



भारतीय प्रबन्धन संस्थान राँची

(शिक्षा मंत्रालय, भारत सरकार के अधीन)

प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड , पिन- ८३५ ३०३

**INDIAN INSTITUTE OF MANAGEMENT RANCHI**

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: [www.iimranchi.ac.in](http://www.iimranchi.ac.in)

Email: [purchase@iimranchi.ac.in](mailto:purchase@iimranchi.ac.in)

**Notice Inviting e-Tender (NIT) for**

**“Providing Integrated Education Software Solution for Academic Programme Offices”**

Re-Tender No. : IIM Ranchi/NIT/APOS SOFTWARE/2024-25/21

Dated: 12.02.2025

Issued by:  
Administrative Officer - Purchase  
Indian Institute of Management, Ranchi  
(For & on behalf of the Director, IIM Ranchi)

## **BID DOCUMENT**

Tender is invited from reputed service provider for Development, Operation, and Management of Integrated Education Software Solution for Academic Programme Offices, an integrated user-friendly software package for IIM Ranchi, having various modules in-built i.e.,

1. Timetable Management Software
2. Course Bidding Software.
3. Academic Programme Office feels the need to include various activities such as Registration, Grading, Attendance, and Course Feedback in automation mode embroidered with the above package.
4. Admissions Module

**There are currently around 1200 students enrolled in IIM Ranchi.**

Name of Work	Providing Integrated Education Software Solution for Academic Programme Offices
Estimated Cost	Rs. 31,33,100/-
EMD	Rs. 63,000/-
Bank Guarantee (BG)	5% of total order value
Date of Publishing	12.02.2025
Clarification Start Date and Time	12.02.2025 (18:00 hrs)
Clarification End Date and Time	05.03.2025 (15:00 hrs)
Pre Bid Meeting	19.02.2025 (11:00 hrs)
Bid Submission Start Date	12.02.2025
Last Date and time of uploading of Bids	05.03.2025 (15:00 hrs)
Date and time of opening of Technical Bids	05.03.2025 (16:00 hrs)
Date and time of opening of Financial Bids	Will be separately notified for Technically shortlisted/qualified bidders

Interested parties may view and download the bid document containing the detailed terms & conditions from the IIM Ranchi website and from E-wizard- <https://iimranchi.ewizard.in/>.

**(The bids have to be submitted online in electronic form on <https://iimranchi.ewizard.in/> only. No physical bids will be accepted.)**

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## INTRODUCTION

1. Indian Institute of Management Ranchi (IIMR) is one of the premier management institutes in the country set up by Ministry of Education, Govt. of India.
2. The permanent campus of the Institute is located in Prabandhan Nagar area of Pundag (Nayasarai Road), Ranchi.
3. IIM Ranchi is invites to bids for Development, Operation, and Management of Integrated Education Software Solution for Academic Programme Office, an integrated user-friendly software package for IIM Ranchi.

## GENERAL INFORMATION AND INSTRUCTIONS FOR THE BIDDERS

1. The Complete tender documents can be downloaded from the Website of IIM Ranchi / CPP Portal. Information on issuance of corrigendum, if any, related to this tender will be available on E-Procurement Portal and on the website of the Institute. All times mentioned in this document are in IST unless specifically mentioned otherwise.
  - (a) Please read all the Terms & Conditions carefully before filling up the document.
  - (b) Incomplete Tender Documents will be rejected.
  - (c) All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
  - (d) Manner of submission of the Bids: The bidder must submit online bids i.e., Technical Bid and Commercial Bid through e-procurement portal <https://iimranchi.ewizard.in>. No manual bid will be accepted. Bidders can witness electronic opening of bid.
2. Tenders are to be submitted online through the website stated above. The tender document may be downloaded from website & submission of technical bid / financial bid as per Tender time schedule.
3. **Time and date for opening of Bids:** The Technical Bid will be opened electronically on 05.03.2025 at 16:00 hrs.
4. **Two-Bid system:** Under QCBS two bids system through e-tendering, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the commercial bid will be intimated after acceptance of the technical bids. Commercial bids of only those firms will be opened whose technical bids are found compliant /suitable after technical evaluation is done by IIM Ranchi.
5. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, IIM Ranchi may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered, or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
6. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Bids may be rejected and the process may be paused or scrapped at any time without assigning any reason thereof.
7. **Validity of Bids:** The Bids should remain valid till 120 days from the date of award of contract. If any bidder withdraws his Prequalification Bid before the said period or makes any modification in the Financial Bid (BOQ) or terms and conditions of the Prequalification Bid, the Institute, without prejudice to any other right or remedy, will be at liberty to blacklist the bidder for a certain period and/or forfeit the EMD/Security Deposit.
8. The Performance Guarantee/Security Deposit is liable to be forfeited, if the party fails to execute the work as per the terms and conditions of the contract and to the satisfaction of IIM Ranchi or on account of any breach of the contract.

9. The successful bidder shall **complete work within two months** of the date of award of the Contract or a later firm date as specified by IIM Ranchi.
10. Any bidder from a country which shares a land border with India will be eligible to bid, only if the bidder is registered with the competent authority. Further, any bidder (including bidder from India) having specified Transfer of Technology (ToT) arrangement with an entity from a country which shares a land border with India, shall also require to be registered with the same competent authority (CA).

**SPECIAL INSTRUCTIONS TO BIDDERS FOR THE E-SUBMISSION OF THE BIDS ONLINE  
THROUGH E-PROCUREMENT PORTAL**

1. Registration process on online portal.
  - a. Bidders are required to enroll on the e-Procurement module of the portal M/s ITI Ltd., (if not registered earlier) <https://iimranchi.ewizard.in/> by clicking on the link “Bidder Enrolment”.
  - b. 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. After registration send User ID for helpdesk team ([helpdeskeuniwizarde@gmail.com](mailto:helpdeskeuniwizarde@gmail.com) and [support@euniwizarde.com](mailto:support@euniwizarde.com)) for activation.
  - c. 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.
  - d. 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.
  - e. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
  - f. 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. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
3. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
4. The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
5. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online on the portal or on <https://iimranchi.ewizard.in/> or <https://www.iimranchi.ac.in/post/tender/tender.php> in advance, and should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
6. The bidder should read the terms and conditions and accepts the same before proceeding further to submit the bids.
7. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.
8. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that, he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
9. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
10. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system. Only hard copy of the Technical Bid should reach before due date to the Administrative Officer (Purchase & Stores), IIM Ranchi.

11. At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
12. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
13. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
14. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
15. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
16. The bidders are requested to submit the bids through online e-Procurement system to the Tender Inviting Authority (TIA) well before the bid submission end date and time (as per Server System Clock).
17. The bidder / tenderer / Contractor shall file the applicable returns with Tax departments in time and submit the same as documentary proof.
18. The GST applicable shall be shown as separate line items in the Tax invoices to avail input credit to IIM Ranchi.
19. Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is Gagan (8448288987 / eprochelpdesk.01@gmail.com), Vijay (8448288989 / eprochelpdesk.03@gmail.com), Suriya (8448288994 / eprochelpdesk.06@gmail.com), 8448288992, 8448288984, 8448288986, 8448288982, 8448288988.

## INSTRUCTION FOR e-PROCUREMENT

### 1. **PREPARATION AND SUBMISSION OF BIDS:**

- a. The detailed bid documents may be downloaded from <https://iimranchi.ewizard.in/> till the last date of submission of bid. The Bid may be submitted online through e-Wizard Portal.
- b. The bidder should submit the bid online in two parts viz. Technical Bid and Financial Bid. Technical Bid should be upload online in cover 1 and Financial Bid in “.Xls” should be upload online in cover2. Bidder whose financial bid information is disclosed in the technical bid will be disqualified.

### 2. **SUBMISSION OF THE BID** : All interested eligible bidders are requested to submit their bids online on e-Wizard Portal: <https://iimranchi.ewizard.in/> as per the criteria given in this document:

- a. Technical Bid should be upload online in cover-1.
- b. Financial Bid should be upload online in cover-2

Both Technical and Financial Bid covers should be placed online on the e-Wizard Portal (<https://iimranchi.ewizard.in/> ).

### 3. **TECHNICAL BID:** Signed and scanned copies of the Technical bid documents as under must be submitted online on e-Wizard Portal: <https://iimranchi.ewizard.in/> . Bidder’s minimum eligibility will be according to the technical bid documents.

- a. **List of Documents to be scanned and uploaded (Under Cover-1) within the period of bid submission:** -
  - i. Scanned copy of PAN and GST.
  - ii. The bidder should be a reputed and registered Company/Firm/Society/ Agency (Enclose the registration certificate).
  - iii. The bidder shall deposit the EMD amount (refer to para- ‘Earnest Money Deposit’) of the NIT and shall enclose the screenshot with the technical bid. For those who are exempted from EMD, a valid certificate in this regard shall be provided along with the technical bid.
  - iv. The bidder must have at least 3 years of experience in completion of similar nature of work (experience in academic field for developing & maintaining ‘Registration Module or Attendance Module or Course Feedback Module or Grading Module or Timetable Module or Elective course bidding Module’) in IIMs/IITs/other Centrally Funded Technical Institutes (CFTIs) as on the last date for submission of bids. (Enclose the certificate of incorporation/registration/MOA, showing date of registration of the firm/company). As far as value of work order is concerned, the bidder shall meet one of the following conditions in last 3 years (Last date for submission of bids shall be the cutoff date):
    - a. One contract with contract value of equal or more than 80% of total estimated tender value (Rs. 31,33,100/-) or
    - b. Two contracts with 60% of total estimated tender value each OR
    - c. Three contracts with 40% of total estimated tender value each. The bidder must enclose work order/ completion certificate issued by any IIM, IIT or other CFTI for similar work, in support of its claim
  - v. Annual average turnover for last 03 FY (2021-22, 2022-23 and 2023-24) should be above Rs 40 Lakh.

