

**REQUEST FOR PROPOSAL
FOR
DESIGN, MIGRATION, DEVELOPMENT,
HOSTING AND IMPLEMENTATION OF
WEBSITE FOR IIITMK & ITS ALLIED
PROJECTS**

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LETTER FOR INVITATION

Date of Issuance:

Ref. No.:

To,

Dear Sir,

Indian Institute of Information Technology and Management Kerala(IIITMK), Section 8 Company under Govt. of Kerala invites proposals from eligible bidders satisfying the eligibility criteria set out in this document to Website hosting, Design, Development, implementation, maintenance of the Maker Village website.

This tender document indicates the scope of work, qualifying requirements, forms and procedure for submission of proposals from interested parties. You are requested to go through the RFP carefully and submit your proposals as per the instructions and guidelines given in the document. IIITMK reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof, and no claim/dispute on this aspect shall be entertained.

May please visit IIITMK website at www.iiitm.ac.in or contact the following for more details:

Thanking You,

Yours Faithfully,

Director

IIITMK, Technopark Campus,
Karyavattom , Trivandrum

DISCLAIMER

All information contained in this tender document provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this tender document or subsequently provided to Bidder whether verbally or in writing by or on behalf of IIITMK/Maker Village shall be subject to the terms and conditions set out in this document and any other terms and conditions subject to which such information is provided.

Though adequate care is taken in the preparation of this tender document, the interested bidders shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the tender document is complete in all respects and bidders submitting their bids are satisfied that the tender document is complete in all respects.

If a bidder needs more information than what has been provided, the potential bidder is solely responsible to seek the information required from IIITMK. IIITMK reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of IIITMK, each bidder may conduct his own study and analysis, as may be necessary.

IIITMK reserves the right to reject any or all of the bids submitted in response to this bid document at any stage without assigning any reasons whatsoever. IIITMK also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the bids. IIITMK reserves the right to change/ modify/amend any or all of the provisions of this document. Such changes would be posted on the website of IIITMK (www.iiitm.ac.in) only.

Neither IIITMK nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this document, any matter deemed to form part of this Bid Document, the award of the assignment, the information and any other information supplied by or on behalf of IIITMK or their employees and Bidder arising in any way from the selection process for the Assignment.

IMPORTANT INFORMATION MEMORANDUM

No.	Events	
1	EMD	Rs. 4,750/- through demand draft from a nationalized/scheduled bank, drawn in favour of "IIITMK payable at Thiruvananthapuram.
2	Tender Fees	Rs.1500/- through demand draft from a nationalized/scheduled bank, drawn in favour of "IIITMK payable at Thiruvananthapuram.
2	Bid Validity	180 days (6 months) from the date of opening of Price Bid
3	Start of Bid Submission	On
4	Last Date of Submission of written queries on Bid document	The queries have to reach well in advance but not later than . through email or by post/courier.
5	Pre Bid Conference	Pre Bid Meeting-Website -Reg. Monday, July 28 · 11:00 – 11:30am Time zone: Asia/Kolkata Google Meet joining info Video call link: https://meet.google.com/tku-ezdk-npk Or dial: (US) +1 470-285-0135 PIN: 250 231 928#
6	Last date for submission of Bids	11.08.2025
7	Opening of Technical Bids	13.08.2025
8	Date & time of opening of Price Bid	To be separately intimated to the technically qualified bidders.
9	Bid Queries & Clarifications and Bid Submission shall be addressed to	Director, IIITMK, Technopark Campus, Karyavattom ,Thiruvananthapuram-695012, Kerala, India. Email-pm2.makervillage@iiitmk.ac.in Mob-9496468406

CHAPTER-1

INTRODUCTION

1. About IIITMK

Indian Institute of Information Technology and Management Kerala (IIITM-K) is an autonomous premier educational institution established by the Government of Kerala in the year 2000. IIITM-K is a multidisciplinary premier postgraduate institute conforming to the needs of building capacity at advanced levels of Computer Science and IT by realizing the dreams of students for higher knowledge with great emphasis on Science and Technology.

IIITM-K acts as a center of excellence in Information technologies to enhance its scope to provide a holistic learning environment on various facets of the Knowledge economy. The development and application of digital technology for social good is the underlying theme that drives the activities of the Institute. Located in the majestic Techno Park Campus in Trivandrum, IIITM-K has an enviable academic ambiance.

The institute offers post-graduate programmes such as MSc Computer Science with various specializations, MPhil, Ph.D. and PG Diploma in E-Governance for Government officials. During the last 20 years, the institute has made significant contributions to advancing information technology research and practice in the country by working with national and international agencies like MeiT, DST, ICMR, ICAR, Niti Aayog, Ministry of Earth Sciences (MOES), Melinda Gates Foundation, Coffee Board, Rubber Board, IBM, Intel, etc.

IIITM-K's training and research activities are mainly in niche areas of digital technologies and allied fields like AI and Machine Learning, Cyber Security, Language Technologies, Geospatial analytics, Data Analytics, Biocomputing, Agri-Informatics, IoT, Robotics, Digital Humanities, etc. IIITM-K is closely working with different departments of the Government of Kerala, by implementing various eGovernance projects of the Government of Kerala. IIITM-K conducts a full-time Postgraduate in eGovernance (PGDeG) course for Government sponsored officials for the last 10 years. The course is a full time one year programme and more than 300 officials have been trained in e-Governance and they are mostly placed in the IT cell of various departments for e-Governance support.

The institute hosts several research centres in areas like Data Engineering, Machine Learning, Data Security, etc., and a centre named Kerala Blockchain Academy for spearheading its activities in the fields of data intelligence and blockchain technology. The institute also serves as a nerve centre for many activities of professional bodies like IEEE and ACM in the area of intelligent ICT systems.

