



**NATIONAL INSTITUTE OF BANK MANAGEMENT  
PUNE**

**\* e-Tender for \***  
**Design and Development of Website for**  
**The National Institute of Bank Management (NIBM), Pune**  
**(Ref No. NIBM/Tender-08/2025-26 dated December 09, 2025)**

**2025 – 2026**

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National Institute of Bank Management (NIBM)  
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Pune – 411 048

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## Part I

### NOTICE INVITING TENDER

National Institute of Bank Management (NIBM) was set up in 1969 by the Reserve Bank of India (RBI), in consultation with the Government of India, as an apex-level Institute for Training, Consultancy and Research in the Banking Industry. The Institute has a self-contained campus with complete residential and educational facilities in Pune and is in the process of empaneling service providers for its various requirements.

The Institute is inviting e-Tenders for “**Development of a Website for the National Institute of Management (NIBM), Pune**” from reputed companies/firms based in Pune and Mumbai.

**Two-Bid System (Separate Technical Bid and Financial/Price Bid)** shall be adopted for this tender.

The terms and conditions for tender are as mentioned below:

1. The details of tender notification can be downloaded from the home page - <https://www.tenderwizard.com/NIBM> under the heading "**Tender of NIBM**".
2. New vendors must obtain the user ID and password to take part in the tender process by clicking the "**Enrolment**" link on the homepage of the website. The one-time vendor registration fee of Rs 500/- has **to be paid to Tenderwizard.com** by using the provided e-Payment link. Supported modes of payment are Credit Card, Debit Card, and Internet Banking. Vendor Registration is valid for 1 year.
3. For further details/help on e-Tender participation, please contact Tender Wizard on:  
Telephone: 080 - 40482100 (Bangalore) & Sanjay KC – Pune - Mumbai & Maharashtra (09665721619), Email: [sanjay.kc@etenderwizard.com](mailto:sanjay.kc@etenderwizard.com).  
Other Support Email IDs: [harishkumar.kb@etenderwizard.com](mailto:harishkumar.kb@etenderwizard.com), [ambasa@etenderwizard.com](mailto:ambasa@etenderwizard.com), [abhishek.ps@etenderwizard.com](mailto:abhishek.ps@etenderwizard.com).
4. The tender document can be downloaded from NIBM's e-Tendering website <https://www.tenderwizard.com/NIBM> by paying **Rs.1,000/-** using the online payment gateway provided on the above website.
5. The tenderers will have to pay the **earnest money** of **Rs. 30,000/- (Rupees Thirty Thousand only)** through the online payment gateway provided on NIBM's e-Tendering Website.
6. There is **no exemption for EMD & Tender document fee** under any account head.
7. The offers are invited from reputed and experienced individuals/firms/agencies/companies, preferably established and functioning in and around Pune city, with a sound financial background, having valid licenses/sanctions and **experience in the Development of Websites for a minimum period of five years**, along with an institutional /organizational performance report.
8. For any clarification on the tender terms & conditions, scope of work, etc., please contact Executive Officer (Systems & ERP), NIBM at 020-26716235.
9. **It is mandatory for all bidders to attend the pre-bid meeting at their own expense for all the information that may be necessary for the said bid and to acquaint themselves with the NIBM requirement. Bids of tenderers who do not attend the pre-bid meeting may not be considered for technical or financial evaluation.**
10. All bidders are requested to check our e-tender website regularly for any updates/corrigendum, etc. with respect to this tender. No separate/individual notification will be made in such cases.

11. **Tenders should be submitted only through the e-Tender portal. The vendor must obtain the Tender Acknowledgement copy as proof of their successful submission.**
12. The important dates for the tender process are as follows:

Sr No.	Activity		Date
(i)	Date of Tender Notice	:	December 09, 2025
(ii)	Online Pre-bid queries by E-mail, Mail ID for online queries: <a href="mailto:seoadmin@nibmindia.org">seoadmin@nibmindia.org</a>	:	Up to December 17, 2025 up to 5.00 p.m.
(iii)	Pre-bid Meeting (Mandatory)	:	December 18, 2025 at 11.30 a.m.
(iv)	Last date for Tender Submission	:	December 25, 2025 at 4.00 p.m.
(v)	Date and time for opening of Technical Bid	:	December 26, 2025 at 10.00 a.m.
(vi)	Presentations by Successful Bidders in Technical Bid	:	Shall be conveyed separately at later stage.

