain of www.iimtrichy.ac.in (alumni.iimtrichy.ac.in). The subdomain will be provided by IIM Trichy.
2. **Bandwidth:** The hosting service should have sufficient bandwidth, memory, storage and other hardware resources for handling the required number of users and concurrent accesses.
3. **Portal Uptime:** The portal uptime should be 99.99%. Down time details should be intimated in advance on the portal and to the portal administrator through email.
4. **Mobile Application:** Alumni portal should also be accessible through a user-friendly and robust mobile application in both IOS and Android platforms. All the essential features of the portal should be available through mobile application also.
5. **Portal Appearance:** Multiple options should be provided for the appearance of the portal/mobile. Portal administrator should be able to change the template of the portal in a simple manner. The portal should be optimized for all devices.
6. **Portal Simplicity:** Portal administrator and users should be able use the portal without a high degree of complexity in the core actions in the portal.

7. **User Base:** Portal should be able to support a minimum of 10000 alumni members.
8. **Backup:** FTP backup service (or equivalent) should also be included in the hosting service package.
9. **Alumni Database:** The portal should support a centralized real-time database of all the alumni who have registered with the portal. The database should have a user-friendly facility to export the data from time-to-time/on-demand to Excel format and other widely used data formats. The users should be able to search the database through various filters such as batch, location, programme etc.
10. **Onboarding Members:**
 - a. The Institute will share an initial list of alumni and email details available with it in Excel format at the time of launching of the portal. The vendor should support the Institute in all forms to onboard as much of the alumni as possible on the portal in the shortest time possible. It is targeted to onboard at least 50% of alumni within two months of going live and 80% within four months.
 - b. Approved members on the portal should be able to invite their batch mates/other alumni to join the portal.
 - c. It should be possible to create join/invite links that can be shared across social media platforms (including LinkedIn).
 - d. Each and every member request should be approved by the Institute designated portal administrator. Under no circumstance should any request be approved without the approval of the portal administrator, even if the request to join is through an invitation from an already approved alumni member on the portal.
 - e. Portal administrator should be able to block or delete any member from the portal. The details of the deleted profile should be available for 30 days for restoration if required.
11. **User Login:** Users should be able to login to the portal using their Institute email id and password.
12. **Security and Privacy:**
 - a. The portal should maintain the highest levels of industry standards with respect to data privacy and security. The portal should be free of viruses/worms etc. The vendor should provide details of security standards that govern the portal.
 - b. The contact details of the users (phone number, email, address and Linked-in profile) of the portal should be set as 'Private' (accessible only to the user and Portal Administrator) by default. The users should have the option to make their contact details public if they wanted.
 - c. The admin access to the CMS and cPanel should be provided only to the public IP of IIM Trichy network.

13. Data Ownership:

- a. All ownership rights of all and any data (not limiting to profile details, emails, contact numbers, posts made on the discussion forums, group/forum details etc.) that are part of the portal, centralized database and any other data shared with the vendor during the creation and maintenance of the portal rests solely with the Institute.
- b. The vendor should not use such data for any other purposes.
- c. The vendor shall not reach out to the alumni for any other purposes other than the creation and maintenance of Institute's alumni portal.
- d. The vendor shall not share any such data with any third-party vendors.
- e. Upon the completion/termination of the contract, the vendor shall revert all such data to the Institute and delete the data at their end and provide proof the same within 15 days of completion/termination of the contract.
- f. The vendor should not sell or misuse the institute data under any circumstances. If found guilty, the vendor shall be subject to termination of the contract immediately without paying any compensation and further; the company will be blacklisted and appropriate legal action will be initiated against the vendor by the Institute.
- g. The breach of data security, if any, is a very serious lapse and such lapses will invite the severe penalty that includes legal action against the Vendor by the Institute. The decision of the Director, IIM Tiruchirappalli, in this regard, will be final and binding.
- h. The vendor will provide a copy of current alumni database in Excel format with the Institute Alumni Office in the first week of every quarter.
- i. The Institute should be able to specify 'Terms of Use' for the alumni users of the portal.

14. Interaction Features:

- a. The users of the portal should be able to interact with each other through Group and Individual Chat or Discussion Forums etc. Members of the portal should be able to post their messages on the portal feed that is available to all members of the portal. The message could be text, image, short video, file (example word or pdf) or a link to a website.
- b. Portal should support news blogs and announcements.
- c. An alumnus/alumna should be able to message or email another alumnus/alumna through the portal even though the email/contact details of the recipient alumnus/alumna is private.
- d. Portal administrator should be able to create new Discussion Groups around batch, programme, industry, shared interests etc. Members of the portal should be able to be part of multiple discussion groups simultaneously.
- e. Institute should be able to share newsletters, announcements etc. through the portal.

15. Content Moderation and Control:

- a. Content management system (CMS) should be integrated with the portal for the backend administration of the entire web pages and modules of the alumni portal.
- b. Users should not be able to post content that are offensive/abusive in nature. The portal should have features that enable reporting of such content to portal administrator. The portal should also raise flags automatically regarding such content and prevent posting of such material.
- c. Any user should be able to flag inappropriate content which is brought to the notice of portal administrator for further action.
- d. Portal administrator should have the facility to moderate and approve the post before it appears on the feed. The administrator should also be able to switch off this facility and allow posts to be directly posted on the feed without approval.
- e. Portal administrator should have the right to remove/delete post of any user at any time. This process should be user-friendly and simple.
- f. Users should be able to edit their own posts messages. Whenever a post or message is edited by the user who posted it, the content should be flagged to indicate it has been edited.

16. Job Notification and Application:

- a. Any member of the portal should be able to post information regarding job openings on the portal. Members should be able to track information on the status of the job opening and their application.
- b. There should be domain tags to every user depending on the job he is doing currently or keeping career trajectory in mind.

17. Access Control: The Institute should be able to define data/information/portal area access rights/privileges to various types of users. Each user should be able to access only that information that they are authorized to access by the Institute.

