



INDIAN INSTITUTE OF MANAGEMENT KASHIPUR
Kundeshwari, Dist. Udham Singh Nagar, Kashipur – 244713
Uttarakhand (India)
 website: www.iimkashipur.ac.in

**TENDER FOR CREATION OF ALUMNI WEB PORTAL
 AND MOBILE APPLICATION FOR IIM KASHIPUR
 INCLUDING ITS OPERATIONS AND MAINTENANCE**

Due date: 22.04.2019 up to 3.00 PM

Tender No. IIMKPV/LTE/05/2018-19. Date: 28.03.2019

Notice Inviting Tender and Schedule of Events

IIM Kashipur is proposing to enter into a contract for creation of Alumni Web Portal and Mobile Application including its operations and maintenance from the reputed manufactures/vendor/supplier/authorized dealers/ franchise/ firm /proprietor/ service providers capable of rendering such services. The initial duration of contract will be for 3 years from the date of award of contract. Sealed Tenders are invited under **two bid system (Technical Bid and Financial Bid)** from reputed experienced and financially sound parties for the following work/services:

Name of Work/Service	Tender for creation of IIM Kashipur Alumni Web Portal and Mobile Application of IIM Kashipur including its operations and maintenance.
Tender No.	IIMKPV/LTE/05/18-19 Date: 28.03.2019
Tender Fee (Non-Refundable)	Rs.1000/- (Rupees Five Hundred Only) in form of Demand Draft/Banker's Cheque in favour of 'Indian Institute of Management Kashipur' payable at Kashipur. This amount is non-refundable.
EMD	Rs.20,000/- (Rupees Twenty Thousand Only) by Demand Draft/Banker's Cheque in favour of ' Indian Institute of Management Kashipur ' payable at Kashipur
Issue of Tender	The tender document can be downloaded from the Institute website – www.iimkashipur.ac.in . Please keep visiting our website for any corrigendum/amendments and submit the bid document accordingly.
Submission / Receipt of Tender	22.04.2019 up to 3.00 PM at IIM Kashipur
Opening of Tender	Part-A- Technical Bid; shall be opened on the same day, i.e. 22.04.2019 (03:30 PM onwards). Changes, if any shall be intimated later. Part-B- Financial Bid; of the technically acceptable bidder as recommended by the constituted committee shall be opened afterwards.
Contact Person (for any clarification)	Store and Purchase Officer, IIM Kashipur Phone: 0993509806, email: shivashish.tripathi@iimkashipur.ac.in
Proposed date to Commence the Operations	Tentatively, within 30-45 days from award of contract

TERMS AND CONDITIONS:

1. Sealed bids are invited for IIM Kashipur for creation of Alumni Web Portal and mobile application for IIM Kashipur including its operations and maintenance as per the specifications and scope of work mentioned in the enclosed document. Quotations should be submitted in sealed envelopes duly super scribed as:

- For first envelope as “Technical Bid - Alumni Web Portal - IIM Kashipur”. (Part –A)
- For second envelope “Financial Bid - Alumni Web Portal - IIM Kashipur. (Part – B)
- Demand Draft of the EMD amounting Rs 20,000/- (Rupees Twenty Thousand) drawn in favour of ‘IIM Kashipur’ Payable at Kashipur is to be enclosed with Technical Bid (Part – A) only.
- No quotations would be accepted by e-mail and only hard copies will be considered.
- Each page of the bid document must be signed and stamped as a token of acceptance of all terms and conditions.**

- Both the quotation envelopes should be submitted in the separate sealed envelope of larger size duly super scribed with **“TENDER - CREATION OF ALUMNI WEB PORTAL OF IIM KASHIPUR”** and to reach **‘THE DIRECTOR, INDIAN INSTITUTE OF MANAGEMENT KASHIPUR, KUNDESHWARI, DIST. UDHAM SINGH NAGAR, KASHIPUR –244713 UTTARAKHAND (INDIA)’** before due date/time i.e. **22.04.2019 till 3PM.**

2. The contractor is to submit the Profile of the Firm/Company along with the technical bid only.

3. This service contract shall be valid for a period of initially three years and may be extended further with mutual consent of services/rates by both the parties.

4. The quoted price shall be fixed and valid for the initial contract period. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.

5. IIM Kashipur reserve the right to accept or reject any or all the quotations without assigning any reason whatsoever.

6. Institute reserves the right to terminate the contract by giving three month notice in writing without assigning any reason whatsoever

7. Sub contract of Project is not allowed. However, if sub-contract of merchandise portal is to be done, it will be done with the mutual consent of IIM Kashipur and the decision taken by the Director, IIM Kashipur shall be binding in this regard.