13. The Director, NIBM, Pune reserves the right to award a contract for the above services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason, and is not bound to accept the lowest tender or any tender it may receive. Incomplete or conditional offers will not be accepted. The decision of the Director, NIBM, Pune, in this regard shall be final and binding on all.
14. In the event of any dispute arising in the matter, the decision of the Director, NIBM, shall be final and binding on both parties.

Thanking you.

Yours sincerely,

Chief Administrative Officer

Enclosures:

- Tender Annexures I to VII
- Bid forwarding letter, with formats
  - o Technical Bid - PART - I
  - o Financial Bid - PART - II

## PART - II

### 2.1 INTRODUCTION

National Institute of Bank Management (NIBM) was set up in 1969 by the Reserve Bank of India (RBI), in consultation with the Government of India, as an apex-level Institute for Training, Consultancy and Research in the Banking Industry. The Institute has a self-contained campus with complete residential and educational facilities in Pune and is in the process of empaneling service providers for its various requirements.

The Institute is inviting **Tenders** from interested, experienced, registered firms meeting the prescribed qualifying criteria as mentioned in the tender document for the **Development of a Website for the National Institute of Management (NIBM), Pune**. Two-bid system (Separate Technical Bid and Financial/Price Bid) shall be adopted for this tender.

#### 2.2.1 ELIGIBILITY CRITERIA

While submitting the proposal, the applicant shall ensure that the applicant meets the conditions of eligibility as described below:

SI No	Qualification	Criteria	Mandatory Documentary Evidence ((Softcopy to be uploaded))
1	Legal Entity	Bidder must be registered Company / MSME in India under the Companies Act	<ul style="list-style-type: none"><li>Company Profile</li><li>Copy of Certificate of Incorporation</li></ul>
2	Annual Turnover	Average Annual Financial 20 lakhs during turnover should be at least any three of the financial years ending 2022-23, 2023-24, 2024-25.	<ul style="list-style-type: none"><li>Audited Balance Sheets</li><li>Certificate duly audited by a CA</li></ul>
3	Profit / Loss	Should not be a loss-making firm during any three of the financial years ending 2022-23, 2023-24, 2024-25	<ul style="list-style-type: none"><li>Audited P &amp; L statement</li><li>Certificate duly audited by a CA</li></ul>
4	On-Site Support	Branch office in Pune or Mumbai, Maharashtra	<ul style="list-style-type: none"><li>Undertaking of the list of offices.</li><li>List of technical support personnel for the region.</li></ul>
5	Blacklisting	The bidder should not have been banned or blacklisted by any Governmental bodies / PSUs/National Institutes/Others	<ul style="list-style-type: none"><li>Self-Declaration on Letter Head of government or PSUs. If banned / delisted, it must be clearly stated.</li></ul>
6	Technical Capability	<p>The bidder should have successfully completed a project with a similar scope of work in Governmental bodies / PSUs / National Institutes / Others</p> <p>OR</p> <p>The bidder should have successfully completed the Design &amp; Development of dynamic websites and web portals during the last 5 years</p>	<ul style="list-style-type: none"><li>Relevant Support Certificates.</li><li>Copies of Supply Order &amp; Project Completion Certificate.</li></ul>

## **2.2 SELECTION PROCESS:**

### **2.2.1 STUDY OF SCOPE**

Intending Bidder(s) have to visit the current NIBM website to examine the web pages, modules, external links, User Interface, and satisfy themselves before submitting their bids.

Intending Bidder(s) shall attend the Pre-bid meeting scheduled on 18/12/2025 11:30 Hrs to acquaint themselves with the extent of the scope of work involved and seek clarifications regarding the nature of work involved during or after the meeting by corresponding with the Contact Person assigned for handling queries.