18. Notifications: Notification framework should give the user reasons to come back to the platform, keep the user posted on new developments, events, comments, polls, etc.

19. Payment Gateway:

- a. The portal should have an integrated payment gateway. The payment gateway facility will be used by institute to raise funds, donations, or receive payment for administrative fee or merchandise from the alumni. The gateway should have wide acceptance in the industry and should be secure. Portal administrator should be able to add campaigns/administrative items (for example, Library subscription fee, merchandise etc.) and the process should be simple and user-friendly.

- b. It should be possible to display institute merchandise in the portal and the users should be able to order merchandise through the portal by making payment through the payment portal.
- c. Portal administrator should be able to see the payment accounts and if desired can showcase the amounts etc. on the portal.

20. **Email Integration:**

- a. The Institute (portal admin) should be able to send a minimum of 100 bulk and personalized emails to alumni who have registered on the portal. If the vendor is using a third-party bulk mailing service, the service provider should be reputable in the field. The email gateway integration needs to be done accordingly and the details of the email account will be provided by IIM Trichy under iimtrichy.ac.in domain.
- b. The Institute (portal admin) should be able to send unlimited number of emails to specific alumni on the portal.
- c. Registered alumni on the portal should be able to send email to other alumni on network.

21. **Data and Analytics:**

- a. The portal administrator should be able to generate regular data and analysis such number of alumni (batch-wise, programme-wise, location-wise, industry-wise etc.), user engagement activities (number of posts, comments, etc.) and other relevant alumni statistics. The process should be user-friendly and simple. The vendor should provide support to the portal administrator from time-to-time when new requests for data formats arise.
- b. The vendor should provide a quarterly report on alumni engagement in portal and also provide insights to increase engagement and effectiveness of the portal based on their expertise, benchmarking and knowledge of best practices of their other client organizations.

22. **Training:** Before going live, the vendor should provide complete demonstration of the portal and provide hands-on training of various features to the staff/student members identified by the Institute. The vendor should provide a refresher training session once every six months upon the request the Institute.

23. **Maintenance and Support:**

- a. Upon going live, the vendor will be responsible for ongoing maintenance of the portal for the contract period. Maintenance activities will include updation, up-gradation of the software, patches, addition, deletion of the content and functionality, etc. There will no separate charges for such maintenance activities.
- b. Any security breach/service breakdown/downtime should be brought to the attention of portal administrator immediately and within 24 hours.

- c. The vendor should identify a unique account manager for the Institute.
- d. Any request for support should be addressed within 24 hours. Any emergency support requests should be addressed at the earliest instance.
- e. An emergency contact number and email should be provided for support during events such as downtime etc.
- f. A monthly report on portal maintenance statistics such as downtime, incidents, tickets raised, addressed and pending should be shared with the portal administrator.

II. Desirable Features

1. **Knowledge Partner:** The vendor should serve as a knowledge partner and extend services that share their knowledge base on nurturing a vibrant and strong alumni ecosystem with the Institute so as to help the Institute advance its goal of strong institute-alumni connect. These services can be in the form of knowledge newsletters, sharing of best practices through blogs, face-to-face or online training sessions/webinars for alumni student and staff team, industry workshops etc.
2. A customizable ticketing system to handle administrative requests (example, booking of institute accommodation, request for Bonafede certificate etc.) is highly desirable.
3. The servers/data centres should be based in India.
4. **Job Notifications on/from other Networks:** Members should be able to post job openings on other networks hosted by the vendor (i.e. alumni networks of other institutes or companies). Likewise, members should be able to access information on job openings posted on other networks and so enabled by the user posting the information.
5. It is highly desirable that the portal be able to automatically track the current job status of the alumni and update the database by linking to their LinkedIn profile etc.
6. Ability to host events such as alumni meets through the portal.
7. Ability to announce and receive confirmation of attendance to alumni events through the portal.
8. Ability to connect to social media accounts of users such as LinkedIn etc.
9. A business directory of alumni with their professional record.
10. **Geographical Information** – Geo-tagging feature to identify the location of alumni. Ability to filter the alumni details by city, state or country.
11. Ability to create and administer polls by the users or portal administrator.
12. There should be a diagnostic dashboard for the Portal administrator with metrics similar to any traffic, usage details, connections formed, etc.
13. Monthly digests of portal/institute activities to be shared with users through email.
14. The user may also register with the portal using other login ids such as Gmail, LinkedIn, Facebook etc. and use this id for subsequent logins. The vendor should provide a list of such login options supported.

15. Portal administrator should be able to assign moderators for individual discussion groups.
16. **SMS Integration:** The Institute (portal admin) should be able to send a minimum of 60 bulk and personalized SMS to alumni who have registered on the portal. If the vendor is using a third-party bulk SMS service, the service provider should be reputable in the field. Necessary registration, template approval etc to be done by the vendor as and when needed.
17. **Any Additional Features:** The vendor may specify and explain any unique feature that is not part of this list but offered as part of their solution that could help the Institute strengthen its alumni relations. The vendor should clearly explain the feature and how it could be beneficial, preferably with examples.

Eligibility Conditions for Bidders

1. The tendering Agency must fulfill the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the bid.
2. The bidder(s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of 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 document should be same or linked.
3. The bidder should have been in the business of providing alumni portal services at least for *five years as on 31st October 2021*. (Relevant documentary proof like work order / Letter of Intent/ Agreement with verifiable contacts) must be submitted with technical bid.
4. The bidder should have successfully created and maintained alumni portals for *at least three* government/large private education institutions/corporates in the last three years as on *31st October 2021*. Performance Certificate for the ongoing work should be attached as per *Annexure-IB*). In the absence of the above documents, the tender will not be considered.
5. Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2018-2019 to 2020-2021) should be submitted with the Technical Bid.
6. The alumni portal should be exclusive with the custom domain name, configurable, private, and secure. The portal should be hosted under the subdomain of iimtrichy.ac.in (preferred URL: alumni.iimtrichy.ac.in).
7. The success bidder should be able to develop the Alumni Portal and make live within **30 days** from the date of receipt of the work order.