- vi. Details of offered software solution including technical specification and visual images.
- vii. Scanned copy of another document mentioned in tender document (if any).
- viii. Declaration for local content, Country of Origin of goods on Appendix 2.
  - For The tender value upto Rs. 10 Crores - Self-Certificate for local content from the bidder.
  - For the tender value above Rs. 10 Crores - Certificate for local content from Statutory Auditor/Cost Auditor/Cost Accountant/CA.

**NOTE - No indication of the rates/amounts be made in any of the documents submitted with the Technical BID.**

**4. Financial Bid (as per Annexure-II)**

- a. The currency of all quoted rates shall be Indian Rupees. All payment shall be made in Indian Rupees.
- b. In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Bid document. The financial bids should be uploaded online as per the specified “.Xls” format i.e. Price Bid Excel sheet attached as ‘.Xls’ with the bid and based on the scope of work, service conditions and other terms of the Bid document. It should include all costs associated with the Terms of Reference/Scope of Work of the assignment.
- c. The Financial Proposal should be inclusive of all applicable taxes, duties, fees, levies, and other charges imposed under the applicable laws. The rates quoted in the Bid are inclusive of all applicable taxes, duties etc. The service tax component shall be reimbursable by the department after receipt of paid challans etc. if applicable.

**5. Last Date for Submission of Bid:**

- a. Online bids complete in all respects, must be submitted on or before the last date and time specified in the schedule of events.
- b. IIM Ranchi may, at its own discretion, alter/extend the last date for submission of bids.

**6. Bid Validity**

- a. All the Bids must be valid for a period of 120 days from the last date of submission of the bid for execution of Contract. However, the quoted rates should be valid for the initial/ extended period of the Contract from the effective date of the Contract.
- b. A bid valid for a shorter period shall be declared as non-responsive.
- c. In exceptional circumstances, prior to expiry of the original time limit, IIM Ranchi may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 120 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.

**7. Modification / Substitution/ Withdrawal of bids:**

- a. No Bid shall be modified, substituted or withdrawn by the Bidder after the Bid's due Date.
- b. Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid's due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

**8. Forfeiture of EMD:** On the following occasions, the EMD shall be forfeited: -

- 1) In case the bidder withdraws his bid after the last of the submission of the bid.
- 2) In case the bidder does not fulfill his obligations after the awarding of the work order within the stipulated time period.
- 3) In case the bidder provides misleading or false information or modified specifications of software or Maintenance service in his technical bids and denies to complete software development/maintenance as per requirement in the bid documents.
- 4) In case the bidder accepts the work order on a conditional basis after winning the bid and not submitting the performance security. The process of debarred/blacklisting shall be initiated in this case.

**9. Performance Security Deposit:** -On the issue of the work order, the contractor shall submit the Performance Security Deposit for an amount equivalent to 5% of Estimated total Tender Value in the form of Demand draft / Performance Bank Guarantee from any scheduled bank in favor of 'Indian Institute of Management Ranchi' payable at Ranchi within 07 working days. The validity of the Instrument shall be for a period of 1 year plus 60 days.

### **SELECTION CRITERIA:**

The Technical bids of the bidders shall be opened & evaluated by the constituted Techno evaluation committee. Based on document submitted against the requirement, the bidder will be awarded a mark. The financial bid for all technical qualified bidders will be opened and marks will be awarded. The bidder with the highest value (Technical + Financial evaluation) shall be deemed as the L-1 Bidder for the award of the contract

#### **Phase-1: Technical Evaluation**

1 (a). The constituted committee shall evaluate Part-I (on the basis of enclosed documents) and award the marks accordingly. The evaluation will be made as per the parameters specified in the Technical Bid. The bidder shall have to score 10 marks out of 20 marks for technical qualification.

(b). The technical bid, as a whole, would carry 20% weightage in the overall bid evaluation.

#### **Phase-2**

- a. Financial bids of technically qualified bidders shall be opened.
- b. Financial bids of all the bidders shall be given 80% weightage.
- c. The valid Bidder (fulfilling criteria in 1.a above) with the lowest price shall be assigned a value of 80 (i.e., 80% x 100)
- d. If the bid with the lowest price is Rs. 10,000/- then the financial value of the other bidders shall be computed as under =  $(80 \times \text{Lowest Bid Price} / \text{Quoted bid price})$  The value of the financial bid shall be as given in Illustration -1 below: -

**Illustration-1:** If the bidder has quoted Rs. 12,500/- as its bid price then its financial value is  $80 \times 10000 / 12500 = 64$

- e. In case of more than one L1, then the company with higher marks in technical evaluation will get the order.

- f. Any superfluous, unreasonable assets rate quotes will be summarily rejected.

## **8. Late Delivery:**

Delivery must be completed within the period mentioned in tender document from the date of receipt of the order. Penalty @ 1% per week or part thereof subject to a maximum of 10% of the delivery price will be deducted from the balance payment if supply is not completed within stipulated/approved period.

## **9. Instruction to the bidder of countries which share land border with India (Rule 144(xi) GFRs)**

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT).
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
  - a. An entity incorporated, established, or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established, or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established, or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

### **IV. The beneficial owner for the purpose of (iii) above will be as under:**

- 1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

### **Explanation-**

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company.
- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
- 2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- 3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has

ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
  5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
  - V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
  - VI. In case of tenders for Works contracts, including Turnkey contracts, The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.
10. As per the Ministry of Commerce and Industry Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 preference shall be given to Make in India products for which it is mandatory for bidders to declare Country of Origin of goods and percentage of Local contents in the product.

#### **Definitions:**

“Local Content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

“Class-I local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, has local content to or more than 50%, as defined under this order.

“Class-II local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this order.

“Margin of purchase preference” means the maximum extent to which the price quoted by a Class-I local supplier may be above the L1 for the purpose of purchase preference. (Shall be 20%)

#### **Purchase Preference:**

- (a) Subject to the provisions of this Order and to any specific instructions issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to ‘Class-I local supplier’ in procurements undertaken by procuring entities in the manner specified here under.
- (b) In the procurements of goods or works, which are covered by para 3(b) above and which are divisible in nature, the Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
  - i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is Class local supplier', the contract for full quantity will be awarded to L1.
  - ii. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such

'Class-1 local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-1 local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-1 local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-1 local suppliers, then such balance quantity may also be ordered on the L1 bidder.

(c) In the procurements of goods or works, which are covered by para 3(b) above and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-1 local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-1 local supplier', the contract will be awarded to L1.
- ii. If L1 is not 'Class-1 local supplier', the lowest bidder among the 'Class-1 local supplier', will be invited to match the L1 price subject to Class-1 local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-1 local supplier' subject to matching the L1 price.
- iii. In case such lowest eligible 'Class-1 local supplier' fails to match the L1 price, the 'Class-1 local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-1 local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

"Class-II local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

## 1 Scope of Work

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The successful bidder (who is awarded the work) will be required to develop the applications mentioned below. In case, the successful bidder has some of the required applications ready with him, the same shall be supplied / installed after making necessary modifications as required in the Scope of Work. The applications developed by the successful bidder shall be the property of the successful bidder. IIM Ranchi will only pay the annual charges (to be quoted by the bidder in the Financial Bid-Excel sheet against this NIT) to the successful bidder after successful supply, installation, testing & commissioning (SITC) and completion of the initial contract period.

### 1.1 User Roles

The following are the different user roles in the system,

1. Admin – Having full access
2. Academic Programme Office (APO) Marks and Grades
3. APO Attendance
4. APO Course Feedback
5. APO Timetable
6. Faculty
7. Student
8. Limited Admin for Programme Chairs and Dean

The Scope of Work is developed after studying the requirements of the IIM Ranchi and the current process running in Academic Programme Office (APO).

### 1.2 Registration Module

#### 1.2.1 First Year/Integrated Programme in Management (IPM) Scenarios

1. Registered student list for the year is obtained from the Admissions office. APO office uploads student list into the system
2. [Automation] APO office generates section to each student
3. [Automation] APO office generates roll number for each student
4. APO office creates Term 1 to Term 9 in the system
5. APO office adds Students to the Term
6. APO office upload Courses and course outlines to the Term
7. APO office upload Sections to the Term
8. APO Office with a click of a button should be able to generate enrollments for each student based on their section
9. APO office creates a time window for registration-----
10. Student needs to register on the portal during the Time window
11. Students can view the enrolled courses on the portal-----
12. Faculty can view their courses on the portal
13. Faculty can view and download enrollments from the portal
14. Facility to upload course outlines, reading materials and links for class room presentations/cases/PDF/excel/word document by faculty members for each of the courses to share these with the students.

**Registration gets generated and an email is sent to student and APO office for reference**

#### 1.2.2 Second Year/IPM Scenarios

1. APO office creates Term 1 to Term 9 in the system.
2. For IPM Term-10 to 15 may have to be created.
3. APO office adds Students to the Term

4. APO office uploads Courses and course outlines to the Term
5. APO office uploads Sections to the Term
6. APO office can import DE results into the system
7. APO Office can import enrollments/registrations from Bidding software
8. APO office can make manual changes to the enrollments
9. APO office creates a time window for registration
10. Student needs to register on the portal during the Time window-----
11. Students can view the enrolled courses on the portal-----
12. Faculty can view their courses on the portal
13. Faculty can view and download enrollments from the portal
14. Faculty to upload course outlines, reading materials and links for class room presentations/cases/PDF/excel/word document by faculty members for each of the courses to share these with the students.