8. Confidentiality of Information: This document contains information confidential and proprietary to IIM Kashipur. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of IIM Kashipur, affiliates, and/or business partners. Disclosure or leakage of any part of the restricted/classified nature information to unauthorised parties not directly involved in the services could result in the disqualification of the Bidder, pre-mature termination of the contract and/or legal action against the Bidder for breach of trust.

9. In case the Project is not completed within the date stipulated penalty shall be imposed @ Rs.500/- for each day of delay subject to a maximum of Rs. 10,000/- (Rs. Ten thousand only). If contract is awarded and not executed by the vendor, then EMD amount will be forfeited and contract shall be awarded to other contractor on discretion of the Director, IIM Kashipur.

10. Duties and Responsibilities of the Alumni Web Portal agency: It shall be the duty and responsibility of the agency at all times, to obtain, maintain and sustain valid registrations and high quality and standard of its services.

11. Integrity and obligations during agreement period: The successful bidder will be responsible for and obliged to provide all facilities in accordance with the agreement using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the agreement. The agency will be responsible for managing the activities of its personnel and will hold itself responsible for their violation, negligence, misconduct or deficiency in services, if any.

12. Termination for Default: IIM Kashipur may without prejudice to any other remedy, for breach of agreement in whole or part, terminate the contract. The agreement will be terminated if-

- It fails to provide any or all of the services for which it has been recognized within the period(s) specified in the agreement, or within any extension period thereof if granted by the institute pursuant to conditions of the agreement or
- In the judgment of the Institute it is engaged in corrupt or fraudulent practices in competing for or in executing the agreement. or
- It fails to follow instructions, guidelines, and submission of reports, lists, and data.
- It is found to be involved in or associated with any unethical, illegal or unlawful activities. The agreement will be summarily suspended by IIM Kashipur without any notice and thereafter the agreement may be terminated after giving a show cause notice and considering its reply, if any, received within 10 days of the receipt of the show cause notice.

13. Matters regarding any dispute shall be referred for arbitration to any Officer appointed by the IIM Kashipur, whose decision shall be binding and final.

14. Evaluation Procedure and Selection:

The evaluation of Technical and Financial bid will be made on the following parameters: Out of 100 marks, the technical bid and presentation will be allotted 60 marks and 40 marks will be allotted to the financial bid.

The technical bid will be evaluated on following parameters for total 60 marks:

Product Presentation: 40 Marks

- Product Features
- Project Plan
- Fulfilment of Institute requirements

Number of relevant successful projects and achievements – 20 marks

The qualified bidder could be identified after considering both the bids Technical including product presentation.

Date :

(Signature and stamp)

Name of Vendor

Technical Bid**Technical Bid** for Alumni Web Portal and Mobile App for IIM Kashipur.
(Part- A)

Sr. No.	Description	Vendor Response		
1.	Year of establishment of Company Annual revenues for the last 3 Years (provide details & relevant documents on company letter head) Attached the Certificate from CA.	Annual Revenue		
		2016	2017	2018
2.	Address of Office. Number of employees Technical Non-Technical			
3.	Contact details of the authorized person of the company. Name : Office Tel No. : Mobile no. : Official E-mail id :			
4.	Up time of Alumni Web Portal $\geq 99.5\%$ and down time should not be more than 2 hours in a day.	Yes / No		
5.	Service Level Agreement Any issue raised when call is raised before 1pm services to be offered same day. If call is raised after 1pm services to be Offered in 1 working day. Penalty Clause: Rs. 200/- per day will be charged and the same will be deducted.	Yes / No		
6.	EMD in a separate envelope of Rs. 20,000 (Rupees Twenty Thousand) in form of Bank Demand Draft drawn in favor of 'Indian Institute of Management Kashipur' payable at Kashipur). The earnest money deposited shall be treated as security deposit and will be released after Three months of satisfactory completion of job i.e expiry of the contract.	Yes / No		
7.	Bidder should be maintaining or have maintained more than three such or similar Web Portals in the past. Bidder must submit certificates / testimonials from this institution to substantiate success in implementing such projects. (Kindly Attached the List of Clients)	Yes / No		
8.	Bidder must have valid ISO Certifications for security and data management. Proof to be attached with the bid.	Yes / No		
9.	Bidder should not have been blacklisted for any reason by any government institution / department in the past three years.	Yes / No		