8. The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. An undertaking to this effect in the Company letter head duly signed by the owner / partner or both to be enclosed, as per [Annexure-IV](#).
9. The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the [Annexure-VII](#).

Instructions to Bidders

1. Downloading of Tender Document

Tender Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/> . No Tender fee is payable.

2. Exemption of Earnest Money Deposit

The bidders are exempted from paying the Earnest Money Deposit (EMD) for this tender as per the instructions of Government of India due to the current pandemic situation. If the bidder(s) withdraws or modify their bid 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 relative is working in the units as defined below where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIM Trichy will not pay any damage to the company or firm or the concerned person.
- b) The company or firm or the person will also be debarred for further participation in the concerned unit.

- c) The near relatives for this purpose are defined as follows: -
- Members of a Hindu undivided family,
 - Spouse,
 - The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).
- d) The Relationship Certificate ([Annexure-VI](#)) needs to be placed in the Technical bidcover.

4. Conditional Bids

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

5. Technical Bids Criteria

- i. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder.
- ii. All the information should be organized in logically structured form and uploaded in PDF Format as technical bid with an index. Bidders should comply with scope of work, eligibility criteria and technical requirements. The detailed formats are attached at [Annexure-I, Annexure-IA and Annexure- IB](#). The bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in [Annexures-I, IA & IB](#).

6. 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. Price Bid i.e. BoQ in MS Excel (.xls) format given in tender to be uploaded after filling all relevant information. The priced BoQ should be submitted strictly as per the BoQ in MS Excel (.xls) format, failing which the offer will be rejected.
- c. Tender must be submitted with the rates for all the item(s) of the services involved and any incomplete tender will not be considered.
- d. The rates quoted by the tenderer should be inclusive of all **except GST** and must hold good till the completion of work and shall not be subjected to any escalation. No claim on this account what so ever shall be entertained at any stage including the extended period, if any.

- e. Vendor should quote rates in the Price Bid ([Annexure-II](#)) in MS Excel (.xls) format only, bids indicating rates anywhere else will be rejected.
- f. Arithmetical errors, if any, shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail and the total price shall be corrected by the Institute. If the Bidder does not accept the correction of the errors, the bid shall be rejected.

7. 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 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 price bid.

Bid Preparation

- 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.
- c. 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d. ***Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.***

Procedure for Submission of Online Bids

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The tender document should be downloaded from the IIM Trichy website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/>. The Tender needs to be submitted online through MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>).
- c) The bidder needs to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d) 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.

- e) All the pages of the tender document being submitted must be digitally signed as per the procedures and requirements stipulated herein.
- f) The bidder(s) shall not make any changes or amendment in the tender document as published in the IIM Trichy website and Ministry of Education e-Wizard Portal.
- g) All correspondence and documents relating to the tender shall be written in English.
- h) No addition or alteration should be made in the tender document.
- i) The tender document should be filled in legible handwriting/printing/typing without any ambiguity.
- j) If any correction is necessary in the information provided by the bidder, the same should be made after scoring out the old entry. In any case, there should not be any over writing. All the corrections should be attested with full signature of the bidder with date.
- k) It is construed that the bidder has read all the terms and conditions before submitting their offer. An undertaking as given in the [Annexure-VII](#) to the effect of stating that all the terms and conditions of the tender have been read and abided by the tenderer shall be furnished.
- l) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- m) The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.
- n) Bidders to note that they should necessarily submit their price bids in the prescribed format given by IIM Trichy and no other format is acceptable.
- o) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- p) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- q) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- r) Upon the successful and timely submission of bids, 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.
- s) The off-line tender will not be accepted and no request in this regard will be entertained whatsoever.

1. Online Bids Submission:

The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

a. Technical Bid – (Cover 1)

- i. The following documents are to be furnished as single PDF file by the bidder(s) along with Technical Bid ([Annexure-I](#)), as per the tender document;
- ii. Technical User Specifications – Compliance Sheet ([Annexure-IA](#)) and Performance Certificate ([Annexure – IB](#))
- iii. Application form as per [Annexure - III](#).
- iv. Copy of PAN and GST Registration.
- v. Copy of constitution or legal status of the service provider /Sole proprietorship / firm agency etc. like Attested copy of deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.
- vi. Copy of work orders, testimonials / completion / performance certificate from the present and past clients of equivalent order sized (*received in the last five years*) with verifiable contacts need to be attached with the Tender document.
- vii. A copy of Income tax returns filed and audited accounts statement for last three financial years (2018-2019 to 2020-2021).
- viii. Duly (Digitally) Signed Tender document and it's all annexures.
- ix. All other document mentioned in tender document, except Price Bid document.

b. Price Bid - (Cover 2)

Price bid (As per [Annexure-II](#) duly filled and signed) **Price must be quoted and uploaded online as per the format specified** (MS Excel “.xls” format), failing which tender shall be rejected.

Pre-Bid Meeting

Pre-Bid Meeting with the intending bidders shall be held through video conferencing on **22.11.2021 at 11.00 Hrs.** to clarify doubts that may arise before submission of the bids. The bidders need to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before **09.00 Hrs.**, on **22.11.2021** for attending the Pre- bid meeting as per format enclosed vide [Annexure-V](#). Bidders are requested to mail the doubts to purchase@iimtrichy.ac.in, prior to the pre bid meeting if possible, to enable us to clarify the doubts in the pre-bid meeting itself.



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Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

Opening of Price Bid

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

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

Tender Evaluation Process

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

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

Stage 1: Document verification – Verify the document submitted by the bidder and firms qualified shall be invited to make presentation through virtual mode to the Evaluation Committee of IIM Trichy. The Bidders meeting all the basic eligibility conditions mentioned at **page 12 & 13** of the tender document, will only be considered to make the presentation to the Evaluation Committee.