A bidder(s) shall be deemed to have full knowledge of the scope, whether he examines it or not, and no extra charge consequent on any misunderstanding or otherwise shall be allowed.

The bidder(s) shall be responsible for arranging and maintaining at their own cost all equipment, materials, facilities for workers, and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder(s) implies that he has read this notice, has made himself aware of the scope and specifications of the work, and other factors having a bearing on the execution of the work.

### **SPECIAL CONDITIONS FOR TECHNICAL AND FINANCIAL BID**

#### **A) Two-bid System**

Tenderer will be a qualified technical bidder if the following conditions are fulfilled:

1. Minimum 35 marks out of 50 marks allotted for technical criteria evaluation.
2. Tenderer will not be allowed to submit any further information after opening the tender.
3. Vendor Qualifications – Vendor's experience and strength of references are important factors for evaluation.
4. The original copies of the document required for tender, as mentioned for the Technical Bid, may be verified by the official of the NIBM. If any original document is not available for verification, then the marks for the concerned item will be subtracted by the Selection Committee.
5. If any tenderer declares or files a misleading statement, misrepresentation, then they will be disqualified from the process of selection.
6. NIBM will prepare a merit list of eligible tenderers according to their marks of technical evaluation and financial evaluation of the bid.
7. The officials of NIBM may conduct a site visit at the workplace of tenderers on suitable dates for verifying the present infrastructure, quality of work, quality of services, and spot feedback from the concerned employer.
8. NIBM reserves the right to select a tenderer on the basis of the above-mentioned criteria from among the successful bidders as per the merit list of the above.

#### **B) Technical Criteria Evaluation:**

- i) NIBM will scrutinize the offers and will determine whether the technical specifications, along with documents, have been furnished as per the tender requirement and whether items are quoted.
- ii) The technical evaluation will be done based on the information provided in the "Bidder's Information" format, along with supporting documents.

SI No	Technical Criteria Evaluation	Maximum Marks
1	Experience in Design, Development of dynamic websites, and web portals during the last 3 years (Minimum 2 similar websites)	50
2	Experience in the development of websites for the State / Central Ministries or departments / National Institutes in the last 3 years	
3	Technical Qualified Manpower	
4	Average Annual Financial turnover 15 lakhs and above for any three of the financial years ending 2022-23, 2023-24, 2024-25.	
5	Branch Office in Pune or Mumbai, Maharashtra	

iii) The bidder will have to give a presentation on the following points as a part of the technical evaluation: -

- a) Methodology the bidder intends to follow for project completion
- b) Technology / Platform bidder intends to use for website development, and the advantages & disadvantages of the same
- c) Sample Design & Development of Websites bidder has done in the recent past
- d) Any other point the bidder wants to highlight about their past completed projects

**Technical Assessment will be done on the following aspects:**

- i. Technical Criteria Evaluation : 50 Marks
- ii. Presentation : 50 Marks

Note: Presentation must include the following;

- Design Templates (minimum 2 templates) to be presented before the NIBM. The score will be as per the assessment of the NIBM.
- Proposed Methodology, execution plan, and features, support offered, Etc. The score will be as per the assessment of the NIBM.

### ***C) Financial Bid Evaluation:***

NIBM will open and scrutinize the Financial Bid of the technically qualified bidders only. The financial bids will have to be submitted in the format as per Annexure IV. NIBM may reject the tender if the Commercial bids have any alteration or overwriting. The calculation arrived by NIBM will be final and will be binding on the bidders. If any cost item in the commercial bid is found to be blank and not filled with any amount, then it shall be considered as a zero-cost item and the same is offered to the NIBM free of any charge.

The bidders will be ranked as L1, L2, L3, etc. on the basis of their prices offered (final offered price will be calculated on the basis of the instructions contained in this document in this regard).