### **1.2.3 Drop out Scenarios**

1. APO Office can mark the student as drop-out and the student status changes to non-active
2. APO office cannot add a non-active student to any Term

## **1.3 Grading Module**

### **1.3.1 Marks Input - Process 1 (Case where Faculty upload the Grades directly into the system)**

1. Faculty can set the evaluation criteria for their respective course which includes various grading components and max marks for each Grading component
2. Faculty can upload marks component-wise in the system OR
3. Faculty can upload overall marks for each student for a given course
4. Faculty can download marks of all students along with totals
5. Faculty can set the Grade range
6. Faculty generates Grades for all students. The system shows if the Grade range satisfies all the criteria set by the institute
7. APO office can validate if the grades are assigned correctly and publish the grades to the students
8. Automatic mail scheduling and sending facility for request of question paper and grades from faculty members.

### **1.3.2 Marks Input - Process 2 (Case where APO Office does on behalf of Faculty)**

1. APO Office can upload overall marks for each student for a given course
2. APO office can download marks of all
3. APO office receives Grade range from Faculty and inputs Grade range into the system
4. APO office generates Grades for all students. The system shows if the Grade range satisfies all the criteria set by the institute
5. APO office can validate if the grades are assigned correctly and publish this to the students

### **1.3.3 Student Scenarios**

1. Students can view the total marks or component-wise marks as soon as the grades are published
2. Students are informed over the email once the grades for a particular course are published

### **1.3.4 APO Office Scenarios**

1. There is going to be 3-way locking system for a Grade change to happen

2. Notification email when a faculty uploads grades for any particular course
3. Summer Internship scenario needs to be handled
4. Grade drop scenario needs to be handled
5. Scenario of student exchange to be handled
6. Some students may take additional credits and that should not be considered for FinalGrading

## **1.4 Attendance Module**

### **1.4.1 Attendance Input – Process 1 (Faculty/TA takes Attendance on the Portal)**

1. Faculty opens the portal and against each student, they can click on Absent or Present or Leave

### **1.4.2 Attendance Input – Process 2 (Faculty/TA upload Excel File)**

1. Faculty can download attendance sheet from the portal which contains the list of those students who are part of their course
2. Faculty mark A/P/L for each student
3. Faculty can then upload the sheet on the portal session-wise
4. Faculty is also provided an option to upload aggregate attendance for all sessions

### **1.4.3 Attendance Input – Process 3 (APO Office uploads Excel File)**

1. APO office can download attendance sheet from the portal which contains the list of those students who are part of a course
2. APO office can upload the aggregate attendance or session-wise attendance for a course

### **1.4.4 APO Office Scenarios**

1. APO office can override the attendance in case of Leave scenarios. This will be logged by the system and Faculty is informed about the same

### **1.4.5 Student Scenarios**

2. Students can view the attendance status of each course in real-time on the portal

## **1.5 Course Feedback Module**

Students are currently asked to fill up the manual course feedback form before the examination. Inputting the Course Feedback Inputs is a huge task for the APO office.

### **1.5.1 APO Office Scenarios**

1. Once the last session of a course is completed, APO office can trigger Course Feedback Request to all the students of a particular course.
2. APO office should be able to set a Course Feedback request time for all courses and course feedback requests will be triggered at that time
3. APO office can download the list of students who have filled/not filled feedback for a given course.
4. Provision for automatic scheduling, automatic opening and closing on pre-scheduled dates for feedback should be provided.

### **1.5.2 Student Scenarios**

1. Students can fill feedback for a course anonymously. Feedback response is not attached to a student, but whether a student has filled the course feedback or not is

- captured by the system
2. The system can provide up to 3 reminders for the students to fill up the Course Feedback Form
  3. For Students who do not fill in course feedback, option for manual override by APO to release grades should be provided.
  4. Students who do not fill feedback should be unable to view their marks and grades.

## 1.6 Admission Module

- a) **Technical specification for design, development customizations and maintenance of IIM Ranchi online admission portal and maintenance of the same portal for a further period of three years:**
  - i) Master Data will be provided by the Admissions Office for seeding the portal at the start of the admission season for a particular academic year in the form of excel file which will have the following contents:
    - **Program Name**
    - **CAT Registration ID**
    - **Applicant Name**
    - **D.O.B (dd/mm/yyyy)**
    - **Email address**
    - **Mobile No**
    - **Gender**
    - **Aadhar Card Number**
    - **Address Line 1**
    - **Address Line 2**
    - **Address Line 3**
    - **State**
    - **Town/City**
    - **Pincode**
    - **Alternate Mobile Number**
    - **Category**
    - **VA RC Percentile**
    - **DI LR Percentile**
    - **QA Percentile**
    - **Final Composite Score (4 decimal)**
  - ii) The excel file with above fields has to be uploaded from the backend of the software. There would be separate excel file for each programme. There should be a window for each programme at the backend for entering category-wise “cut-off composite score” for the offered candidates. At the moment, there are three programs MBA, MBA-BA and MBA-HR, but provision should be included for adding more programs in the future having similar admission process and also having a very different admission process.
  - iii) On the same window, there should be three text boxes for entering Preparatory Cutoff (Labels: VA RC Percentile, DI LR Percentile & QA Percentile).

### 2) Generation of First List:

- a) After entering the cut-off marks, “Generate First List” button has to be pressed to generate the first list. In the system generated first list, two additional columns that would be required to be added are given below:
  - **Off / WL**
  - **PREP/NON-PREP**
- b) The candidates whose final composite score is higher than or equal to the cut-off composite score will be categorized as “Offered” and others will be categorized as “Waitlist”. Accordingly, for offered candidates, the value “O” will be mentioned and for waitlisted candidates “WL” will be mentioned under the column “Off/WL” during the generation of first list.

- i) Similarly, the candidates whose cut-off VA RC, DI LR & QA percentile are more than or equal to the given values will be considered as “Non-Preparatory” and it will be mentioned as “NP” and for the remaining candidates it will be mentioned as “P” under the column “PREP/NONPREP”. There will be a separate “Offers Letters” for the Preparatory and Non-Preparatory Candidates.
- ii) There should be provision for downloading the system generated first list in excel format for cross verification. After the due verification by the admissions department, IT Section will publish the result. There should be a “Publish First List” button for publishing the result. After publishing the first list, we need to enable the login button for the students to view their admission status. Only after enabling the button from the backend, students will be allowed to login the portal.
- iii) Candidates should login using their CAT ID & DOB in the portal. In the login page, date, month and year should be in a separate drop down tools. An OTP should be generated and sent to their email as well as SMS during each login.
- iv) During first login, students should be asked to set their Program Preference (For example: - MBA - Preference 1 MBA-BA – Preference-2 & MBA-HR - Preference 3 etc.). After setting their preference for programs, students in all subsequent logins will view their application status for each of these programs, under each of the quotas (general, reserved etc.) in the next dashboard (there should be programme wise dash board which would be accessible from the main dash board). The program preference is NOT editable for the student after setting it during first login.
- v) There should be a separate button for sending Emails & SMS. The content of the email for all programmes (MBA, MBA-BA and MBA-HR) will be reflected in the same email and SMS based on the selection made by the candidate. The programme name will be shown as a heading followed by the content of the respective programme. The content for the same is given below:
  - **Offered: Welcome to IIM Ranchi family. You have been offered admission at IIM Ranchi. For more details, please login to our admission portal. The URL of this portal would be available at the homepage of our website.**
  - **Waitlist: You have been provisionally waitlisted at IIM Ranchi. For more details, please login to our admission portal. The URL of this portal would be available at the homepage of our website.**
- c) There should be user management module at the backend through which multiple users can be created and privileges can be set. The administrator user will be a default user and he will have full privilege to view/add/edit/delete/download the backend settings and files.
- d) There will be a deadline for paying acceptance fee for the offered and waitlisted candidates in the first list. For the offered candidates, there will be another deadline for paying the balance course fee (Term I fee).
- e) The deadline for paying Offer Acceptance fee (Rs. 0,00,000 Lakhs) and balance Term-I fee (Rs.0,00,000 Lakhs) for offered candidates will be set from the backend. The waitlist candidates have to pay an amount of Rs.00,000/- as waitlist commitment fee before the deadline to remain in the active waitlist. The offered candidates have to initially pay the acceptance fee of Rs. 0,00,000 Lakhs (approximately) within the deadline set by us from the backend. The remaining Term I fee of Rs.0,00,000/- Lakhs also needs to be paid within the deadline to complete their admission process and submission of online application form. If a candidate has not paid the prescribed amount within the deadline, then the status in their dashboard should change to “offer expired”.
- f) There should be a provision for setting the following user defined values from the backend:
 

Offer Acceptance Fee	= Rs._0,00,000
Waitlist Commitment Fee	= Rs._00,000
Balance Term-1 Fee	= Rs._0,00,000

Term-I fee when the Status of WL

converted to Offered (Second list onwards) = Rs.\_0,00,000

Process fee to be deducted during withdrawal: Rs. \_\_\_\_\_

(The above field will be used for deducting processing fee of Rs.0,000/- in case of withdrawal before the registration date.)

Caution Deposit	= Rs.00,000/-	Mess Advance
= Rs.00,000/-	Daily Mess Charge	= Rs. 0,000

(Daily mess charge will be used for the calculation of deduction during withdrawal on or after the registration.)

Registration Date:

Deadline for Withdrawal:

Deadline for submission of Online Application: Date of publishing of Active Waitlist:

- g) When the students login after setting their preferences, on the dashboard, the status of each programme will be shown.

### **Case-1: Candidate status is “Offered”**

When the status field is offered and the candidate clicks on the Offered link, the display of the second screen should be as given below.