Stage 2: Technical Evaluation – Those qualified in Stage-1 shall be invited to make a presentation cum demo to the Technical Evaluation Committee through virtual mode. The date and time for a presentation cum demo will be informed later. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in to participate in the presentation as per the format enclosed vide **Annexure-V**. The committee will assess the firm as per criteria mentioned in the technical bid.

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. All information should be organized in logically structured form and submitted as technical bid with an index. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

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

Sl. No.	Parameters/Attributes/Dimensions for Technical Evaluation	Item wise score	Maximum Score
1.	<p><u>Prior experience and testimonials:</u></p> <p>The evaluation criteria for this component will include, but not limited to, the following:</p> <ol style="list-style-type: none"> Testimonials from business schools of repute will be given greater credit. Testimonials from long-time client organizations will be given greater credit. 	15 Marks	15 Marks
2.	<p><u>Standard features</u></p> <p>The following is the approximate rubric that will be used for evaluation of Standard Features:</p> <ol style="list-style-type: none"> Hosting Infrastructure, Security and Privacy, Portal uptime, Data ownership – 05 Marks Portal appearance, Portal simplicity - 05 Marks User base, alumni database, onboarding members – 03 Marks Users login, Interaction features, Content Moderation and Control, Access Control, Notifications Control, Email Integration – 08 Marks Job Notification and application, Payment Gateway – 03 Marks Training, Maintenance and Support – 05 Marks Data and Analytics – 03 Marks Mobile Application - 03 Marks 	05 Marks 05 Marks 03 Marks 08 Marks 03 Marks 05 Marks 03 Marks 03 Marks	35 Marks
3. (a)	<p><u>Desirable features</u></p> <p>The following is the approximate rubric that will be used for evaluation of Desirable Features:</p> <p><u>Knowledge Partner:</u> The vendor should serve as a knowledge partner and extend services that share their knowledge base on nurturing a vibrant and strong alumni ecosystem with the Institute so as to help the Institute advance its goal of strong institute-alumni connect. These services can be in the form of knowledge newsletters, sharing of best practices through blogs, face-to-face or online training sessions/webinars for alumni student and staff team, industry workshops etc.</p>	07 Marks	35 Marks
3. (b)	A customizable ticketing system to handle administrative requests (example, booking of institute accommodation, request for bonafide certificate etc.) is highly desirable.	03 Marks	

3. (c)	<ul style="list-style-type: none"> i. Job Notifications on/from other networks: Members should be able to post job openings on other networks hosted by the vendor (i.e. alumni networks of other institutes or companies). Likewise, members should be able to access information on job openings posted on other networks and so enabled by the user posting the information. ii. It is highly desirable that the portal be able to automatically track the current job status of the alumni and update the database by linking to their LinkedIn profile etc. 	07 Marks	
3. (d)	<ul style="list-style-type: none"> i. Ability to host events such as alumni meets through the portal. ii. Ability to announce and receive confirmation of attendance to alumni events through the portal. iii. Ability to connect to social media accounts of users such as LinkedIn etc. iv. A business directory of alumni with their professional record. v. Geographical information – Geo-tagging feature to identify the location of alumni. Ability to filter the alumni details by city, state or country. vi. Ability to create and administer polls by the users or portal administrator. vii. Monthly digests of portal/institute activities to be shared with users through email. viii. The user may also register with the portal using other login ids such as Gmail, LinkedIn, Facebook etc and use this id for subsequent logins. The vendor should provide a list of such login options supported. ix. Portal administrator should be able to assign moderators for individual discussion groups. 	05 Marks	
3. (e)	SMS Integration: The Institute (portal admin) should be able to send a minimum of 60 bulk and personalized SMS to alumni who have registered on the portal. If the vendor is using a third-party bulk SMS service, the service provider should be reputable in the field.	03 Marks	
3. (f)	Any additional features: The vendor may specify and explain any unique feature that is not part of this list but offered as part of their solution that could help the Institute strengthen its alumni relations. The vendor should clearly explain the feature and how it could be beneficial, preferably with examples.	07 Marks	
3. (g)	The servers/data centres should be based in India.	03 Marks	
4.	<p><u>Portal appearance and simplicity of use</u></p> <p>The evaluation criteria for this component will include, but not limited to, the following:</p> <ul style="list-style-type: none"> i. Availability of number of options to choose, ii. Ease of change of portal appearance as per the needs of the Institute, iii. Optimization of appearance (of portal and mobile application) across devices and platforms, iv. Ease of use of mobile application etc. 	15 Marks	15 Marks
	Total		100 marks

Decision taken by the Evaluation Committee on the Technical Evaluation will be final. At the end of this stage, each firm will have Technical score (out of 100) associated with it. Bidders getting less than 75 score in the Technical bid will not be considered for opening the price bid.

Price bids will be opened for the bidders getting score **70 and above** in the technical bid evaluation. Under QCBS selection process, the **technical proposals** will be allotted weightage of **70%** (seventy per cent) while the **financial proposals** will be allotted weightages of **30%** (thirty per cent).

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

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

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

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

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

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

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

Opening of Price Bid: The price bids of all the technically eligible bidders will be opened after the technical bid evaluation including all the presentations by the qualified bidders in the presence of technically eligible bidders or their authorized representatives through video conferencing mode. The date and time for opening of the Price Bid will be informed later.

General Term & Conditions

1. Payment Terms

- a) **No advance payment will be made in any case.**
- b) **First Year:**
The payment will be released after completion of development and hosting of the Alumni Portal.
- c) **Second year to Third Year:**
The payment will be made in advance on yearly basis.
- d) Service Provider shall raise invoices on yearly basis. Payment will be made within 30 days after deducting penalty amount (if any), on receipt of bills.
- e) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Service Provider's bills.
- f) **Escalation / De-Escalation of Rates:** Not Applicable. Rate should be firm throughout the contract period of three years and any extension thereof.