10.	An undertaking that the firm has not been delisted/blacklisted by any Govt. Institution/Organization/ University etc. in the last three years.	Yes / No
11.	Copy of certificate of registration/certification, experience and GST Registration certificate, PAN etc.	Yes / No
12.	Payment Schedule : 80% of Amount excluding AMC cost, will be after satisfactory installation of IIM Kashipur Alumni Web Portal and Mobile App receiving of bill. 20% of Amount excluding AMC cost, in 2 equal instalments of Post half Yearly after satisfactory installation. i.e. After every Six months. AMC Payment for 2nd and 3rd Year: AMC payment of each year will be released in 2 equal instalments post half yearly i.e. After every Six months from the start of AMC.	Yes / No
13.	Functionality meeting the Scope of Work as given in Annexure-I. For any additional feature being provided by you, Kindly attach the sheet	Yes / No

Date :

(Signature)

Name of Vendor

Annexure –I**1.1.Scope**

The Vendor should provide a complete product-based solution for IIM Kashipur's Alumni Portal, including a web portal and an iOS/Android mobile app, which should be accessible to alumni all over the world. The solution must have following features and functions:

Functional Requirements:

Access to Information - Information posted on the portal should have various level of accessibility.

Public - When information is categorized as "Public", it should be accessible to everyone including unauthenticated users/general visitors.

Members only - When information is categorized as "Members Only", it should only be accessible to authenticated users.

Group only - When information is categorized as "Group only", it should only be accessible to a specific set of groups that it is assigned to. Examples of groups are "special interest group", "batch", "personal group" etc.

Admin only - When information is categorized as "Admin only", it should only be accessible to the Administrator of the portal.

Private only - When information is categorized as "Private only", it should only be accessible to that particular member of the portal.

Members must be able to login to their profile using both their institute as well as their personal e-mail ids.

Automatically updating the Alumni Database: The portal should automatically track the current job status and of the alumni and update the alumni database. This can be done through their LinkedIn profiles, Facebook etc.

Online Member Directory - Allows members to search for other alumni members and invite them to join their list of friends. This should be dependent on the privacy settings prescribed by each Alumnus.

Geo-Tagging facilities – The portal should help the members to locate their fellow alumni geographically on the world map.

Social media networking - Enhanced Social Media networking should be provided, rather than just being able to search for members and send messages. Social media networking should have following features:

Allow members to share messages, photos, videos, events etc.

Allow members to create personal friends list.

Allow members to create events and invite other members.

Each Member should be able to carry out social networking activities within the list of friends, batch, chapters, groups and/or all members.

Groups – The Alumni Committee at IIM Kashipur or Members should be able to create special interest groups and invite others to join these special interest groups.

□□Newsmakers, News and Announcements – The Alumni committee should be able to post news and announcements. News and announcements can be of two different categories: Public or Member only. Members can post Newsmakers, News and Announcements but this becomes visible on the portal only after approval by the Admin/Alumni Committee.

□□Discussion Forums (inclusive of Polling) – The Alumni Committee should be able to create categories for Discussions. Members should be able to request for the new categories. The Alumni office should be able to moderate the discussion or assign moderators from the members. Access to Discussion Forums should be restricted to Members only. The portal is to provide a platform for voting in Alumni Elections.

□□Events and Reunions – The Alumni office should be able to create events for all Members and batches. Also members should be able to create events for all members, batch-mates or friends list. Members should be able to respond to the events whether they are going to attend or not (RSVP). Events can be created both as public or group. Also vendor should host an in-house design and creative’s team to help institute design communications for its alumni events

□□Jobs/Careers - Alumni Committee and Members should be able to post the jobs on the Portal. Jobs/Careers posting can be categorized as public, in which case this posting will be visible to general visitors of the web-site.

□□Mentorship Program – Members should be able to register themselves as Mentors for alumni, students, faculty or any other staff at the institute. Members should be able to specify details for mentorship such as “Area of mentorship”, “type of mentee”, etc. and should be able to submit a brief resume for this purpose. Members can appear as mentors once approved by the Alumni Committee.

□□Chapters – The Alumni committee should be able to create Chapter groups region wise, and members should be able to join their respective chapters to take part in Social and other activities for that chapter group. A Separate page is required for each Chapter.

□□Batches – The Alumni committee should be able to create groups Batch wise, and members should be able to subscribe to their Batch to take part in Social and other activities for those groups. A separate page is required for each Batch.

□□Volunteers - Members should be able to request for volunteers for projects or events or any chapter activities. It can also be linked to Event creation.

□□Bridge between Faculty members/current Students, and Alumni – The Portal should allow access to the current students to limited features, such as:

- Requesting for Mentors
- Subscribe as Volunteers
- Subscribe to campus news which may be in the form of weekly digest mails
- Specific categories of discussions
- Request for visiting faculty

Donations / Funds / Fees - The Alumni office should be able to create funds and raise donations via the Portal. The Portal should also facilitate collections of Fees for the events, etc.