The institute also established Maker Village, the largest electronic hardware incubator and ESDM facility in the country, which is a pioneering startup initiative of the Ministry of Electronics and Information Technology, Government of India with the Indian Institute of Information Technology, Trivandrum as the implementation agency and Kerala Startup Mission as the supporting partner.

The Institution also Hosts CoE in IIoT Sensors, a project under MeiT- The Centre of Excellence (CoE) in Kochi, adjacent to the Electronics incubator facilities of Maker Village brings together the complimentary sensor research, development and applications expertise at Centre for Materials for Electronics Technology (C-MET), Thrissur, and IIITMK Trivandrum. The application domains of the CoE will be developed with the support of industry partners, including

start-ups at Maker Village, as well as that in the Kerala Startup Mission ecosystem.

2. Invitation for the Bids

Indian Institute of Information Technology and Management Kerala (IIITMK), hereinafter referred to as the "Purchaser" is pleased to invite proposals from eligible bidders satisfying the eligibility criteria set out in this document for the design, development, migration of existing website modules, hosting and maintenance of website of IIITMK and its allied projects namely Maker Village (www.makervillage.in), CoE IIoT Sensors (<https://www.iiotsensors.org/>) as per Terms and Conditions detailed in this tender document.

Interested eligible bidders may obtain further information during office hours on all working days. A complete set of tender documents may also be downloaded from our website at www.iiitmk.ac.in.

3. Mandatory Eligibility Criteria/ Pre-qualification

- a) The bidder shall be registered company/startup/LLP/Pvt Ltd. Copy of registration shall be enclosed.
- b) The bidder firm should have experience in the development, maintenance of web portal and hosting in Cloud Servers, for a period of at least three years as on the last date of bid submission. Attach an undertaking in firm's letterhead to this effect.
- c) The bidder should have successfully executed at least FIVE projects of similar nature in the past five years. Two should be delivered to Govt/PSU.
- d) Bidder should have own software development facility and should have experience in design, development and implementation of web portals as specified in 3 (a). The bidder should not subcontract any of such activities. Attach an undertaking to this effect.
- e) The bidder should have an established set up and a Development / Support Center in India.
- f) An Earnest Money Deposit (EMD) of Rs. 4,750/- (Rupees Four Thousand Seven Hundred and Fifty Only) in the form of a Demand Draft drawn from any Nationalized / Scheduled Bank in favor of 'IIITMK' payable at Thiruvananthapuram. The bidders are requested to mention the tender number, name of the bidder on the reverse of demand draft. EMD exemption is considered for MSME/Startup upon furnishing of valid UAM (Udyog Aadhar Memorandum)/DPIIT Registration Number and copy of relevant document along with the bid. The EMD is interest free. The EMD of the unsuccessful bidder will be returned after acceptance of purchase order by the successful bidder.
- g) Tender fees of Rs.1500/- in the form of a Demand Draft drawn from any Nationalized / Scheduled Bank in favor of 'IIITMK' payable at Thiruvananthapuram.
- h) The bidder should submit valid documentary proof of GST and the details of income tax registration number (PAN).
- i) The bidder should not have been blacklisted by any state/central Government organizations/firms/institutions for which a declaration stating that the bidder has not been blacklisted by any institution of the Central/State Government in the past three years should be submitted. (Company letter head)
- j) Bidders are not allowed to participate in this tender as a reseller, authorized vendor or as a consortium partner.

The bidder should fulfill the above eligibility criteria/ pre-qualification conditions for evaluation of their bids. Bids fulfilling the above eligibility/ pre-qualification conditions will only be considered for evaluation, by the duly constituted evaluation committee. IIITMK reserves the

right to reject the bid without making any reference to the bidder.

4. Submission and Opening of Bids

Definitions

- (a) **“The Purchaser”** means **IIITMK** , Corporate and Registered Office, IIITMK Technopark Campus, Karyavattom, Thiruvananthapuram– 695581, Kerala and its allied projects.
- (b) **“The Bidder”** means **the organization that participates** in the tender and submits its bid.

4.1. Submission of Bid:

The Bidding Process comprises two parts, viz.

Part I : Technical Bid (un-priced Bid)

Part II : Price Bid.

Every Bidder is required to submit his bid in two parts – a Techno-Commercial Bid and a price bid, in separately sealed envelopes super scribed as Techno-Commercial Bid and Price bid respectively.

The bidders should take care in submitting the bid properly filed so that enclosed papers are intact. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during the scrutiny.

4.2. Date of Submission

Time Schedule for submission of Bid is as provided in the **“Important Information Memorandum”** in the beginning of this Tender Document

4.3. Bids should be addressed to:

Director

IIITMK Technopark Campus,
Karyavattom, Thiruvananthapuram– 695581, Kerala

4.4. No Email/Fax bids will be accepted.

4.5. Any bid received by the purchaser after the deadline for submission of bids prescribed by the purchaser shall be rejected and returned unopened to the bidder.

4.6. Any subsequent corrigendum/ addendum etc. to this tender shall be ipso facto applicable to this tender and would be available in the company website.

CHAPTER – 2

REQUIREMENT IN DETAIL

1. Project Background

The Indian Institute of Information Technology and Management – Kerala (IIITMK), an autonomous institution under the Government of Kerala, invites proposals for revamping and developing websites for the host institute and its associated initiatives. The objective is to design, develop, and deploy modern, user-friendly, and scalable websites hosted on a secure cloud platform with modular functionality to suit individual project needs.