2. Penalty Clause

- a. Deficiency/delay in services listed in the broad Scope of Work (including the development, customization, hosting of the online Alumni Portal in the production environment), will be construed as lapses on the part of the service provider. Such lapses due to service provider will be viewed seriously and penalties will be imposed on the service provider in case of any delay in providing the required services as covered by this Tender within the stipulated date and timings. IIM Trichy reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Trichy, shall be final and binding
- b. In case of failure to carry out the services to the satisfaction of IIM Trichy as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.

3. Warranty of Quality

- a. The successful bidder will be responsible for Development, Hosting, Customizations, Testing and Real-time Support and Maintenance of IIM Tiruchirappalli Online Alumni Portal for a Period of three years (1+2).
- b. In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

- c. If it is observed at any stage that the quality of the service is not satisfactory, the contract/work order as a whole may be terminated and Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

4. Performance Security Details

- a. The successful bidder will be required to remit an interest free Performance Security Deposit of 3% of the Work Order value through online transfer to IIM Trichy Bank Account mentioned at **Page 1** of the tender document, within ten working days from receipt of the work order. The security deposit will remain with the Institute during the contract period and it will be refunded after 30 days of successful completion of the contract after adjusting applicable deductions, if any.
- b. Performance Security will be refunded to the Service Provider, after the Service Provider duly performs and completes the contract/warranty period in all respect.
- c. Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the contract.
- d. In case, the Service Provider fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

5. Contract Period

The selected Service Provider shall provide the maintenance services covered by this tender tentatively for a period of **three years**, and on satisfactory completion of three years, renewal will be done based on the requirement of the Institute on the same rate, terms and conditions for a period of up to two years. The commencement date of the Contract will be tentatively from **10th December 2021** and the same will be reflected in the Work Order, which will be issued to the successful Bidder.

IIM Trichy may award additional similar type of work / services for which the same rates shall be valid during the contract period.

6. Delivery Schedule

The successful bidder should be responsible for development, hosting, testing, customizations and providing real time support for the Alumni Portal during the entire contract period. **The successful bidder should complete the work covered by this tender within 30 days from receipt of the Work Order.**

7. Termination of Agreement

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

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

- a. Assist IIM Trichy in the maintenance, protection, and disposition of Service in progress, share audit logs/ porting of results, plant, tools, equipment, property, and goods acquired by Service Provider or furnished by Service Provider under this Contract; and
- b. Upon any such termination for convenience, IIM Trichy shall have no liability towards contractor for any damages, including loss of anticipated profits. As its sole right and remedy, contractor shall be paid for services already provided and to be provided till the date of the termination.
- c. The termination of the Contract/Empanelment shall not relieve the contractor of any obligations and liabilities under the Contract.
- d. IIM Trichy may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:
- e. If the Service Provider fails to provide the services as detailed in the Tender within the period (s) specified in the contract or any extension thereof granted by the Institute.
- f. If the Service Provider fails to perform any other obligation(s) under the contract.
- g. If the Service Provider being declared insolvent by the competent Court of Law without any notice.

8. Signing of Contract:

- a. The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 100/- (Rs. one hundred only) within 10 working days from issue of the Work Order along with interest free performance security deposit. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the EMD shall be forfeited and the acceptance of BID shall be considered as cancelled.
- b. The service provider shall not be allowed to change its name after the award of the contract.

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

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

10. Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for bid shall not be disclosed to bidders or any other persons not officially concerned with such process until the process is finalized.
11. 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 Trichy shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
12. **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 warranty 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 Trichy may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
13. In respect of services rendered to IIM Trichy, 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.
14. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
15. The Income Tax (TDS) shall be deducted at prevailing rate from the bills, as amended from time to time in accordance with the provisions of Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Trichy to the agency.
16. In case, the Service Provider(s) fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Trichy is put to any loss / obligation, monetary or otherwise, IIM Trichy 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 Trichy to initiate penal measures against the Service Provider including the termination of the contract.
17. The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).

18. **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.
19. **Arbitration:** In case of any unreconciled disputes between the parties IIM Trichy and the agency/firm to whom the contract had been awarded, arising out of any of the terms of the Contract Agreement, the dispute shall be referred to a single Arbitrator mutually agreed, as per Arbitration and Reconciliation Act 1996, in Trichy jurisdiction. The decision of the Arbitrator shall be final and binding on the both parties.
20. **Jurisdiction:** All disputes arising out of this contract shall be subjected to the jurisdiction of Madurai Bench of Madras High Court.
21. **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending of Institute.
22. **Forfeiture of Earnest Money:** The earnest money will be forfeited in the following cases:
 - a. Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder(s) withdraws or amends impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender.
 - b. When the successful tenderer does not deposit the security money after the work order is given or does not commence the performance under the contract within the stipulated time.
 - c. If the successful bidder(s) fails to complete the work within the prescribed time after the confirmed orders.
 - d. When information/certificate/document furnished is found to be false at any stage.
 - e. When the bid documents have been manipulated or altered after they are downloaded from the website.
23. **Jurisdiction:** All disputes arising out of this contract shall be subjected to Courts in Tiruchirappalli under the jurisdiction of Madurai Bench of Madras High Court.
24. **Force Majeure:**
 - a. Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
 - b. Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.



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ANNEXURE – I: (TECHNICAL BID)

PROFILE OF THE BIDDER

Sr. 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 business.		

6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?		
8	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.		
9	Brief details of Litigations, if any, connected with related work, current or during the last two years, the opposite party and the disputed amount.		
10	Give details of Termination of previous contract, if any		
11	Details of bank mandate; Name of the Bank Name of the Branch Account No. Type of Account IFSC Code No. (copy of the cancelled cheque should be enclosed)		
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:		

Turnover in the relevant field on contract basis during the last 3 years (from 2017 to 2020). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2018-19	2019-2020	2020 – 21
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover in last two years	INR _____ in Lakhs		



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List of present and past clients in the following format. The information provided will facilitate evaluation of Technical Bid (*Please use separate sheet if required without changing the format*).

Please attach client certificate and work orders etc., clearly giving period of contact.