- h) The screen will normally have 3 buttons out of which one would be for making payment, second would be for going back to main screen and the other for downloading the offer letter. The withdraw button and payment history button will become active only after making the payment.

ii) Once the candidate clicks the Make payment button then payment page will be loaded as shown.

- iii) For an offered program, the candidates have to pay a certain amount (currently Rs.0,00,000/-) to confirm acceptance of the offer. While pressing the “Pay now” button, a warning message can be displayed as message box with text

“Please make sure that you are going to make payment of Rs...../-“ and the message box contains buttons of Cancel & Proceed.

- a. If the user clicks cancel, then the system should not proceed to payment screen and revert back to the previous screen.
- b. If the user clicks “proceed” then the system should move control to the third part payment gateway page where the student should be able to pay the offer acceptance fee. All the relevant candidate details, program name, and offer acceptance fee etc. should be automatically passed to the payment gateway page based on the specifications given by our payment gateway partners.
- c. Once the payment goes through successfully (as communicated by the payment gateway) then the confirmation message along with the payment details (paid amount, payment date, and Transaction id) should be displayed to the candidate.
- d. If the payment is unsuccessful and the payment gateway has timed out and sent control back to our system, then a suitable error message has to be displayed to the candidate.
- e. After making the payment, the ‘**Withdraw**’ button and ‘**Download Payment Receipt**’ button should be enabled on the previous screen instead of the make payment button.
- f. When the candidate (who has paid the offer acceptance amount) clicks on Download payment receipt, the following screen should appear. When they click view button, receipt should be generated along with ‘print’ and ‘save as pdf’ button.
- g. In addition to the buttons mentioned in the screenshot, there should be a “Payment History” button to list all the payments made by the candidate in a new window. They should be able to open one of them and take printout / save as PDF.

All the payment details should be listed under payment history.

- h. The candidates can download the offer letter until the registration date.

- i. By using the withdraw button the applicant (who has paid the fee) can request to withdraw from the program.

### **Case-2: Candidate status is “Waitlisted”**

- i) If the candidate clicks on the Waitlisted link, the following functionality is expected in the next screen.

- ii) This screen will have two buttons, one for downloading the waitlist letter and another to make withdrawal.

- iii) The following text should also be shown “The details of active waitlist will be published on .....( date from backend)”
- v) The functionality associated with the make payment button and redirection to payment gateway is similar to the process which is detailed above for the offered case (Refer Case-1 Candidate status is Offered).
- vi) Once the payment is made, the screen will display the payment details (Paid amount, payment date, Transaction id, the active waitlist will be published on \_\_\_\_\_).
- vii) Furthermore, after successful payment, the ‘Withdraw’ button should be enabled instead of the make payment button, through which the applicant can withdraw from further consideration for the program.
- viii) After every payment, the receipt should be automatically sent to the candidate’s email address as well as Admissions Office & Accounts Office (office.admissions@iimranchi.ac.in & office.accounts@iimranchi.ac.in).
- ix) The functionalities pertaining to download waitlist letter are similar to the download offer letter functionality discussed in Case-1 for offered candidates.
- x) The functionalities pertaining to download payment receipt are similar to the case-1. The relevant screen is given below. This will also have print and save as PDF option when clicked on that button.
- xi) The functionalities pertaining to the withdraw button are similar to the Case-1.

There should be an empty field in the second page (course-wise dashboard) of candidates for both waitlist and offered status, where the institute can display any specific comment pertaining to a candidate. If such a comment is not available in the backend database, then this label will not be visible in the screen.

### 3) Generation of Second List:

- a. The software will automatically generate the following values during the generation of active waitlist (Second List):
  - **Category wise WL-Rank**
  - **Category wise Offer Made upto**
  - **Overall Active WL Rank**
  - **Overall offer made upto**
- b. Before generating the active waitlist, the login button will be disabled for the students. During the generation of active waitlist, the system should automatically generate Category-wise WL Rank, Category-wise offer Made upto, Overall Active WL Rank and Overall offer made upto. These systems generated values will be stored against the above mentioned four fields for each and every candidate.
- c. There should be a window at the backend for giving category-wise cut-off marks along with a field for entering “Next status will be updated on” date and a button for generating the second list (active waitlist). Based on the category-wise cut-off marks, those who obtained final composite score more than or equal to this cut-off marks (stipulated by the Admissions Office) will be converted from ‘Waitlist’ to ‘Offered’ status and accordingly the respective value in the field (Off/WL) will be changed from “WL” to “O”.
- d. The value of Off/WL field of those who scored less than the cut-off marks will remain in the “WL”.
- e. This system generated file will be downloaded from the backend and verified by the Admissions Office after which there should a button for “publishing the active waitlist” (Second list). After publishing the active waitlist, the login button will be enabled to the students.
- f. The rank of the candidate who has been converted to Offered and obtained the least mark under the respective category will be reflected as “Category-wise offer Made upto” against name of the candidates, who are still under the waitlist except “General”.
- g. The rank of the candidate who has been converted to offered and obtained the least mark under General Category will be reflected as “Overall offer made upto” against name of all the candidates, who are still under waitlist.

- h. Rank for each programme - Category-wise active waitlist and Overall active waitlist will be assigned to the candidates based on their marks (Final Composite Score) obtained from highest to lowest order. These ranks will not be changed until the whole admission process is over.
- i. The programme-wise ranks assigned to the candidates during the generation of second list will be permanent and during the generation of future offer list (3rd list onwards) the same rank will be show on their dashboard.
- j. Category-wise “Rank” and Category-wise “offer made upto” should not be shown on the dashboards for the unreserved (General) candidates. However, overall rank and overall offer made upto should be shown.
- k. The rank details have to be shown as given below (for example) in the Dashboard:

<b>Particulars</b>	<b>MBA</b>	<b>MBA-HR</b>
Overall active waitlist Rank	85	20
Overall active waitlist Rank	40	10
<b>Particulars</b>	<b>MBA</b>	<b>MBA-HR</b>
Category wise active waitlist Rank	EWS – 22	EWS – 7
Offer made upto	EWS – 15	EWS – 3

- l. If a candidate has not chosen a course, the column pertaining to that course should not be visible for such candidate. However, the vendor can make their own design ensuring that all the above fields are incorporated in a user-friendly manner.
- m. If more than one candidate scores the same marks, then the rank (for Category-wise and Overall active-wise) should be decided based on their Date of Birth (Older will be given higher rank). However, if any students are having the same marks/cut-off as of last candidate, they should also be included to be offered for admission. It means, the candidates having the same score should be offered admission together.
- n. When the Status of WL converted to Offered (Second list onwards), the students have to pay the balance Term-I fee of Rs.0,00,000/- within the deadline to complete their admission process and submission of Online application form. For such candidates, the payment button should be enabled on the dashboard of the respective programmes accordingly.
- o. The candidates who remain in the waitlist should be able to see “Next status will be published on \_\_\_\_\_”. This date will be fetched from the backend which was entered by us during the generation of second list.
- p. Conversion of Candidates from the reservation categories (EWS, NC-OBC, ST, ST & DAP) to General (Unreserved):
- q. The rank of those who have been offered under respective categories (through reservation system) during the generation of first list will be revalidated during the generation of second list. If the marks obtained by those candidates are happen to be higher than the cut-off marks given for the General Candidates in the second list, then such candidates will be moved to Unreserved (General) Category. This should be reflected in the application form of such candidates as well as in the backend reports. There should be a separate report at the backend to generate the list of such converted candidates (from which category to General category should be clearly shown in the reports).
- r. During the initial login, if a candidate is selected one course as Preference 1 and other course as Preference 2 and he/she has got offer for Preference 2 and paid the fee. Subsequently, he got the offer for his/her first preference. During such situation, there should a provision to the candidates to change the course and accordingly the payment also will be transferred. This change should also be reflected in the application form.

Please find below the illustrations:

**For example:**

A candidate has chosen MBA as preference-1, MBA-BA as preference-2 and MBA-HR as Preference 3. During publishing of the First List, he/she has got Offer for MBA-HR (Preference 3) and

accordingly, he has paid Rs. 0,00,000/- as Offer Acceptance Fee for MBA-HR Course. Subsequently, in the second list, he/she has got admission to MBA as well.

When he/she login to the portal, after the publishing of second list, there should be a message in the dashboard asking “Do you really want to change your course?”

If he/she choose “Yes”, the following message will appear:

Kindly select one of the below options:

Since you are changing the preference, the offer acceptance fee of Rs.0,00,000/- paid for MBA-HR will be adjusted against MBA Course fee. As a result, you will have to pay the remaining course fee of Rs.0,00,000/-.

(or)

If you want to withdraw the Offer Acceptance Fee of Rs.0,00,000/- paid for MBA-HR Course, you will have to pay the remaining course fee of Rs.0,00,000/- for MBA Course.

If he/she choose “No”, the following message will appear:

Kindly select one of the below options:

Since you are not changing the preference, the waitlist acceptance fee of Rs.00,000/- paid for MBA will be adjusted against MBA-HR Course fee. As a result, you will have to pay the remaining course fee of Rs.0,00,000/-.

(or)

If you want to withdraw the waitlist Acceptance Fee of Rs.00,000/- paid for MBA Course, you will have to pay the remaining course fee of Rs.0,00,000/- for MBA-HR Course.

#### 4) **Generation of Third and Subsequent lists:**

The programme wise rank (Overall as well as Category-wise) that was allotted during the generation of second list will remain the same for the third list as well as subsequent lists. All the remaining process will be same as Second List.