1. Websites to be Developed

- IIITMK (Main institute)
- Maker Village with facility booking
- Centre of Excellence in IIoT Sensors (CoE IIoT)

Each website shall be designed and managed as an individual entity with its own branding and structure, while maintaining a unified backend for ease of administration if needed. However provision for direct access to projects under IIITMK(Host Institute) shall be possible.

2. Broad Scope of Project

2.1 The objective of the Portal

The primary objective of the website for **IIITMK**, an autonomous institute under the Government of Kerala, and its allied initiatives—**Maker Village** and **Centre of Excellence (CoE) in IIoT Sensors**—is to:

- Serve as a Centralized Digital Platform** for showcasing the institution’s academic, research, and innovation capabilities in the field of Information Technology and allied domains
- Promote and Support Innovation & Startups** through dedicated sections highlighting the incubation and acceleration programs offered under Maker Village and CoE in IIoT Sensors.
- Provide Real-Time Access to Information** for students, researchers, startups, industry partners, and government stakeholders, including announcements, events, funding opportunities, and application portals.
- Facilitate Engagement & Collaboration** between academia, industry, and government through well-structured content, resources, and contact mechanisms.
- Enable Online Services** such as facility booking, application to incubation programs, training registration, and online fee payments with backend integration for automated processing and accounting.
- Improve Outreach & Visibility** of Kerala’s technological leadership and startup ecosystem at a national and global level by publishing the achievements, programs, and ecosystem partnerships in a visually appealing and user-friendly interface.

2.2 Functional Requirements

A . Multi-Portal Structure

- Independent yet interlinked web portals for:
 - IIITMK (Main Institute)
 - Maker Village (Startup Incubator)
 - CoE in IIoT Sensors (Centre of Excellence)

B. Content Management System (CMS)

- User-friendly CMS for updating text, images, events, news, blogs, and announcements by authorized staff.
- Multi-role access (Admin, Editor, Reviewer) for different departments.

C. Responsive Web Design

- Fully mobile-responsive interface across devices (Desktop, Tablet, Mobile).
- Browser compatibility (Chrome, Firefox, Safari, Edge, etc.).

D. Program and Scheme Management

- Dynamic listing of:
 - Incubation programs
 - Funding schemes
 - Startup cohorts
 - Research & academic programs
- Application forms with status tracking for applicants.

E. Online Forms & Application Modules

- Forms for:
 - Incubation applications
 - Event registrations
 - Internship and job applications
 - Feedback and grievance redressal

F. Startup Directory

- Searchable startup profiles with filter by domain, status, cohort, technology, etc.
- Option to display product brochures, demo videos, and founder details.

G. Event & Training Calendar

- Upcoming and past events with registration, photo/video gallery, and feedback collection.
- Webinars and training session listing with links to join or replay.

H. Facility Booking System

- Online facility reservation (labs, conference rooms, auditoriums).
- Approval workflow and calendar view.

H. Payment Gateway Integration

- Integration with GoI-approved gateways/UPI's (e.g., Razorpay, SBIEPay).
- Accepts payments for incubation fees, trainings, and facility bookings.
- Automatic reconciliation with Tally or similar accounting software.

I. Document Repository

- Download and publish section for tenders, notices, circulars, annual reports, and policy documents.
- Secure document uploads by admin.

J. News & Media Section

- Dynamic updates on press releases, startup success stories, and institutional news.
- Media gallery (images, videos, infographics).

K. Multi-language Support

- Optional support for Malayalam and Hindi in addition to English.

L. Security Features

- HTTPS protocol with SSL certification.
- Role-based access control.
- Regular security updates and data backups.

M. Accessibility Compliance

- Adherence to GIGW (Guidelines for Indian Government Websites).
- WCAG 2.1 accessibility standards (screen reader compatibility, keyboard navigation, etc.).

N. Analytics & SEO Optimization

- Integration with Google Analytics, Search Console.
- Meta tags, sitemap, and structured data for search engine visibility.

O. Video Content Development Requirement

As part of the website development and digital outreach initiative, the selected vendor shall also be responsible for the following deliverables related to video content creation:

a. Institutional Videos:

- Develop and deliver three high-quality videos, one each for:
 - IIITMK (Host Institute)
 - Maker Village (Startup Incubator)
 - CoE in IIoT Sensors (Centre of Excellence)
- Each video should be professionally scripted, shot, and edited, highlighting the vision, facilities, impact stories, and services of the respective institutions.

b. Monthly Doodle/Short-Form Videos:

- From the date of commencement, the vendor shall produce six videos in an year (duration: 30–90 seconds) in doodle, animation, or infographic style.
- Content and script will be shared by the host institute.

- These videos will be posted on the website and social media handles for outreach and engagement.
- c. Posting & Integration:
 - All videos must be optimized for website loading and YouTube/social media integration.
 - Vendor shall ensure accessibility (subtitles, voiceover in English/Malayalam as needed) and adherence to institutional branding guidelines.

2.3 Detailed Scope of Work

1. URL

URL shall be a domain already available for the respective websites of IIITMK, makervillage and coeiiotsensors. Any other domain requested apart from above mentioned url's SSL/TCL Certificates for the domain and its hosting shall be purchased.

2. Admin Configurations

- Password
- View History of the uploads and transaction logs
- Report generation logs
- User access logs
- Reset password for user
- Other conditions

Deliverables

- Software Requirement Specification Document and Design Document.
- Prototype of the solution
- Source code in CD/DVD
- Testing report with security audit report
- Onsite Training
- User Manual

Security Features

- Software must be certified by a CERT Empaneled agency
- SSL/TLS Encryption required for the data layer
- Confidential data should be encrypted with the AES or equivalent secure algorithm.
- Confidential Information should not appear in URLs.
- Vendors shall have a comprehensive secure development lifecycle System in place consistent with industry standard best practices,

3. System should support configurable password policies including:

- Password expiry and Password history and reuse policy

4. Audit & Inspection

- System should allow auditors to conduct audit.