There would be a weight-age of 70% to the technical score and 30% for the Commercial price. (The above-mentioned score out of 100 will be converted to 70). The maximum marks (Total score) for Technical and Commercial proposals would be 100. It would be formalized as under for each bidder:-

$$\text{Total Score} = 0.7 \times T(s) + 0.3 \times F(s)$$

Where;

$$F(s) = (LP / BP) \times 100$$

where:

- T(s) stands for the technical score out of 100 for the bidder.
- F(s) stands for the percentage of a bidder's commercial price compared to the lowest quoted price among the bidders whose commercial bids are opened.
- BP stands for Bidder's price.
- LP stands for the lowest price among all the bidders.

The proposals will be ranked in terms of the Total Scores arrived at as above. The proposal with the highest Total Score will be considered first for award of contract and will be invited for price and contract negotiation.

The bidders who qualify in the technical evaluation will only be shortlisted for financial bid evaluation. The decision of NIBM in this regard will be final.

### **2.2.2 OTHER TERMS AND CONDITIONS OF EVALUATION CRITERIA ARE AS UNDER:**

NIBM may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the NIBM in the evaluation of the Technical and Financial bids shall be final and binding on all the parties.

Any effort by a Bidder to influence the processing of Bids or award decisions may result in the rejection of the Bid. Failure of the Bidder to agree with the Terms & Conditions of the Tender/ Contract shall constitute sufficient grounds for the annulment of the award of the contract, in which event the contract may be awarded to the next most responsive bidder.

Please note:

- There should be no mention of prices in any part of the bid other than the financial bids.
- Unit prices for each component of the financial proposal should be mentioned. Any spelling mistakes or incomplete information furnished would invite a disqualification of the bid.
- Basic price and GST should be shown separately in the financial bid. If no segregation is given, it will be presumed that the price includes the applicable GST element.
- Substantially Responsible Bids: A substantially responsive Bid is one that conforms to all the requirements, terms, conditions, and specifications of the tender document.

### **2.2.3 INSTRUCTIONS TO BIDDERS**

1. The Tender document can also be downloaded from <https://www.nibmindia.org/tenders/> from December 09, 2025 onwards. All costs & expenses associated with the submission of the Tender shall be borne by the company for submitting the application, and the NIBM shall have no liability in any manner in this regard or if it decides to terminate the process of short-listing for any reason what-so-ever. While submitting the tender, the bidder shall ensure that the bidder meets the conditions of eligibility described in the tender document. Failure to comply with the requirements spelled out in the tender Document shall make the proposal liable to be rejected.
2. The bid must be accompanied by a letter on the firm's letterhead showing the full registered name(s) and registered office address of the bidder. It should be signed by a person of suitable authority to commit the bidders to a binding contract and copy of the same should be uploaded on e-Tender portal along with other mandatory documents.
3. NIBM reserves the right to verify all statements, information, and documents submitted by the applicant in response to the Tender Document. Failure of the NIBM to undertake such verification shall not relieve the applicant of its obligations or liabilities hereunder, nor will it affect any rights of the NIBM thereunder.



The Technical and Financial Proposals must be uploaded on or before designated date and time. NIBM does not take any responsibility for the delay or provide any explanation for the same.

The firm will bear all costs incurred in connection with the preparation and submission of the proposal, and to bear any further pre-contract costs.

The proposal should contain all the documentary evidence to substantiate the claim for the Eligibility criteria above.