#### 5) **Sequence of the Process:**

- i) Uploading of Raw Data ii) Generation of First List iii) Deadline for payment of Offer Acceptance Amount (OAA) and Waitlist Commitment Fee iv) Generation of Second List
- v) Deadline for payment of balance Term I fee for those who has paid OAA in the first list.
- vi) Deadline for payment of balance Term I fee who has got offer in the second list (Sl.No.5 & 6 can be either same or different dates).
- vii) Generation of Third List.
- viii) Deadline for payment of balance Term I fee who has got offer in the third list. ix) Generation of Fourth List.
- x) The same process will continue till the generation of last offer list.
- xi) Deadline for Registration.
- xii) Deadline for Withdrawal.

#### 6) **Reports to be download from the backend for verification purpose:**

- a. System generated Files after generation of each list.
- b. Programme-wise Payment Report (Bank-wise) (between any two dates, date-wise transactions, entire transaction details from day one to as on date)
- c. Programme-wise Payment Report that includes transaction details of both the payment gateways service providers (between any two dates, date-wise transactions, entire transaction details from day one to as on date)
- d. Programme-wise Withdrawal Report (between any two dates, date-wise withdrawal list, entire withdrawal details from day one to as on date). There should be a provision for generating report with filtration (Withdrawn after paying OAA, withdrawn after paying acceptance fee, withdrawn after full payment, withdrawn before/after registration) and without filtration.
- e. Converted candidates list from different categories to General.
- f. Programme-wise application in excel format (submitted application, paid and incomplete/not submitted the application).

- g. Programme-wise list of candidates who have paid the only Offer Acceptance Amount (OAA).
  - h. Programme-wise list of candidates who are in the waitlist.
  - i. Programme-wise list of candidate who made full payment (Currently Rs.0,00,000/-)
- 7) Few Other Points related to Online Admissions Portal**
- a. There should be a provision to fetch the "Offer Letters for Preparatory and Non Preparatory" for both the programmes along with the Explanatory Notes in pdf format for the Offered Candidates.
  - b. There should be a provision to fetch the "WL Offer Letter" to the WL Candidates for both the programmes.
  - c. There should be a provision to upload the "Last Year Waitlist Movement Status" in the dashboard of WL Candidates (PDF Version).
  - d. There should be a provision to upload the "Instructions to the Candidates" in the landing page of the student's dashboard. (PDF Version)
  - e. There should be a provision to segregate the successful transaction and failure transactions during the generation of payment.
  - f. The details of the candidates, who have withdrawn from the programme should not be reflected in any of the payment reports and also in the application list.
  - g. List-wise payment and withdrawal report.
  - h. In the payment report, there should be segregate, the candidates who paid only OAA, only WL acceptance fee, full payment).
  - i. Once a candidate changed his/her course, the same should be automatically reflected in the reports (They should be listed under finally admitted course only).
  - j. All the inputs that IIMR has to set should be configurable from the backend as the values could change over the years. Whatever the inputs to be entered during the generation of each list should also be configurable by IIM Ranchi.
  - k. If there are any missed points in the above procedure/process, the same will be included during the initial discussion/customization/development/testing (first year), in consultation with the successful bidder.
  - l. The amount mentioned in different parts of this tender document are dummy and the actual values will be provided before hosting. These values also shall vary over the years due to change in the policy.
  - m. 24 x 7 online support is needed during the Admissions process. However, the successful bidder will be required at the site for the Kick-off meeting for better understanding the broad scope of work and as and when required by the Institute.
  - n. Testing and Training should be provided to IT and Admissions Office staff of IIM Ranchi.
  - o. Hosting Server along with support and maintenance should be provided by the successful bidder as per the specification / requirement given in the tender document and the same has been mentioned in the price bid of tender document as well.
  - p. Sub domain name will be decided by IIM Ranchi.
  - q. Admission process will be a continuous period of 5 months on every year during the admission cycle.
  - r. No additional charges will be paid by the Institute for adding of new program in the same dashboard having similar admission process. Accordingly, the design has to be made so that we could add third or fourth programmes from the backend as and when required. However, as of now, there is no immediate plan to add any new programme.
  - s. For addition of any New Program in a separate dash board having very different admission process, the rate should be quoted as per the BoQ (per person hour for 200 person hours per year) given at Part-B of the Price Bid in the Tender document.
- All images provided in this document are purely for illustrative purpose to provide the expected use case. However, the design of the user interface has to be aligned with IIM Ranchi user representatives before development.**
- 8) Online Application Form:**
- a. There should be a button on the main screen for candidates for filling the personal details cum "Online Application Form". This form should be activated only for those who have been offered

admission for any one of the programs. This form is currently same for all the three programs offered by the institute. This form has to be designed by the vendor in alignment with IIM, Ranchi. The indicative functionalities that are expected

to be in this form are given below. The final requirement has to be aligned before development.

- b. In the Application form, the Preference course 1, 2 & 3 should be automatically fetched from the Preference set by the candidate on his/her dashboard. Finally admitted course should also appear in the application form when we take the final report from the backend.
- c. When the candidate clicks on this “Personal detail cum Application Form” button, the online form should be loaded as a separate tab in the browser. This form has multiple sub tabs within it which collects the necessary details from the candidate.
- d. The application form that has been generated during the last year admission is enclosed as Annexure – V for reference. However, additional fields and documents upload options needs to be incorporated further which will be decided during the kick off meeting.
- e. In the Online Form, on Graduation section need to have two Radio button option as Percentage and CGPA/GPA. Based on the user selection of radio button, Percentage Column or CGPA/GPA column will be enabled in the Graduation table.
- f. There should be a sub tab for the candidate to enter his/her prior educational qualifications. Among other things, there should be provision for adding semester wise (10 Semesters) and year wise (5 years) marks from prior degree programs. The candidate should be able to manually enter the total CGPA and percentage scored from these prior degree programs.
- g. There should be a sub tab for the candidate to enter his/her prior work experience details in a tabular format.
- h. There should be a sub tab for the candidate to upload his/her medical fitness certificate, Antiragging undertaking form, Valid category certificate for SC/ST, NCL-OBC, and EWS categories, and any other undertaking form mandated by IIM, Ranchi from time to time
- i. The applicant should be promoted to make the ‘final submission’ of this application form within the timeline specified by IIMR user administration.
- j. Any candidate who has not paid the program fees (Term I fee) should not be allowed to submit the application form.
- k. Once a candidate submits the application form, the label of the button in the main screen should be changed to ‘download the application form’.
- l. The last sub-tab of this form should have a preview page which will provide a summary of all the details entered by the candidate and will have a final submission button that allows him/her to submit the application form. After final submission, candidates will not be allowed to edit the form. There should be warning message for the same during final submission.
- m. The penultimate sub-tab of this form is the payment details. If an offered candidate has not paid the acceptance fee from the dashboard (second screen) then he should be able to pay the acceptance fee as well as final payment using the penultimate sub-tab within this application form. If the candidate has made the payment, then the payment details (as explained earlier) should be displayed in this sub-tab.

**9) Payment Details:**

- a) The payment of program fees should be auto calculated by the system based on the program for which offer is made.
- b) If the candidate has not paid the acceptance fee from the dashboard, then he should be promoted to pay the acceptance fee and program fees separately through the payment sub-tab (penultimate sub-tab) of the application form.
- c) If the students are paying the final installment (course fee) through Bank Loan, only payment details (Name of the Bank, Branch name, Reference/Transaction number, Loan Number, Date of Payment and amount paid) should be entered instead of payment gateway transaction. This won't be applicable for the acceptance fee payment.
- d) If the students are paying the fee (acceptance fee/ course fee) final installment through NEFT/IMPS/Other payment mode, only payment details (Name of the Bank, Branch name, Reference/Transaction number, Loan Number, mode of payment, Date of Payment and amount

paid) should be entered directly from the backend by IIMR officials instead of payment gateway transaction.

- e) If a candidate has made the payment successfully and the system shows that the payment has been failed. For such transactions, the user administrators should be able to change the transaction status to successful from the backend.
- f) If the candidate who has paid full amount, withdraw within registration date then Rs.0000/- should be deducted as processing fee automatically. A text should also be appeared for such candidates near the 'Amount of refund' text box as given below:  
"Rs.0000/- has been deducted as per the refund policy". There cannot be any partial withdrawal of amount from any program for which full payment has been made.
- g) Download payment (Payment History) button should list all the payments made by the candidate in a pop up window. They should be able to open one of them and take printout / save as PDF.
- h) All the payment details should be listed under payment history as shown in the illustrative image under case-1.
- i) If a candidate is unable to pay the fee through Payment Gateway, there should be a provision for the user administration to update the NEFT / other mode payment details of a candidate via an administration interface. The payment details and receipts of these manually entered records should also be accessible to the candidate via the portal for view / download.

**10) The following are the highlighted points for generating rank list:-**

- a) If two or more candidates get same marks, then the rank (overall/category wise) should be made based on the Date of Birth.
- b) If the person who gets offer with lowest cut of marks, the other candidates in the same category with the same marks (rank would be different) should also get offer.
- c) During the publishing of each list, rank of the candidate who has got offer and scored the lowest marks under each category will be shown as 'offer made upto' for the respective category.
- d) Based on the cut-off marks specified by the user administration team (from time to time) the second list, third list etc of offers should be generated automatically and all processes described above should be triggered.

**11) The following are the highlighted points for the system w.r.t management of process deadline:**

- a) The user administrator should be able to set deadlines for last date of payment for acceptance of the wait list, acceptance of the offer etc. using a simple user interface.
- b) The deadline for Payment of acceptance fee for only offered and waitlist candidates will be applicable only for the first list.
- c) From the second list onwards, the deadline for all the offered candidates would only pertain to the payment of the first installment of the program fees (Term I fee).
- d) Please note the deadline for the payment of program fees will be different for candidates from different lists.