- All the transaction logs should be available for audit.

5. Data archival

- The system should be able to archive data, based on user specified parameters (i.e., data range) and restore archival data when required.
- The system should support change in database and should be able to retrieve the archived data.
- Automatic backup should be maintained and audited.

6. Hosting details

- The proposed IT infrastructure should be hosted in a cloud platform(in our AWS platform).
- 99.5% Uptime required for all the services on quarterly basis.

7. The portal will be developed based on the following design features:

- Latest and modern open source web-technologies like Wordpress, Python, etc ,(to make portal for any type of device) shall be used for responsive design.
- Design shall be neutral to make the portal available on all devices and platforms especially on mobile devices (using mobile web-interface)
- Hosting of the solution should be carried out after the user acceptance testing and security certification are successfully completed and the same should be factored in the work (project) plan.
- After hosting, the website will be declared as “Go-Live”.

CHAPTER -3

INSTRUCTIONS TO BIDDERS

This section aims to provide guidelines/Instructions for Bidders, to be used while submitting the Proposals. These are generic in nature, but Bidders are required to abide by them during the Project

3.1 Pre-Bid Conference (PBC)

- a) IIITMK shall hold a pre-bid conference (PBC) as per schedule on the aforesaid date as mentioned in this RFP. In this PBC, IIITMK would address the clarifications sought by the bidders with regard to the RFP document and the project.
- b) A prospective Bidder requiring any clarifications shall consolidate all such queries and notify IIITMK by e-mail before the dates specified in the "Important Information Memorandum". The response/clarification shall, to the extent possible be made in writing after Pre-bid conference. IIITMK shall not be responsible for any delay including but not limited to any postal delays.
- c) IIITMK reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The corrigendum or final decisions after PBC will be published on IIITMK website "www.lifecareIIITMK.com".

3.2 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid, and IIITMK will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

3.3 The Tender Document

The bidder is expected and deemed to have read, examined/ perused, complied/ agreed to all instructions, forms, terms and specifications etc. in the tender document while bidding. Failure to furnish all information required and/or false/incorrect information and/or ambiguous/ irrelevant information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

The Bidder will be required to return the original Tender Document duly signed and sealed by the competent authority on each page as a part of the response to the Tender. It shall be expressly agreed therein by the Bidder that he has read and understood the complete Tender Document and shall comply with the same. However the signature on the PRICE SCHEDULE alone shall be deemed as acceptance of all the documents enclosed to the Tender.

3.4 Compliance to ethical standards

IIITMK attaches top most priority to adherence to the highest ethical standards in all its transactions and expects the same from all entities it enters into any relationship with. Accordingly, it expects every Bidder to observe the highest standard of ethics and integrity during the bidding process and if successful, during all stages of the project. If a bidder is found to have indulged in any corrupt or fraudulent practice or in any practice which is not in conformity with the highest ethical standards, then the bid will stand rejected. In such a case, IIITMK may even go to the extent of black-listing the bidder and barring it from responding to any future enquiries / tenders floated by it.

3.5 Clarification on Bidding Documents

The Bidder is required to carefully examine the bidding documents, terms & conditions, form of agreements, and all other details relating to scope of project given in the Bidding Documents and fully acquaint itself as to all conditions and matters which may in any way affect the work or the cost thereof. Bidder is deemed to have known the scope, nature and magnitude of the work and the requirements of all the necessary resources including materials, labor etc.

Bidders are requested to attend the Pre Bid Meeting to be convened on the scheduled dates via online mode

Bidders who have downloaded the tenders from IIITMK website are requested to inform IIITMK of their interest in participation without fail.

Any neglect or omission or failure on the part of the Bidder in obtaining necessary and reliable information as stated above or on any other matter affecting the Bidder, shall not relieve the Bidder from any risk or liability or the entire responsibility for completion of the work in accordance with the Bidding Documents.

3.6 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, IIITMK may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents.

The amendment will be notified in our website www.iiitm.ac.in, all prospective Bidders that have received the Bidding Documents, such amendments shall be binding on them. In order to afford prospective Bidders reasonable time to take the amendment into account in preparing their bid, IIITMK may, at its discretion, extend the deadline for the submission of bids in which case IIITMK will notify the amendment of the extended deadline in our website www.lifecareiiitm.com.

3.7 Bid Validity Period

All bids, not rejected for any other reason, will remain valid for a period of 6 months (180 days) from date for submission of Bids as prescribed in the Tender Document. In case of a bidder revoking or withdrawing/canceling his Tender, varying any term in regard thereof during the validity period of the Tender without the written consent of IIITMK, the Tender submitted shall be liable for rejection and will entail forfeiture of the Earnest Money paid along with the Tender

3.8 Extension of Period of Bid Validity

In exceptional circumstances, IIITMK may request all the Bidders consent to an extension of the period of validity of their respective bid. The request and the response thereto will be made in writing. Extension of validity period by the Bidder must be unconditional. The Bidder will not be permitted to modify his bid.