Sr. No.	Name of the organization with complete postal address	Nature or type of work undertaken	Period for which 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					

ANNEXURE – IA (TECHNICAL USER SPECIFICATIONS – COMPLIANCE SHEET)

S.No	Specification
A	Standard Features
01	Hosting Infrastructure <p>The portal should be hosted on renowned cloud hosting provider like Amazon, Microsoft Azure, CtrlS etc. The vendor should provide details of their cloud hosting service partner along with the cPanel access credentials. The portal should be mapped with the subdomain of www.iimtrichy.ac.in (alumni.iimtrichy.ac.in). The subdomain will be provided by IIM Trichy..</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
02	Bandwidth <p>The hosting service should have sufficient bandwidth, memory, storage and other hardware resources for handling the required number of users and concurrent accesses.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
03	Portal uptime <p>The portal uptime should be 99.99%. Down time details should be intimated in advance on the portal and to the portal administrator through email.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
04	Mobile Application <p>Alumni portal should also be accessible through a user-friendly and robust mobile application in both IOS and Android platforms. All the essential features of the portal should be available through mobile application also.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
05	Portal appearance
	<p>Multiple options should be provided for the appearance of the portal/mobile. Portal administrator should be able to change the template of the portal in a simple manner. The portal should be optimized for all devices.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
06	Portal simplicity
	<p>Portal administrator and users should be able use the portal without a high degree of complexity in the core actions in the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
07	User base
	<p>Portal should be able to support a minimum of 10000 alumni members.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
08	Backup
	<p>FTP backup service (or equivalent) should also be included in the hosting service package.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
09	Alumni database <p>The portal should support a centralized real-time database of all alumni who have registered with the portal. The database should have a user-friendly facility to export the data from time-to-time/on-demand to Excel format and other widely used data formats. The users should be able to search the database through various filters such as batch, location, programme etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
10	Onboarding members <p>a. The Institute will share an initial list of alumni and email details available with it in Excel format at the time of launching of the portal. The vendor should support the Institute in all forms to onboard as much of the alumni as possible on the portal in the shortest time possible. It is targeted to onboard at least 50% of alumni within two months of going live and 80% within four months.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/> <p>b. Approved members on the portal should be able to invite their batch mates/other alumni to join the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/> <p>c. It should be possible to create join/invite links that can be shared across social media platforms (including LinkedIn).</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
d.	<p>Each and every member request should be approved by the Institute designated portal administrator. Under no circumstance should any request be approved without the approval of the portal administrator, even if the request to join is through an invitation from an already approved alumni member on the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <div></div> <div></div>
e.	<p>Portal administrator should be able to block or delete any member from the portal. The details of the deleted profile should be available for 30 days for restoration if required.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <div></div> <div></div>
11.	<p>User login</p> <p>Users should be able to login to the portal using their Institute email id and password.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <div></div> <div></div>
12.	<p>Security and Privacy</p> <p>a.</p> <p>The portal should maintain the highest levels of industry standards with respect to data privacy and security. The portal should be free of viruses/worms etc. The vendor should provide details of security standards that govern the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <div></div> <div></div>

S.No	Specification
b.	<p>The contact details of the users (phone number, email, address and Linkedin profile) of the portal should be set as 'Private' (accessible only to the user and Portal Administrator) by default. The users should have the option to make their contact details public if they wanted.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
c.	<p>The admin access to the CMS and cPanel should be provided only to the public IP of IIM Trichy network.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
13.	Data ownership
a.	<p>All ownership rights of all and any data (not limiting to profile details, emails, contact numbers, posts made on the discussion forums, group/forum details etc.) that are part of the portal, centralized database and any other data shared with the vendor during the creation and maintenance of the portal rests solely with the Institute.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>The vendor should not use such data for any other purposes.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
c.	<p>The vendor shall not reach out to the alumni for any other purposes other than the creation and maintenance of Institute's alumni portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
d.	<p>The vendor shall not share any such data with any third-party vendors.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
e.	<p>Upon the completion/termination of the contract, the vendor shall revert all such data to the Institute and delete the data at their end and provide proof the same within 15 days of completion/termination of the contract.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
f.	<p>The vendor should not sell or misuse the institute data under any circumstances. If found guilty, the vendor shall be subject to termination of the contract immediately without paying any compensation and further; the company will be blacklisted and appropriate legal action will be initiated against the vendor by the Institute.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
g.	<p>The vendor will provide a copy of current alumni database in Excel format with the Institute Alumni Office in the first week of every quarter.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
h.	<p>The Institute should be able to specify 'Terms of Use' for the alumni users of the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
14.	Interaction features
a.	<p>The users of the portal should be able to interact with each other through Group and Individual Chat or Discussion Forums etc. Members of the portal should be able to post their messages on the portal feed that is available to all members of the portal. The message could be text, image, short video, file (example word or pdf) or a link to a website.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>Portal should support news blogs and announcements</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
c.	<p>An alumnus/alumna should be able to message or email another alumnus/alumna through the portal even though the email/contact details of the recipient alumnus/alumna is private.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
d.	<p>Portal administrator should be able to create new Discussion Groups around batch, programme, industry, shared interests etc. Members of the portal should be able to be part of multiple discussion groups simultaneously.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
e.	<p>Institute should be able to share newsletters, announcements etc. through the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
15.	Content moderation and control
a.	<p>Content management system (CMS) should be integrated with the portal for the backend administration of the entire web pages and modules of the alumni portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>Users should not be able to post content that are offensive/abusive in nature. The portal should have features that enable reporting of such content to portal administrator. The portal should also raise flags automatically regarding such content and prevent posting of such material.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
c.	<p>Any user should be able to flag inappropriate content which is brought to the notice of portal administrator for further action.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
d.	<p>Portal administrator should have the facility to moderate and approve the post before it appears on the feed. The administrator should also be able to switch off this facility and allow posts to be directly posted on the feed without approval.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
e.	<p>Portal administrator should have the right to remove/delete post of any user at any time. This process should be user-friendly and simple.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
f	<p>Users should be able to edit their own posts messages. Whenever a post or message is edited by the user who posted it, the content should be flagged to indicate it has been edited.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
16.	Job Notification and Application
a.	<p>Any member of the portal should be able to post information regarding job openings on the portal. Members should be able to track information on the status of the job opening and their application.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>There should be domain tags to every user depending on the job he is doing currently or keeping career trajectory in mind.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
17	Access Control
	<p>The Institute should be able to define data/information/portal area access rights / previllages to various types of users. Each user should be able to access only those information that they are authorized to access by the Institute.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
18.	Notifications
	<p>Notification framework should give the user reasons to come back to the platform, keep the user posted on new developments, events, comments, polls, etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
19.	Payment Gateway
a.	<p>The portal should have an integrated payment gateway. The payment gateway facility will be used by institute to raise funds, donations, or receive payment for administrative fee or merchandise from the alumni. The gateway should have wide acceptance in the industry and should be secure. Portal administrator should be able to add campaigns/administrative items (for example, Library Subscription Fee etc.)/merchandise etc. and the process should be simple and user-friendly.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>It should be possible to display institute merchandise in the portal and the users should be able to order merchandise through the portal by making payment through the payment portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
c.	<p>Portal administrator should be able to see the payment accounts and if desired can showcase the amounts etc. on the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
20.	Email Integration
a.	<p>The Institute (portal admin) should be able to send a minimum of 100 bulk and personalized emails to alumni who have registered on the portal. If the vendor is using a third-party bulk mailing service, the service provider should be reputable in the field. The email gateway integration needs to be done accordingly and the details of the email account will be provided by IIM Trichy under iimtrichy.ac.in domain.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>Registered alumni on the portal should be able to send email to other alumni on network.</p>