Alumni Articles / Newsletter - The Alumni office should be able to upload Alumni Articles, newsletters, etc. A member feedback system should also be available, that allows members to rate or comment on these articles. Members should also be able to post an article, and approved articles should be visible to the other members.

Alumni Magazine - A section to display the "Alumni Magazine" is required on the Portal. A feature for the alumni office to upload the Alumnus magazine should be available. This magazine (or parts of it), if marked public, should be accessible to general visitors as well.

Tracking of Alumni Appearances – The portal should automatically track news of the college and alumni in newspaper articles, social media, etc. and post it on the network after getting verified by the Alumni Committee Members or the Admins.

Interfacing with payment – Portal should provide a mechanism to interface with payment gateways for collection of money for donation, fees, or merchandise.

Privacy Settings – Members should be able to set the privacy details for each of their profile fields which should allow them to expose only limited information to other members.

Email integration - with 3rd party Bulk mailing services such as Amazon SES, Send Grid and Mail Chimp, should be provided. This should also include the feature to send personalized bulk mails.

Integration with other social media / professional networking sites - The Alumni Portal should integrate with other social / professional networking sites such as LinkedIn, Facebook, Instagram, Twitter and Google+. It should be able to fetch and update the profile information from these other social networking sites. The Portal should be able to post back information such as events to such social networking sites. The portal should be able to post back information such as events to such social networking sites.

Mobile Application and Notifications - An integrated mobile application should be available for both iOS and Android devices.

SMS notification – The portal should support SMS notification and members should be able to subscribe to SMS notification service.

Support for advertisements – The Alumni committee should be able to post Advertisements on the portal.

An interface should be provided to sell IIM Kashipur merchandise.

Vendors to Sign and stamp on each page of this document and submit the same, duly completed in all respect before due date of submission.

Product should meet all security standards and proper security testing is required for such services.

1.2. Design Requirements

Design of the Alumni Portal should be as per the IIM Kashipur's requirements and should have the same look and feel as IIM Kashipur's existing web site. Also, the design should be modifiable on demand.

The user interface for the member's area should match interfaces such as those on Facebook, LinkedIn, etc. where user can carry out most of the activity from the dashboard. Members should be able to view their latest messages and posts on the dashboard in a timeline view format.

Design of the portal should be CSS based, where a different theme can be easily applied by changing the CSS.

1.3. Hosting / Infrastructure and Implementation Requirements

The Alumni Web Portal would be hosted by the Vendor as a shared service. The Vendor is to provide all the Infrastructure including the hardware and software.

A partial initial database would be provided by IIM Kashipur in Excel format. The vendor would need to convert this into whatever format the product requires.

The vendor will help IIM Kashipur in obtaining permissions from all Alumni as required. Alumni would also need to register on the portal.

As the database grows with time, the Vendor will make available soft copies of this database, in Excel format, to IIM Kashipur. This would be given to IIM Kashipur in the beginning, once implementation is over, and subsequently every 6 months

Note that the entire database and software will remain the property of IIM Kashipur on expiry of the contract. This is not to be used by anyone other than IIM Kashipur.

At the end of the contract period (or earlier in case the contract is terminated), the vendor will ensure that the entire database is made available to IIM Kashipur in Excel format. Further, the vendor would have no rights to use this database.

IIM Kashipur may decide that the implementation would be phase wise. The vendor would need to advise IIM Kashipur on structuring the entire implementation into these phases.

Sign

FINANCIAL BID

(Part – B)

Financial Bid for IIM Kashipur Alumni Web Portal and Mobile App for IIM Kashipur

Component of supply/service	Total	Remarks
Software include any maintenance / upgrades for One year. Support would start once the product is successfully implementation and Training. A user manual explaining all the features of the portal should be provided to the institute. Infrastructure / Hosting Costs. The vendor should specify the configuration / disk space etc. that is required. <input type="checkbox"/> <input type="checkbox"/> IIM Kashipur specific customization Cost and any other work related to the portal. This includes ensuring that the look and feel of the portal is similar to IIM Kashipur's existing web site. As per the scope of work given in the technical bid.		
Comprehensive Onsite Support (AMC-operations and maintenance) Cost for 2nd Year (Include any upgrades to the product/services).		
Comprehensive Onsite Support Cost (AMC-operations and maintenance) for 3rd Year. Includes any upgrades to the product/services.		
Total (Excluding Taxes)		
Applicable tax @ %		
Grand Total (Including Taxes)		

Grand Total (including taxes) in words -

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Project Duration: Kindly mention the period to execute and start the operations of Alumni Web Portal and Mobile App _____

Date : (Signature) Name of Vendor