3.9 Bid Parts

Every Bidder is required to submit his bid in two parts – a techno-commercial unpriced bid and a price bid, in separately sealed envelopes super scribed as Techno-commercial unpriced bid and Price bid respectively:

Part 1 – Techno commercial unpriced bid

This part shall contain the following:

- a. Tender Fees & EMD through demand draft from a scheduled bank, drawn in favour of “IIITMK ”, payable at Thiruvananthapuram. .
- b. Confirmation on submission of documents and mandatory eligibility criteria requirements as per clause in chapter 1.
- c. The Technical and Commercial Bids are to be submitted in two different envelopes and to be put in the sealed packet super scribed as “Techno- commercial unpriced bid” on the cover.
- d. The Techno commercial unpriced bid should be submitted in original plus one copy. The copy of the bid should be made from the original bid after completing the original bid in all respects including signatures. The original should also be marked as “Techno commercial unpriced bid -“Original.

Part 2 – Price bid

- a. This part shall contain the Price bid as per clause 3.15 and should be submitted in a separate envelope super scribed as Price Bid.
- b. All pages of the bid submitted must be signed and sequentially numbered by the authorized signatory of the bidder in acceptance of all the terms and conditions, irrespective of the nature of the content of the page in the format:

“Current page no. /total no. of pages”. Unsigned and Unstamped bids shall be summarily rejected.

3.10 Authorization required in respect of the person/persons for submission of the Bid

- All pages of the original Bids must be signed by the person or persons, duly authorized to sign such a Bid. This authorization in favor of person/persons signing the bid must be duly supported by a stamped Power-of-Attorney and must be submitted along with the Bid.

- Any changes, erasing, alterations, additions or overwriting made in the Bid will be valid only if the person or persons signing the bid have authenticated the same with their signature.

3.11 Addressing the Bid

The Bid packets must be addressed to the below address

IIITMK Technopark Campus,
Karyavattom, Thiruvananthapuram– 695581, Kerala

The outer envelope must clearly indicate “Design, Development, Hosting And Implementation Of Website For Iiitmk & Its Allied Projects;

Last date for bid submission ; **11.08.2025 16:00 Hrs.”**

The envelopes must also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared “late.” If the outer envelope is not sealed or marked as required, IIITMK will assume no responsibility for the bid’s misplacement or premature opening and consequent rejection. The envelopes shall bear the following identification: -

“Design, Development, Hosting And Implementation Of Website For IIITMK & Its Allied Projects”

All the envelopes containing the Bid documents must be put in a tamper proof packet and sealed

3.12 Tender Fee

Tender fees of Rs.1,500/- is non refundable shall be drawn in favor of **IIITMK Thiruvananthapuram payable at Thiruvananthapuram.**

3.13 Earnest Money Deposit (EMD)

3.13.1. The Bidder must submit Earnest Money Deposit (EMD) of Rs. 4,750/- (Rupees Four Thousand Seven Hundred and Fifty only) along with the Technical Bid in the form of Demand Draft valid for a period of six months from any Nationalized/Scheduled Bank in favor of IIITMK Thiruvananthapuram payable at Thiruvananthapuram. Non-submission of EMD will lead to rejection of the bid.

3.13.2. The EMD is interest free. The EMD of the unsuccessful bidder will be returned after acceptance of purchase order by the successful bidder.

3.12.3 The EMD of the successful bidder shall be returned after the acceptance of the purchase order.

3.12.4 The EMD may be forfeited:-

1. in case of any Bidder: if he withdraws the bid during the bid validity period
2. In case of the successful Bidder:

a. If he fails to sign the agreement and/or commence the work within the date to be agreed upon after issue of purchase order as described in the Tender Document.

b. If he fails to submit the performance guarantee if any within specified time frame.

3.12.5 MSMEs are exempted from paying the EMD on submission of the relevant certificates along with the bid documents

3.14 Mandatory Eligibility/ Pre-Qualification Criteria

The eligibility criteria documents as per clause in chapter 1, must be submitted along with the Technical Bid. Bid without these documents will be summarily rejected.

3.15 Technical Bid - The Technical Bid should comply with the pre-qualification criteria as per clause in Chapter 1. The Technical offer should be completed in all respects and contain all information asked for.

3.14.1 The Technical Bid must be submitted neatly and securely along with the following documents

- a. EMD in an envelope.
- b. The bidder shall be registered company/startup/LLP/Pvt Ltd. Copy of registration shall be enclosed.
- c. Profile of the Bidder and relevant experience with documentary proof in support.
- d. Project organization including CV of the team members.
- e. Methodology to be followed in execution of the project
- f. Project plan detailing phases and activities, dates and resource allocation
- g. Training program for functional team and users
- h. Web portal Integration Tests, User Acceptance Tests etc.
- i. Post go-live support methodology
- j. Organisational structure of the Bidder & escalation mechanism for technical issues
- k. Signed copy of Tender Document (all pages including annexures, forms to be signed & stamped)
- l. List of Deviations / exclusions.
- m. Signed copy of Price Schedule (Blank Price Bid with prices blanked as ' XXXX ') confirming that the bidder is submitting his price schedule in this format given.

3.16 Price Bid

- 3.15.1 Price Bid should be submitted in the format given in Annexure-1 only.
- 3.15.2 Once the bid is submitted in a sealed cover by the bidder, the purchaser will not accept any additions/ alterations/ deletions of the Bid. However, the purchaser reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by the purchaser.
- 3.15.3 Quoted prices should be firm and inclusive of all applicable taxes, duties, Levis etc. and cost of all other expenses related.
- 3.15.4 Prices quoted by the bidder shall remain firm during the bidder's performance of the contract. A bid submitted with any conditional price will be treated as non-responsive and shall be summarily rejected. However the bidder should pass on the benefit to the purchaser if there is any price reduction in the meantime.
- 3.15.5 Any technical bid, submitted with incorrect information will be liable for rejection. Further, if any bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes.
- 3.15.6 The offer should remain valid for a minimum period of 180 Days from the date of opening of the Commercial Bid. Any offer falling short of the validity period is liable for rejection.