	<p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
S.No	Specification
21.	Data and Analytics
a.	<p>The portal administrator should be able to generate regular data and analysis such number of alumni (batch-wise, programme-wise, location-wise, industry-wise etc.), user engagement activities (number of posts, comments, etc.) and other relevant alumni statistics. The process should be user-friendly and simple. The vendor should provide support to the portal administrator from time-to-time when new requests for data formats arise.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
b.	<p>The vendor should provide a quarterly report on alumni engagement in portal and also provide insights to increase engagement and effectiveness of the portal based on their expertise, benchmarking and knowledge of best practices of their other client organizations.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
22.	Training
	<p>Before going live, the vendor should provide complete demonstration of the portal and provide hands-on training of various features to the staff/student members identified by the Institute. The vendor should provide a refresher training session once every six months upon the request the Institute.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
23.	Maintenance and Support
a.	<p>Upon going live, the vendor will be responsible for ongoing maintenance of the portal for the contract period. Maintenance activities will include updation, up-gradation of the software, patches, addition,</p>



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	<p>deletion of the content and functionality, etc. There will no separate charges for such maintenance activities.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
S.No	Specification
b.	<p>Any security breach/service breakdown/downtime should be brought to the attention of portal administrator immediately and within 24 hours.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
c.	<p>The vendor should identify a unique account manager for the Institute.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
d.	<p>Any request for support should be addressed within 24 hours. Any emergency support requests should be addressed at the earliest instance.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
e.	<p>An emergency contact number and email should be provided for support during events such as downtime etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
f.	<p>A monthly report on portal maintenance statistics such as downtime, incidents, tickets raised, addressed and pending should be shared with the portal administrator.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>



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B	Desirable Features
1. Knowledge Partner	
	<p>The vendor should serve as a knowledge partner and extend services that share their knowledge base on nurturing a vibrant and strong alumni ecosystem with the Institute so as to help the Institute advance its goal of strong institute-alumni connect. These services can be in the form of knowledge newsletters, sharing of best practices through blogs, face-to-face or online training sessions/webinars for alumni student and staff team, industry workshops etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
2.	<p>A customizable ticketing system to handle administrative requests (example, booking of institute accommodation, request for bonafide certificate etc.) is highly desirable.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
3.	<p>The servers/data centres should be based in India.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
4. Job Notifications on/from other networks	
	<p>Members should be able to post job openings on other networks hosted by the vendor (i.e. alumni networks of other institutes or companies). Likewise, members should be able to access information on job openings posted on other networks and so enabled by the user posting the information.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
5.	<p>It is highly desirable that the portal be able to automatically track the current job status of the alumni and update the database by linking to their LinkedIn profile etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>

S.No	Specification
6.	<p>Ability to host events such as alumni meets through the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
7.	<p>Ability to announce and receive confirmation of attendance to alumni events through the portal.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
8.	<p>Ability to connect to social media accounts of users such as LinkedIn etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
9.	<p>A business directory of alumni with their professional record.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
10.	Geographical information
	<p>Geo-tagging feature to identify the location of alumni. Ability to filter the alumni details by city, state or country.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
11.	<p>Ability to create and administer polls by the users or portal administrator.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>



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S.No	Specification
12.	<p>There should be a diagnostic dashboard for the Portal administrator with metrics similar to any traffic, usage details, connections formed, etc.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
13.	<p>Monthly digests of portal/institute activities to be shared with users through email.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
14.	<p>The user may also register with the portal using other login ids such as Gmail, Linkedin, Facebook etc and use this id for subsequent logins. The vendor should provide a list of such login options supported.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
15.	<p>Portal administrator should be able to assign moderators for individual discussion groups.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
16.	<p>SMS Integration</p> <p>The Institute (portal admin) should be able to send a minimum of 60 bulk and personalized SMS to alumni who have registered on the portal. If the vendor is using a third-party bulk SMS service, the service provider should be reputable in the field.</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>
17.	<p>Any additional features</p> <p>The vendor may specify and explain any unique feature that is not part of this list but offered as part of their solution that could help the Institute strengthen its alumni relations. The vendor should clearly explain the feature and how it could be beneficial, preferably with examples</p> <p>The bidder needs to provide their remarks here on the above clause:</p> <hr/> <hr/>