**12) The following are additional reporting requirements pertaining to payment module:**

- a) The following fields pertaining to the candidate / transaction needs to be available as an on-demand report to the user administrators via a simple user interface: -
  - i. Filter on dates (on date and dates between)
  - ii. CAT-Reg. No
  - iii. Name of the candidate
  - iv. Gender
  - v. Category
  - vi. Course Name
  - vii. Amount
  - viii. Date of payment
  - ix. Reference Number
  - x. Type of Payment (Acceptance fee/final payment)
- b) Once a candidate pays the fee, a push message (email and SMS) should be automatically sent to the candidate confirming the same. A report on the candidates who have paid the fees should be available on-demand. This report should also be filtered on program and dates (on date, and date between).
- c) A report on the candidates where payment was attempted but failed.
- d) A report on a set of candidates, as searched using CAT registration number, date of offer, name, or application status.

- e) A report on the candidates that have paid the
  - i) program fees ii) offer acceptance fee, but not program fee
  - iii) acceptance fees but submitted a request for withdrawal iv) program fees by bank loan v) program fees via NEFT.
- f) Any additional customized reports that are required by IIM, Ranchi admissions office during the admissions season.

**13) The following are additional reporting requirements pertaining to withdrawal module:**

- a) The candidates should be able to withdraw only until the date of registration. The withdraw button should be active only if the candidate has paid the acceptance fee.
- b) If the candidate has clicked the button to withdraw from the program / further consideration of the wait list, then in the next screen, information on candidate bank details (as given below) need to be collected using a form.
  - i. CAT ID (pre populate) ii. Name of the Candidate (pre populate) iii. Date of Payment (pre populate)
  - iv. Reference Number (pre populate) v. Amount Paid (pre populate) vi. Account Holder Name for refund
  - vii. Bank Name viii. Account Number ix. IFSC Code
  - x. Branch Name & Address xi. Date of withdrawal (automatic)
- c) A confirmation / warning message box is required to make the candidate confirm the withdrawal. If he/she cancels the withdrawal, then the control should be taken to previous screen. Withdrawal request should be submitted only if the candidate clicks the submit button. Once confirmed, there should be a message to the candidate that the 'The amount will be refunded within 10 working days'.
- d) If withdrawal request is submitted by the candidate then an email should be sent to the finance wing (office.accounts@iimranchi.ac.in) and admissions office (office.admissions@iimranchi.ac.in).
- e) The deduction for those who are withdrawing on or after the registration date will be made from the applicable program fees as per the following rules;

Tuition Fee – Refund of tuition fee will be as under;

- i. If a student withdraws within a month from the date of Registration, the amount will be refunded after deducting one month's tuition fee, which will be calculated taking into account of 12 months' tuition fee (Annual Fee/12 months X 1 month).
- ii. If a student withdraws after one month from the date of Registration, the amount will be refunded after proportionate deduction.
- iii. Caution deposit – Full amount will be refunded.
- iv. Mess Fee – The deduction will be on proportionate basis. Number of days will be calculated and the amount will be deducted as follows:
- v. Mess Amount to be deducted = Mess advance collected – (No. of days X Daily charge). vi. No. of Days = Days between Date of withdrawal & (Regn\_Date+1)
- vi. Processing Fee of Rs.1000/- should not be deducted.

Note: The above-mentioned refund rules may or may not be changed every year.

**14) The entire data stored in the application form module should be available for save as PDF (at each candidate level) or save in the MS Excel (for multiple candidates) as a report that will be extracted by the user administration team.**

- a) The user administration team should be able to search / filter candidates to extract these reports in PDF or XLS format.
- b) A detailed XLS format report capturing all the fields collected from all the students registering for a program in a particular batch should be available for extract for upload into the ERP system of IIM, Ranchi.

**15) Customisations required in the existing Application**

**The following customizations are required in the existing Admission Portal for MBA and MBA-HR:**

- a) The dashboard should display the total number of offers extended to candidates.
- b) The dashboard figures must align with the total number of candidates categorized under each subdivision of the headings.

- c) In the applicant's section, users should have the ability to select specific data for download as a report. The report should include numerical or graphical representations and integrate with the existing CSV file format.
- d) The candidate should be able to view their consolidated scores along with the component wise scores in the admission portal.
- e) The payments section should include an option for double payment. Once a payment is completed and the receipt is generated, the payment option for that candidate must be disabled.
- f) The payments section should allow users to download lists of candidates who have not paid the commitment fee, waitlist fee, or first-term fee.
- g) The payments section should also provide functionality to download the complete refund list for candidates who have not received an offer from IIM Ranchi.
- h) Candidates must not have the ability to enter any payment details or modify information within the admission portal. Their access should be restricted to viewing and downloading necessary details in a read-only format.
- i) A dedicated payment gateway or option should be available for bank loan payments of candidate fees. Once the payment is processed through the loan, the receipt should be automatically generated for the candidate.
- j) The withdrawal section should enable users to download details based on specified start and end dates in CSV or Excel format. Additionally, numerical reports should also be generated.
- k) Reports should be generated for candidates admitted on specific dates, with the ability to filter by start and end dates. These reports should include classifications such as CAT ID, name, category, gender, and payment details, consistent with the existing report generation process.
- l) The portal should provide access to previous years' data for reference and comparison with the current year's details.
- m) If changes are required to a candidate's status (e.g., updating the forfeited status to offered or selecting a program), the user organization should be able to raise a request directly through the portal. The portal admin can approve such requests within the portal itself, eliminating the need for separate email communications (e.g., similar to the CAP PI process).
- n) The offer letter must display only the publication date of the offer. This date should remain unchanged regardless of when the candidate downloads the offer letter.
- o) In cases of refunds post-registration, the calculation should exclude the registration date, starting only from the next calendar day.

#### **16) Hosting:**

The vendor has to host the admission portal on a cloud / managed dedicated server or hosting plan and the same should meet the following requirements without any performance issues/latency:

- a) The vendor must use an open-source Database like MySQL or PostgreSQL, and the hosting server should support it.
- b) **The vendor should use the cloud/managed dedicated hosting service providers from any one of the following:**
  - **GoDaddy,**
  - **HostGator,**
  - **Hostdime**
  - **CtrlS,**
  - **AWS,**
  - **Azure.**
- c) The Server should preferably be on a Linux platform.
- d) The Server should have preferably 64 GB RAM, unlimited bandwidth, and a core processor or better. However, based on the application, load, and resource utilization, the vendor should decide to ensure the best performance. If there is any performance issue or delay in result publishing due to insufficient hardware resources & bandwidth, coding/query error, or any unforeseen problems, a penalty will be charged (Rs,1,000/- per minute)
- e) FTP backup should be provided and automatic backup needs to be configured.
- f) The server should have a cPanel or equivalent for easy administration.

- g) Firewall protection and intrusion prevention systems (Anti-virus, anti-malware, antiphishing, etc.) should be available on the server.
- h) The coding and SQL queries should be fine-tuned and periodical tweaking to be done to avoid overload on the server.
- i) The load testing should be done using test data of 20,000 candidates and 15,000 concurrent access and performance fine-tuning/optimization needs to be done accordingly to provide maximum performance. Necessary load testing applications are to be used for the same.
- j) Month-wise concurrent access is given below:
  - First Month – 15,000 (First two weeks)
  - First Month – 7,500 (Third and Fourth Weeks)
  - Second Month – 5,000
  - Third Month – 3,000
  - Fourth & Fifth Month – up to 1,500
- k) The successful bidder should bear the cost of hosting and server.
- l) Sub-domain (eg. <https://iimranchi.ac.in/admissions/>) will be provided by IIM Ranchi.
- m) The server should be dedicatedly used for the admissions requirement of IIM Ranchi under the ownership of IIM Ranchi. However, the vendor should have complete access to the server for technical administration and support.
- n) Every year after admissions, the student's data is to be transferred to the existing student portal according to the requirement of IIM Ranchi. The student portal has the term fee payment module, utility payment, student search for employees, and student data for the website.

#### **17) Non-Functional Specifications**

- The following are the non-functional requirements to be met by the admissions portal:
- a) The system should be available 24/7 basis during the entire admissions process. The number of concurrent users is expected to be around 10000 users during the peak admission process. Hence the portal should be scalable for this type of load. The portal should be load-tested by the vendor before production deployment.
  - b) The vendor should maintain and manage their development environment and should use only dummy data for development and testing purposes.
  - c) The staging environment where the load testing will be done / bug fixes will be system tested, will be provided by the Vendor.
  - d) The production servers for hosting the live admission portal have to be provided by the vendor. However, the ownership should be transferred to IIMR before making the portal live.
  - e) The portal should be thoroughly tested and made fool-proof from third-party hacking attacks. The privacy of the personal data on the system should be protected in line with the prevailing data privacy regulations and relevant laws of the land.
  - f) The vendor should ensure that emails / SMSs that are triggered through a bulk sending application (email gateway / SMS gateway) do not suffer from any performance issues, especially when sending 15,000 emails / SMS together. Approximately 1 Lakh email/SMS credits should be available from Day 1 and the vendor should monitor and add additional email /SMS credits according to the usage/requirement. The vendor should ensure that the emails will not go to the Spam folder for which reliable applications like mailChimp have to be used.
  - g) The code for sending SMS and emails should be functionally separated so that the issue in sending email would not affect the sending of SMS.
  - h) In addition to the email gateway credits (SMTP) of 1 Lakh per annum, the vendor should also provide an email campaign application with 18,000 email credits (per month) from MailChimp for a period of two months.
  - i) Green bar SSL should be activated and two payment gateways need to be integrated into the admission portal. From the report, we should be able to segregate the payments made through each payment gateway. One payment gateway should be in the SBI Payment gateway and another payment gateway can be either from a third-party service provider or from another bank as advised

by IIM Ranchi. It is mandatory to provide Green bar SSL or better SSL certificate in consultation with the Systems Administrator according to the requirement of the payment gateway service providers.