3.17 Deadline for submission of Bids

- 3.16.1 No bids will be accepted after the specified date& time clause 1.4.2 and 1.4.3. In the event of the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the same time on the next working day.
- 3.16.2 The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the tender documents.
- 3.16.3 From the date of issue, the amendments to Tender Document shall be deemed to form an integral part of the Tender Document.

3.18 Delayed Bids

Any bid received by IIITMK after the deadline for submission of bids prescribed by IIITMK will be rejected and/or returned unopened to the bidder.

3.19 Evaluation and Comparison of Bids

The bids shall be opened in the following sequence:

1. IIITMK will open the EMD envelope first and then the Eligibility/ Technical Bid respectively. In case, the EMD//Eligibility/Technical bid is/ are not found in order the bid are liable for rejection
2. The Technical Evaluation:
 - (a) Technical evaluation based on mandatory eligibility criteria

3.20 Mock Website

Technically qualified bidders shall do a presentation with mock website and will be evaluated by our technical committee and scoring shall be made compared with our requirement. The scoring of responses of the review committee will be considered for evaluation of price bids.

The order will be placed on the bidder whose bid is accepted by technical committee based on the terms & conditions mentioned in the tender document. IIITMK reserves the right to increase /decrease the scope of this RFP based on the requirement. If the quality of the product or service provided is not found satisfactory, IIITMK reserves the right to cancel or amend the work order / contract.

3.21 Evaluation of Price Bid

Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores are normalized as per the formula below:
 $F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places)

Where,

F_n = Normalised commercial score for the Bidder under consideration

F_b = Highest financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.3 + F_n * 0.7$

The Bidder with the highest Composite Score(S) would be awarded the contract.

Technical Evaluation The technical evaluation criteria will be as below:

The price quoted under Sl. No. 1 will only be considered for composite score evaluation. Under Annexure 1

The committee will open the Price Bid of only those Bidders who qualify in the technical bid eligibility criteria as mentioned above. Only technically qualified bids will be considered for commercial opening. The Bidders may send their representatives to attend the opening if they wish. The comparison shall be of all-inclusive price, such price to include all costs as well as duties and taxes payable. Bids will be evaluated to the **highest composite scorer** among the technically qualified bids. The decision of IIITMK arrived at, as per above will be final and no representation of any kind shall be entertained.

3.22 Signing of Contract

- a. Work order shall be issued by IIITMK to the successful bidder inviting him to visit IIITMK for finalization & signing of the contract.
- b. Contract document has to be signed within fourteen (14) days from receipt of work order.
- c. The contract agreement to be signed in English language in two originals, one each for IIITMK and Bidder.

3.23 Performance Guarantee

Performance Guarantee shall be for the due and faithful performance of the Contract and shall remain binding notwithstanding such variations, alterations or extensions of time as may be made, given, conceded or agreed to between the Bidder and IIITMK.

The Bidder shall furnish a Performance Guarantee (PBG) in the form of irrevocable Bank Guaranty issued from any Nationalized / Scheduled Bank in India and having a branch at Thiruvananthapuram, within 15 days from the date of issue of Purchase Order by IIITMK. The PBG will be 10% of the total project cost, valid for a period of 5

years and three months from the date of first purchase order.

3.24 IIITMK's Right to accept or Reject any or all Bids

IIITMK reserves the right to reject any or all the Bids, or to accept any Bid wholly or in part, or drop the proposal of receiving Bids at any time without assigning any reason thereof and without being liable to refund the cost of the Bid document thereafter and without liability for any loss or damage if any suffered by the Bidder in submitting his offer and /or conducting discussions etc.

3.25 Terms of Payment

- a. 50% on successful Go-live.
- b. 40% on satisfactory working of the portal for three months.
- c. 5% after completing One year maintenance .
- d. 5% after completing Second year maintenance .

Payment of the Bills would be made on receipt of the following Documents duly certified by the authorized official of IIITMK.

Three copies of invoice.

Account details for payment through RTGS/NEFT, i.e., Name of Bank, Name of Branch, IFSC Details, Account No. etc. if applicable.

3.26 Languages of Bid

All bids and supporting documentation shall be submitted in English and should be clear, free from jargons and ambiguous words or phrases requiring interpretation. Expressions like "subject to availability" , "subject to acceptance" , "to be provided later" etc. shall not be accepted.

3.27 Incomplete tenders, amendments and alterations to the tender received after opening and/or tenders submitted late are liable to be rejected.

CHAPTER- 4

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

4.1 Scope of Work

The scope of work of this contract will include all the services detailed in Chapter 2 of this Tender.

4.2 Project Plan

In close cooperation with IIITMK and based on the Preliminary Project Plan included in the Bidder's bid, the Bidder shall develop a detailed project plan encompassing the activities specified in the Contract.

Changes to the Project Plan, if required, shall be made with the mutual consent of IIITMK and the Bidder.

4.3 Design and Development

Bidder shall execute the basic and detailed design and the implementation activities necessary for successful implementation of the solution in compliance with the provisions of the Contract or were not so specified, in accordance with good industry practice.

The Bidder shall be responsible for any discrepancies, errors or omissions in the specifications, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by IIITMK or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Bidder by or on behalf of IIITMK.

4.4 Online Help Facility

The system should also provide context based online help capability for every form /process in the proposed Solution. This on-line help text / facility should be customizable to make it IIITMK processes specific. The successful bidder must indicate how it proposes to make the online help tailored to IIITMK requirement.

4.5 Acceptance Tests

Sufficient tests shall be carried out to check the fulfillment of functional requirements as per scope

The Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Bidder, but shall be conducted with the cooperation of IIITMK before Commissioning of the Solution.