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ANNEXURE – I B (PERFORMANCE CERTIFICATE FOR THE ONGOING WORK)

1	Details of the Organisation / Company Which Awarded the Contract Work.	
2	Name of the Organization:	
3	Address of the Organization:	
4	Name of Contact Person(s):	
5	Contact Number(s):	
6	Name of Contract and location of Work:	
7	Agreement / Work Order No.	
8	Period of Contract:	
9	Nature of Contract Work in Brief:	
10	Actual Value of the Contract Work:	
11	Any other Details You Wish to Furnish:	
12	Performance Report (like Satisfactory/Good/Very Good/Excellent)	

**Signature of Competent Authority
with Seal**



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ANNEXURE-II: PRICE BID - BOQ

Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of bid



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ANNEXURE – III: SUBMISSION OF TENDER DOCUMENT

Application Form for submission of Tender Document

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

Subject: Tender for Creation of Alumni Portal and its Maintenance for three years.

Reference: Tender Notice published in IIM Trichy website. - ***Tender No IIMT/2021-22/ IT/APD/30***
dated: 12.11.2021

Dear Sir,

With reference to the tender notice published in above mentioned website, I / We hereby submit my/our tender in a 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.

Yours faithfully,

Signature _____

Name _____

Seal of agency / Firm / Company



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ANNEXURE – IV: UNDERTAKING CERTIFICATE

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

o Shri

_____, r/o _____

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 have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

Name:

Place:

Designation:

Date:

Signature:



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ANNEXURE – V: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE BID MEETING / TECHNICAL BID OPENING / PRICE BID OPENING

To

The CAO (i/c)

IIM Tiruchirappalli
Pudukkottai Main Road,
Chinna Sooriyur Village,
Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid Meeting / Technical Presentation on.....(date) in the tender for *Tender for Creation of Alumni Portal and its Maintenance for three years.*

Following persons are hereby authorized to attend the Pre Bid Meeting / Opening of Technical Bid/ Price 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

Officer authorized to sign the
bid Documents on behalf of the
bidder.

Notes:

1. Maximum of **two representatives** will be permitted to attend Pre Bid Meeting / bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative 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.



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ANNEXURE – VI: NEAR RELATIVE CERTIFICATE

(To be given by All Directors)

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

Dated:

Signature:

Name in block letters of the signatory

In capacity of

NOTE:

- In case of Company / Institution/ Body corporate, a list of all Board of Directors may be submitted along with the bid.
- In case of Company / Institution/ Body corporate, “Near Relative Certificate” are required by all the Directors of Company / Institution/ Body corporate excluding Government of India /Financial Institution nominees and Independent non-official part time Directors appointed by Government of India or the Governor of State.
- In case of Proprietorship firm, certificate will be given by the proprietor.
- For Partnership firm, certificate will be given by all the partners.
- The ‘Near Relative Certificate’ should be submitted as per the tender conditions.

ANNEXURE-VII: DECLARATION

I, _____ (name of the person) hereby declare that I am authorized to sign this document and that:

- 1) All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/incorrect or that our agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.
- 2) I understand that the decision taken by the IIM Trichy is final and binding in all matters.
- 3) I hereby agree to work as per the terms and conditions stipulated by IIMTrichy.
- 4) I understand that the IIM Trichy 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: _____

ANNEXURE-VIII: BANK ACCOUNT DETAILS

Sl. No.	Particulars	Details
1	Name of the Beneficiary	
2	Beneficiary's Bank Account No.	
3	Beneficiary's nature of Bank account	
4	Beneficiary's Bank name	
5	Beneficiary's Bank branch address	
6	Beneficiary's Bank branch code	
7	Beneficiary's Bank branch IFSC Code	
8	Beneficiary's Bank Branch, MICR Code	
9	GST No.	
10	PAN No.	
11	Beneficiary's Address	
12	Beneficiary's Contact No.	

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (✓)
1	(Cover 1)	All the documents and Annexures, <i>except Price Bid document.</i>		
2	(Cover 2)	Only Price Bid documents as per the BoQ MS excel format(.xls)		
3	Whether GST Registration Certificate is enclosed.			
4	Whether PAN is enclosed.			
5	Whether documents in support of meeting the basic eligibility conditions stipulated in page no 12 & 13 of the Tender document (i.e., proof for experience in similar nature of work, annual turnover, performance certification with verifiable contacts and financial solvency have been enclosed with Technical bid).			
6	<p>Whether duly filled in Technical Bid documents (i.e., Annexure-I, IA & IB to the tender document) along with all the related enclosures have been enclosed with the Tender:</p> <ul style="list-style-type: none"> i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Authorization / Power of attorney for signing the tender document iv. Audited Annual Accounts, Income Tax Return and assessment orders for the last three consecutive financial years i.e., 2018-19, 2019-20 & 2020-21. If IT Return is not filled for 2020-21, Audited /unaudited financial statement should be attached. v. Details of completed contracts in the prescribed format during the last five years along with proof with verifiable contacts. i. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts. ii. All other information/ details/ supporting documents/proof desired in the Tender document. 			

9	Whether Technical Bid documents as per Annexure-I of the tender document is submitted.	
10	Whether Technical User Specifications – Compliance Sheet – Annexure-IA & Performance Certificate for the ongoing work– Annexure-I B	
11	Whether Undertaking Certificate as per Annexure-IV to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.	
12	Whether Letter of Authorization to attend pre-bid and tender opening meetings as per Annexure-V is submitted.	
13	Near Relative Certificate as per Annexure –VI is submitted.	
14	Whether declaration as per Annexure-VII regarding accepting all the terms and conditions of the tender document is submitted.	
15	Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical bid duly been signed and endorsed with the seal?	
16	Whether an Index or Table of Content of all enclosures to the Technical bid has been prepared and attached with the Technical bid to facilitate quick reference?	
17	Whether Tender documents have been signed with seal in all the pages by the bidder.	