- j) During the window when a new list is being published, access to all the candidates should be turned off to the portal and all the live connections/users/sessions need to be terminated. Only after a manual verification of the uploaded data, access should be enabled again. Provision for this turn-on/turn-off feature is required in the system as a part of the administration panel.
- k) The vendor should create user-friendly interfaces for accessing / modifying / deleting the data from the back-end database for various data administration requests that are sent to them from time to time. The access permission to do these operations should be restricted to a select group of admin users.
- l) The vendor should create a provision for safely archiving the admission data pertaining to a particular academic year and start with a clean slate for the admissions of next year. This old data should be stored in such a manner that it can be retrieved on a demand basis.
- m) Existing data migration is not needed but the data migration from the Admissions portal to IIM Ranchi's LMS will be required.

## 1.7 Scope of Bidding Module

### 1.7.1 Features of Admin

Section	Feature Description
Data Management	Admin is able to upload Programmes
Data Management	Admin is able to upload Batches
Data Management	Admin is able to upload Students along with Batch and Programme Information
Data Management	Admin is able to upload Course Details along with Max Seats
Data Management	Admin is able to upload Pre-requisites of Courses
Data Management	Admin is able to upload Pre-Enrollments of students
Data Management	Admin is able to upload Completed Courses of students
Term Management	Admin is able to create Terms and do Term settings
Round Settings	Admin is able to add and modify Round settings
Utility	Admin is able to flush information in the system using one of "Flush All" or "Flush Term Settings" or "Flush Round Settings"

Reports	Admin is able to access reports at each Round level and consolidated Reports wherever required
Report	Admin is able to access the Audit Log from the system

### 1.7.2 Features of Student

Section	Feature Description
Student Home	A student is able to see Term settings and Allotted Bid points on the homepage
Student Home	A student is able to see list of Available Courses along with the no. of seats available in each Course
Student Home	A student is able to mark a few courses as a favorite on the home page. The favorite courses are shown at the top during the bidding.
Student Home	A student is able to see the list of Pre-Enrolled or Mandatory courses for the Term
Bidding Page	A student is able to see the list of all Available Courses along with No. of bidders, MRB and No. of available seats
Bidding Page	Student can add a Course to Selected Course list and bid for the course
Bidding Page	The System does not allow students to select Clashing Courses
Bidding Page	Student can withdraw a Course from the Selected Course list under certain conditions
Bidding Page	Student can change bid points for a course any number of times during the Bidding Round
Bidding Page	The system allows students to access the Bidding page only during the Bidding rounds
Confirmation Round	A student is able to Confirm/Drop a course that he/she won in a Bidding Round

## 1.8 Scope of Timetabling Module

The following features define the scope of the product.

### 1.8.1 Features of Academic Programme Office

Section	Feature Description
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Data Management	The programme office can manage Programmes related data
Data Management	The programme office can manage Faculty Data
Data Management	The programme office can manage Classroom information
Data Management	The programme office can manage Timeslot and Data slot information
Data Management	The programme office can manage Session Types, Holidays and Preference timeslots that can be given by the Faculty
Utility	The programme office can clear all the data in the system
Login	The programme office is can login the system with the credentials provided by TMS

<b>Section</b>	<b>Feature Description</b>
Master Data	The programme office is able to choose Timeslots for their programme
Master Data	The programme office is able to choose Day slots for their programme
Master Data	The programme office can load Areas into the system
Master Data	The programme office is able to upload Batch into the system
Data	The Programme office is able to upload Students into the system
Data	The Programme office is able to upload Faculty into the system
Data	The Programme office is able to upload Courses into the system
Data	The Programme office is able to upload Classrooms into the system
Data	The Programme office is able to upload the output of the DemandEstimation round into the system
Data	The Programme office is able to upload the output of the Bidding Process into the system
Preferences	The Programme office can add/modify/remove/upload Preferences on behalf of any Faculty
Preferences	The Programme office can view the list of Faculty who have given preference and who have not given preferences

Preferences	The Programme office can send an email from the system asking Faculty to give preferences
Weekly Timetable	The Programme office is able to generate Weekly Timetable through the system
Weekly Timetable	The programme office can shuffle courses in the Timetable. The shuffle feature will take into account the maximum capacity configuration for a given section
Term Timetable	The programme office is able to generate a Term timetable through the system
Term Timetable	The programme office is able to reschedule a class
Term Timetable	The programme office is able to add a new class to the timetable
Term Timetable	The programme office is able to cancel an existing class
Term Timetable	The programme office is able to add a special class or a guest lecture
Login	The programme office staff is able to login into the system with the credentials provided by TMS

### 1.8.2 Features of Faculty

Section	Feature Description
Preferences	A Faculty is able to add/modify/delete Preference for each of the courses they are teaching
Timetable	Faculty is able to view the timetable across all programmes on his interface(it's a mobile-friendly interface)
Courses	Faculty is able to view the list of courses that the Faculty is teaching across all programmes
Login	Faculty are able to login into the system with the credentials provided by TMS

### 1.8.3 Features of Student

Section	Feature Description
Login	Students are able to login into the system with the credentials provided by TMS
Timetable	The student is able to view the timetable on their interface (it's a mobile-friendly interface)
Courses	The student is able to view the list of courses that the student is part of across all programmes

#### 1.8.4 Additional features: (At no additional cost)

- (i) Migration from Academic Information System (AIS) Hibiscus and Moodle of all existing data.
- (ii) Integration with DigiLocker of all existing student academic data and future data generated during the contract period.
- (iii) Integration with Academic Bank of Credit (ABC) of all existing and future data generated during the contract period.
- (iv) Migration from the vendor software to the new software towards the end of the contract period.
- (v) Creating of customized grade sheets, certificates and other documents related to student life cycle at the institute which can be generated against each student directly from the software.
- (vi) Creation of module for recording of Course Learning Objective (CLO) and traits from course outlines for different subjects and facility to faculty members to map those CLO and traits with their question papers and course outlines.
- (vii) Limited Admin rights should be provided to Dean and Programme Chairs to approve request from APO, Faculty and students.

## 2 Subscription Model with Cloud Infrastructure

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### 2.1 Scope of the Subscription with Cloud Infrastructure

The following things are covered under the model

1. The working software will be made available on **Infrastructure provided by IIM Ranchi** which can be accessed via a Web browser for all the users of the Software
2. Any bugs or issues detected in the “Scope of Work” of the product will be resolved without any additional cost in the current scope
3. The Bidder’s team shall carry out thorough testing of the software and ensure stability before the deployment
4. The Bidder’s team shall provide training to the new users including APO Office Staff and Academic Secretary
5. The bidder shall provide user support for queries and clarifications during the usage period

### 2.2 Support Assumptions

Following the assumptions for support during the subscription period:

- The support will be limited to the Existing System Design Architecture, Network Architecture, Infrastructure and functionalities only
- Institute assumes full customer support during the Subscription Period

### 2.3 Current System Details

1	Web Server	Apache Web Server
2	Application Server	Apache Tomcat

3	Database Server	MySQL
4	Technologies Used	JavaScript for frontend, PHP for backend
5	Browser Support	Latest version of Google Chrome, Safari, Mozilla, Microsoft Edge
6	OS	Ubuntu Latest Stable Version,

#### **2.4 Support Team Details**

1	Primary Contact	To be filled by the bidder
2	Secondary Contact	To be filled by the bidder
3	Additional Contact	To be filled by the bidder

## SPECIAL TERMS & CONDITIONS

### **1. Data Migration:**

The bidder has to migrate the presently available data into the developed software. The system should trigger emails to relevant users at all appropriate times like application openings, editing, modification, changing, etc. in the appropriate email formats. The developed software data needs to be migrated to the new vendor software towards the end of the contract period.

### **2. Time of completion:**

Time is the essence of this tender. The execution of the tendered software as per the Agreement shall be started implementation at the Indian Institute of Management, Ranchi immediately after the purchase order/agreement. The time allowed for executing the software as per the agreement shall be strictly observed by the successful vendor.

### **3. Contract Period:**

The license of the software shall be for one year.

### **4. Term of Delivery:**

The successful bidder shall have to provide the required software package within 02 months from the awarding of the contract. In case not delivered in stipulated time, a penalty @ 0.5% of the workorder value per week of delay shall be applicable subject to maximum of 10%. In case, the delay is on account of IIM Ranchi or on valid grounds (acceptable to IIM Ranchi), this may be waived off.

### **5. Payment Terms:**

The first payment shall be made within 45 days after the successful delivery, installation, and training of the software package and on submission of the original invoice (with GST break up) alongwith all necessary documents. Afterward, the license shall be renewed on yearly basis.

### **6. Indemnification:**

The Agency, irrevocably, and unconditionally hereby indemnifies and undertakes to keep the Institute and /or its Directors, officers, employees, agents, and representatives, for all times from and against all charges, costs, losses, claims, demands, liabilities, obligations, suits, judgments, penalties, proceedings, precautions, litigations, or actions, financial or otherwise, at law or equity, including the expenses of defending any claim of liability by any third party, and from and against all actual damages sustained, whatsoever, whether past or current suffered or incurred by the Institute and/ or its Directors, officers, employees, agents, and representatives due to reasons of

a) Breach, misconduct, omissions, misrepresentation or

b) Negligence on the part of Agency and or its directors, employees, in the performance of the services including but not limited to any claim/third party claim arising out of improper or illegal use or adoption or invasion or infringement of the copyright or intellect property right and violation of confidentiality obligations.

c) Act detrimental to the interest and reputation of the Institute

### **7. Termination of Contract:**

IIM Ranchi shall have the right to terminate this Contract in part or in full in any of the followingcases: -

(a) The agreement may be terminated in whole or in part, by Institute in the event of a material breach by the successful bidder that is not cured within thirty (30) days of notice from the institutes.