The Bidder shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Acceptance Test that IIITMK has notified the Bidder. Once the Bidder has made such remedies, it shall notify IIITMK

Upon the successful conclusion of the Acceptance Tests, the Bidder shall notify IIITMK.

4.7 Go-Live

Development, Hosting, training, user acceptance testing and roll out.

4.8 Delivery schedule

The go-live should be completed in 60 days from the date of issue of purchase order.

4.9 Defect Liability/ warranty period

The Bidder warrants that the solution, including all Subsystem and other Services provided, shall be free from any default, defect or deficiency in the design, engineering, and performance/workmanship that prevent the solution and/or any of its components from fulfilling the Requirements or that limit in a material fashion the performance, reliability, or extensibility of the solution.

The defects liability period shall commence from the go-live for a period of 1 year.

If during the warranty period any default, defect or deficiency is found in the design and performance/ workmanship of the solution and other Services provided by the Bidder, the Bidder shall promptly, in consultation and agreement with IIITMK, and at the

Bidder's sole cost repair, replace, or otherwise make good (as the Bidder shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the solution caused by such default, defect or deficiency.

If the solution cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the defects liability period for the solution shall be extended by a period equal to the period during which the solution could not be used by IIITMK because of such defect and/or making good of such default, defect or deficiency.

All equipment provided, installed, commissioned for the proposed project should be registered with the respective original equipment manufacturer OEMs in the name of IIITMK.

4.10 Ownership of Documents and Copy Rights

All study documents, data and specifications prepared by the Bidder shall be the property of IIITMK. As and when required or upon termination of the agreement, the aforesaid documents of all versions shall be handed over to IIITMK. Bidder shall take all necessary steps to ensure confidentiality in handling of all the matters pertaining to data, specifications, methods and other information developed or acquired or furnished by IIITMK by means of this agreement or in the performance thereof.

Intellectual Property Rights in the base products and Standard Materials shall remain vested in the owner of such rights. IIITMK shall be granted non-exclusive, and paid up license to use the base products and Standard Materials, including modifications thereto for the purposes agreed herein. The Intellectual Property Right of the other elements of the Solution shall be exclusively with IIITMK. However IIITMK has rights to transfer the base product licenses to any Unit/Plant/Office of IIITMK.

4.11 Transfer of Ownership

Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by Clause Ownership of documents and copyright.

4.12 Patent Infringement

The Bidder shall protect, indemnify and save harmless IIITMK, its employees, directors, customers and users of his services, against all liability, including cost, expenses, claims, suits or proceedings at law in equity or otherwise, growing out of or in connection with any actual or alleged patent infringement (including process patents, if any) or violation of any license and will defend or settle at the Bidder's own expense any such claims, suits or proceedings.

IIITMK will notify the Bidder in writing of any such claim, suit, action or proceeding coming to his attention, giving authority and all available information and assistance for the Bidder's defense of the same. The Bidder shall appoint a counsel at his own expenses in consultation with IIITMK to collaborate in the defense of any such claim, suit, action or proceeding.

4.13 Liquidated Damages for Delays

If the bidder fails in the due performance of the contract within the time fixed by the contract or any extension thereof, bidder shall be liable to pay liquidated damages to the extent of a sum of 0.10% of the contract value per day, subject to a maximum of 10% of the contract value confirmed for installation. Once the maximum is reached, IIITMK may consider termination of the contract. In assessing such delays, IIITMK's decision is final and binding on the bidder. The penalty for late delivery will be deducted from the bill amount.

4.14 Service Level Agreement

Selected bidder will have to sign a SLA (Service Level Agreement) with the purchaser for development, deployment, functioning of portal, Onsite training for the users, updating the software, periodical backup of data etc. till the agreement valid.

4.15 Termination of Contract

4.15.1 IIITMK may at any time terminate the contract, if the bidder is unable to provide the services as per the contract. In such cases, if any amount is due to the Bidder on account of the work executed by him, if payable, shall be paid to him only after due recoveries as per the provisions of the contract and after alternate arrangement to complete the work has been made at the Bidder's cost and risk.

4.15.2 In the event the Bidder's Company or the concerned Division of the company is taken over/bought over by another company, all the obligations under the agreement with IIITMK, should be passed on the compliance by the new company new Division in the negotiation for their transfer.

4.16 Governing Law and Disputes

The courts at Thiruvananthapuram shall alone have jurisdiction and the applicable laws shall be the Laws of India.

4.17 Corrupt or Fraudulent Practices

4.17.1 Bidders shall observe the highest standard of ethics during the procurement and execution of the contract.

4.17.2 IIITMK will reject a proposal for award if it determines that the Bidder recommended for award is engaged in corrupt or fraudulent practices in competing for the contract in question.

4.17.3 IIITMK will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

4.18 Indemnity Clause

The Bidder assumes responsibility for and shall indemnify and save harmless IIITMK, from all liability, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court cost which are, or may be required with respect to any breach of the Bidder's obligations under the Contract, or for which the Bidder has assumed responsibility under the Contract, including those imposed under any contract, local or national and international law or laws, or in respect of all salaries, wages or other compensation of all persons employed by the Bidder in connection with performance of any work covered by the Contract. The Bidder shall execute and deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to confirm and effectuate the Contract and to protect IIITMK.

IIITMK shall not be in any way held responsible for any accident or damages incurred or claims arising there from during discharge of the obligations by Bidder under this contract.

4.19 Force Majeure clause

If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes or lockouts (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

4.20 Miscellaneous

4.20.1 The bidder should not assign and/or sublet the work assigned or any part of it to any other agency in any form. Failure to do so shall result in termination of work and forfeiture of security deposit/ performance guarantee etc.