(b) This Agreement may be terminated in whole or in part, by a Party for convenience, on 3 months' prior written notice to the other Party.

(c) In addition to the above, either Party may terminate this Agreement if the other Party (a) admits in writing its inability to pay its debts generally as they become due, or (b) makes an assignment for the benefit of its creditors, or (c) institutes or consents to the filing of a petition in bankruptcy, whether for reorganization or liquidation, under federal or similar applicable state laws, or (d) is adjudged bankrupt or insolvent by a court having jurisdiction, then in any of such events, the other Party may, by written notice, immediately terminate this Agreement, without further liability to the other Party, except to produce or pay all accrued payments.

**8. Risk & Cost:**

In case the agency fails to execute the assigned work in time-frame manner. The institute reserves the right to have the work completed alternatively at the contractor's risk and expenses without any further notice to him beyond the stipulated delivery period. The contractor will have no claim for compensation for any loss, which he suffers in case of default of the contracted terms.

**9. Confidentiality**

All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of the Procuring Entity to the contractor, in connection with the contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential and shall remain the property of the Procuring Entity and shall not, without the prior written consent of Procuring Entity neither be divulged by the contractor to any third party, nor be used by him for any purpose other than the design, procurement, or other services and work required for the performance of this Contract. If advised by the Procuring Entity, all copies of all such information in original shall be returned on completion of the contractor's performance and obligations under this contract.

This contract declares the subject/data of students matter of this Contract as coming under confidential and sensitive, the contractor shall take all reasonable steps necessary to ensure that all persons employed in any connection with the contract, have acknowledged their responsibilities and penalties for violations under this contract to keep the data confidential.

**10. Execution of agreement:**

The successful bidder/contractor will be required to execute an agreement on a non-judicial stamp paper of Rs.1000/- (cost to be borne by the contractor) within 30 days from the date of issue of work order/ LoA (Letter of Award). The successful Bidder who has been awarded the contract will be required to execute an agreement on a non-judicial stamp paper of Rs.1000/- (cost of stamp paper to be borne by the successful bidder). Delay in execution of agreement will be penalized i.e. Rs.100 per day of delay will be charged to the bidder, if the delay is on his part. Till the agreement is signed by both parties (IIM Ranchi & the bidder), this NIT, Corrigendum/Addendum to this NIT, Bid submitted by the successful bidder, any clarification provided by the successful bidder, Work Order/ LOA issued by IIM Ranchi to the successful bidder and Acceptance of this work order by the successful bidder will form the agreement.

### **11. Sub-contracting:**

The bidder cannot assign or transfer and subcontract its interest/obligations/awarded work under the contract without prior written permission of the IIM Ranchi.

### **12. Disclaimer Clause:**

IIM Ranchi has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the RFQ and the bidder has no claims against such right. The institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever. The jurisdiction for dispute (s), if any, shall be Ranchi.

### **13. Force Majeure**

Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIMR as the case may be, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods, droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities, quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facilities as per the stipulated minimum requirements.

The bidder or IIMR shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIMR, both parties will not be liable for their obligations under the contract. Thus the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for a period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days' notice.

### **14. Jurisdiction**

All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of this contract or subject thereof or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations can be resolved at courts in Ranchi. By consent of parties the jurisdiction of all other courts is excluded and the courts at Ranchi alone shall have jurisdiction.

**15.** A Separate Non-Disclosure agreement will have to be signed by the successful bidder with IIM Ranchi.

**TECHNICAL BID****(To be filled by the bidder with all required enclosures)****Essential criteria of the Bidder:**

<b>Part-1</b>		
<b>Sr.</b>	<b>Name of the Bidder</b>	
1.	Name of the authorized person [who signs on the tender document]	
2.	E-mail address	
3.	Address of the Agency	
4.	Phone / Mobile No.	
5.	GST No. (Attach a copy of certificate)	
6.	PAN No. of the firm/Company for Income Tax (attach a copy of PAN card)	
7 (a)	The bidder must have at least 3 years of experience in completion of similar nature of work (Development/Operation/Management of software package/solution modules like Course bidding, Admission & TimeTable Management) in IIMs/IITs/CFTIs as on the last date for submission of bids. (Enclose the certificate of incorporation/registration/MOA, showing date of registration of the firm/company).	
7(b)	As far as value of work order is concerned, the bidder shall meet one of the following conditions in last 3 years (Last date for submission of bids shall be the cut off date): One contract with contract value of equal or more than 80% of total estimated tender value i.e, Rs.31,33,100/- OR Two contracts with 60% of total estimated tender value each OR Three contracts with 40% of total estimated tender value each OR The bidder must enclose work order/ completion certificate issued by any IIM, IIT or other CFTI for similar work, in support of its claim.	
8.	A minimum average annual turnover of Rs.40,00,000/- (Rupees Forty Lakh only) for similar services provided during last three years (2021-22, 2022-23 and 2023-24)	2021- 22: _____ 2022-23 : _____ 2023-24: _____
9.	Enclosed proof of deposited Earnest Money Deposit: A copy of NIFT/RTGS transaction of EMD amount.	
10.	Enclosed undertaking as per Annexure-III	
11.	Enclosed signed & stamped of Tender document	

**Technical Bid Evaluation:**

<b><u>Sr.No.</u></b>	<b><u>Description</u></b>	<b><u>Method</u></b>	<b><u>Maximum Marks</u></b>
<b>1</b>	Experience in number of years in Development of critical software modules like Course bidding, Admission & TimeTable Management along with Post Maintenance Services	(3 years will fetch 5 marks, more than 3years, each year will fetch 1 marks, subject to maximum 10 (05+05) marks	10
<b>2</b>	Prior experience of working with IIMs/IITs/ Other CFTIs for similar work	(If less than 3 institutes=zero marks,3 institutes= 6 marks, more than 3 institutes, each institute will fetch 2 marks, subject to maximum10 (06+04) marks)	10

I agree to have read and furnish/abide by Notice Tender and GENERAL AND SPECIFIC TERMS AND CONDITIONS.

I agree to all the terms and conditions mentioned in this Tender Document, I agree that all the information given above are true to my knowledge and belief, any false information given therein shall render me disqualified and my contract may be terminated on account of that.

(Signed & Stamp of the bidder)

Date:

**FINANCIAL BID**  
**(To be filled by the bidder)**

Ref: - NIT for Providing Integrated Education Software Solution for Academic Programme Offices  
Re-Tender No.: IIM Ranchi/NIT/APOS SOFTWARE/2024-25/21 dt.12.02.2025

**For Operation/Maintenance/Management of Integrated Software package/Solution**

Sr. No.	The Selected bidder will have to provide following modules	Subscription charges quoted by the bidder		
		(In figures)		(In words)
		per student per year (s.l. 1 to 3)	Total	
1.	Elective Course Bidding Module ( <i>for 500 students</i> )			
2	Timetable Management Module ( <i>for 1200 students</i> )			
3	Registration, Grading, Attendance and Course Feedback Modules ( <i>for 1200 students</i> )			
4	<b>Admission Module</b> (consolidated amount not per student)			
5	<b>Total Amount</b>			

**Note:**

1. GST shall be extra payable. All other taxes shall be inclusive in rates.
2. The successful bidder shall be selected on the basis of scored marks. The method of awarding the marks is given in the Bid evaluation process.
3. This financial bid is only for reference to the bidders. The Bidders are advised not to disclose price in Technical bid. (Part-I & Part-II). A separate excel sheet (BOQ) shall be provided on e-procurement portal to quote the price, failing which the bid shall not be considered for evaluation.
4. The actual number of students for whom the software will be acquired will be determined by the IIM Ranchi (applicable for serial number 1 to 3 in above table). The payment will be made on pro rata basis for any increase or decrease in number of students.
5. For the purpose of calculation of financial bid, the cost will be taken for 500 students in serial number 1 of above table, similarly for serial number 2 and 3 cost will be taken for 1200 students. For serial number 4 consolidated amount will be taken.
6. The total amount of serial number 5 in above table will be taken as financial quote.

(Singed & Stamp of the bidder)

Date:.....

**(ON LETTER HEAD OF THE BIDDER) UNDERTAKING**

Ref: - NIT for Providing Integrated Education Software Solution for Academic Programme Offices  
Re-Tender No.: IIM Ranchi/NIT/APOS SOFTWARE/2024-25/21 dt. 12.02.2025

With respect my/our bid submitted against NIT No. \_\_\_\_\_  
dated \_\_\_\_\_, I / We \_\_\_\_\_ Partner / Sole Proprietor  
(Strike out which is not applicable) of (Name & Address of Firm) \_\_\_\_\_ to hereby  
declare and solemnly affirm:-

- a) That the individual/ firm/ Agency is /are not debarred or black-listed by any department of the Union Govt./State Government or any Autonomous Institute.
- b) That no partner or shareholder, directly or indirectly connected with the applicant has been debarred or blacklisted by any department of Union Govt./State Govt. or Autonomous Institute.
- d) That the terms and conditions for “Development & Management of APO Software package” is acceptable to me/ us. I/We will abide by them in Letter and spirit.
- e) That I/ We will ““Development & Management of APO Software package” the stipulated period.
- f) That no partner or shareholder, directly or indirectly is connected/related to any employee working in the IIM Ranchi.

I/ We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therein. We understand that in case the information provided by us found to be false/incomplete at any stage, our bid / empanelment will be liable to be cancelled / terminated and attract appropriate action.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Stamp and Signature of the Bidder