- 4.20.2 No deviations from these terms and conditions will be accepted. Any violation thereof will lead to rejection of the bid and forfeiture of EMD/Security Deposit.
- 4.20.3 The Bidder shall be entirely responsible for all taxes, duties, license fees, etc. applicable. incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to IIITMK.
- 4.20.4 The selected bidder shall not, without IIITMK's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of IIITMK in connection therewith, to any person other than a person employed by the Bidder in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. An NDA should be signed in this regard with IIITMK.
- 4.20.5 If the selected bidder is not able to fulfill its obligations under the contract, which includes non-completion of the work, the IIITMK reserves the right to accomplish the work through another bidder and EMD / Security Deposit of bidder will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be borne by the selected bidder.
- 4.20.6 IIITMK reserves the right to annul the bidding process at any time prior to award of Contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders on the ground of IIITMK's action.
- 4.20.7 No boarding /lodging / travel will be provided by IIITMK to the staff of Bidder for attending any meeting or discussion convened by IIITMK or in connection with implementation of the solution. The same has to be arranged by the successful Bidder at its own cost.

CHAPTER 5

SPECIAL CONDITIONS OF CONTRACT

5.1 Scope of Contract

- 5.1.1. Unless otherwise expressly limited in Chapter 2 (Scope of work) of tender document, the Bidder's obligations involve ensure the completeness finalize design plan, migration, supply of all necessary software, product implementation and hosting, maintenance, integration, testing, acceptance, achieving go-live, user training, stabilization and ensuring stabilization acceptance of the proposed software, provision of all the proposed software components and materials as well as performance of all services, as tendered in this document & in accordance with the plans, procedures, specifications, and any other documents specified in the Contract and the Agreed and Finalized Project Plan, at no additional cost.
- 5.1.2 The Bidder shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items, service materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attain in Go-Live Acceptance and Stabilization Acceptance of the "SOLUTION" as if such work and / or items and Materials were expressly mentioned in the Contract, at no additional cost.
- 5.1.3 If a work is transferred from the jurisdiction of IIITMK to any Successor, while the Contract is in subsistence, the Contract shall be binding on the Bidder and the Successor in the same manner and take effect in all respects as if the Bidder and the Successor were parties there-to from the inception and then corresponding office of the competent authority of the Successor will exercise the same powers and enjoy the same authority as conferred to IIITMK under the original Contract entered into and the Project Manager so appointed shall have the same powers as envisaged in the Contract.

5.2 Project Coordination

IIITMK shall appoint a Project Coordinator. The Project coordinator shall have the authority to represent IIITMK on all day-to-day matters relating to the implementation of the project

The Bidder's Representative and staff are obliged to work closely with IIITMK's Project Coordinator. The Bidder's Representative is responsible for managing the activities of its personnel.

5.3 Project Plan

In close cooperation with IIITMK and based on the Preliminary Project Plan included in the Bidder's bid, the Bidder shall develop a detailed project plan hereinafter referred to as the Agreed and Finalized Project Plan encompassing the activities specified in the Contract.

The Bidder shall formally present to IIITMK the Project Plan in accordance with the Technical Requirements. The Bidder has to specify the strategy and methodology with time frame and the synchronization of various phases of project to ensure completion of the project in specified time. The plan shall also bring out the critical areas needing continuous attention of IIITMK. The Agreed & Finalized Project Plan should have the same Go-Live date.

The Bidder shall undertake to supply, install, implement, integrate, commission and ensure the go-live and stabilization of the System in accordance with the Agreed and Finalized Project Plan and the Contract.

Changes to the Project Plan, if required, shall be made with the mutual consent of IIITMK and the Bidder.

5.4 Residential Accommodation

No boarding /lodging will be provided by IIITMK to the staff of Bidder. The same has to be arranged by the successful Bidder at its own cost.

5.5 Transportation

Bidder shall make its own arrangements for movement of human resources and equipment within and outside the sites/units/offices at the various locations covered by the Contract.

The quoted amount shall also include all expenses towards travel to various places / destinations in India in connection with completion of work.

5.6 Other Terms and Conditions

The Bidder is required to enter into agreement after submission of Performance Guarantee.

Should IIITMK at any time require the Bidder to do any work beyond what is provided under this agreement, the Bidder shall undertake to do such additional work for an additional remuneration to be mutually agreed upon.

IIITMK may make modifications/revisions/changes/deletions in the scope of work from time to time and the same shall be complied with by the Bidder on mutually agreed terms and conditions

5.7 Profile of Teams

The Bidder has to deploy a specialized and trained team for the successful and timely completion of the Project. It is therefore desirable that the key personnel in the team have the adequate qualification and work experience.

The staffing and reporting hierarchy within the team should be clearly defined and communicated to IIITMK

IIITMK reserves the right to ask for replacement of a candidate if he is found to be unsatisfactory in his work during implementation

ANNEXURE-1- FORM FOR PRICE BID

No	Item	Amount	Tax	Total
1	Design, Development, Implementation, Web hosting with backup solution, Go- Live and Maintenance support for one year post Go-Live The Price quoted should include all the scope of work defined in the RFP			
2	AMC charges for Five years Total			
	AMC charges year wise for the first year.			
	AMC charges year wise for the second year.			
	AMC charges year wise for the third year.			
	AMC charges year wise for the fourth year.			
	AMC charges year wise for the fifth year.			

We agree to bind by this offer if we are the selected as contractor for this project.

For and on behalf of:

Name of the Person:

Designation :

SIGNATURE OF AUTHORISED SIGNATORY

BUSINESS ADDRESS

COMPANY

SEAL/STAMP

DATE