4. NIBM reserves the right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and/ or to modify the process or any part thereof at any time without assigning any reason.
5. The bidder whose tender is accepted will have 10% of the contract amount retained, which will be paid after the completion of warranty period.
6. **Conflict of Interest:** Bidders must disclose in their bid details of any circumstances, including personal, financial, and business activities that will, or might, give rise to a conflict of interest. Where bidders identify any should state how they intend to avoid such conflicts. NIBM reserves the right to reject any bid that gives rise, or could potentially give rise to, a conflict of interest, including on account of association with any intermediaries registered with NIBM.
7. **Indemnity:** The successful bidder shall exercise reasonable skill, care and diligence in the performance of the assignment and indemnify and keep NIBM, its members, officers, employees etc., indemnified at all times in respect of any loss, damage, harm or claim whatsoever, arising out of or related to any breach of contract, violation of any law/ rule, breach of statutory duty or negligence by the firm or by its staff, employees, agents or subcontractors, in relation to the performance or otherwise of the Services to be provided under the present tender and Contract thereto.
8. **Non-Disclosure Clause:** While providing the Services under this work order, Agency or employees of the agency may have access to confidential or proprietary information regarding NIBM, its employees and customers, and related business entities. Agency acknowledges the proprietary and sensitive nature of the Information, and the importance of maintaining the secrecy and confidentiality of such Information. Agency agrees that it shall not, without the prior written consent of NIBM, disclose any such Information to any third party, either orally or in writing.
9. **Assigning to Others:** The successful bidder shall not, without the prior written consent of the NIBM, assign or transfer or cause to be assigned or transferred, whether actually or as the result of takeover, merger, or other change of identity or character of the successful bidders, any of its rights or obligations under the present tender and Contract thereto or any part, share or interest therein. Upon any such assignment or transfer, this engagement may forthwith be terminated by NIBM.
10. **Termination:** NIBM may, at its sole discretion and at any time, terminate the Contract with the successful bidder/ firm by giving a month's notice, and inform the firm of NIBM's decision by written instructions to that effect. Termination could also take place on such breaches as may be specified in the Contract. In the event of the Contract being so terminated, the firm shall take such steps as are necessary to bring the Services to an end, in a cost-effective, timely, and orderly manner, without making any claim of whatsoever nature, against NIBM or any of its officers, employees, etc.

The AMC Agreement shall remain in force for a fixed period of four (4) years after the completion of one year warranty period. The Agreement shall be subject to an annual performance review. The Agency shall not terminate the Agreement before the expiry of the five-year period. Any premature termination by the Agency shall attract a penalty of 20% of the value of the remaining contract period.

NIBM, however, shall have the right to terminate the Agreement at any time during the five-year period, without penalty, if the Agency fails to provide satisfactory services or otherwise breaches its obligations under this Agreement.

11. **Validity of Bids:** The Bids submitted shall remain valid for a period of 60 days from the date of bid submission. If the bid validity given in the received bid is lesser than the period specified, the Bid will be rejected as non-responsive. The Successful Bidders should extend the price validity till the completion of the order or as requested by NIBM.
12. **Modification and Withdrawal of Bids:** The Bids, once submitted, may not be allowed to be modified or amended, or withdrawn at any cost.

Note:

1. The Proposal shall be made in the Forms specified in this Tender Document. Any attachment to such Forms must be provided on separate sheets of paper, and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents.
2. Tender received by the NIBM after the specified time on the due date shall not be eligible for consideration and shall be summarily rejected.

#### 2.2.4 Payment Terms:

Design & Development	20 % after acceptance of the Work Order given by NIBM.
	60% after completion of the following : <ul style="list-style-type: none"> <li>• Design &amp; Development of the website</li> <li>• conversion of data, and report generation as per the satisfaction of NIBM</li> <li>• Satisfactory User Acceptance Test</li> <li>• Completion of change requests based on UAT feedback</li> <li>• Security Audit, Hosting in Cloud Server, SSL certificate, and Domain name integration, etc., &amp; Launch</li> </ul>
	10% of the value of the tender will be retained for 12-month period from completion & acceptance of the website by NIBM.
Annual Maintenance (After an initial free maintenance period of 1 year warranty from the date of completion)	AMC will start after the expiry of the initial 12 months warranty period from completion & acceptance of the website by NIBM. AMC will be paid Quarterly, at the end of every quarter, on submission of an invoice and a report of work done.

1. No interest will be paid for delayed payments / EMD / Retained Amount.
2. Payments will be made after deducting TDS on Income tax
3. **GST retention clause:** The Institute shall be entitled to retain the GST component of each payment payable to the service provider/vendor until the GST amount is reflected in GSTR 2B. In cases where the service provider/vendor has collected applicable GST and not deposited the same with the GST/Tax Department, due to which the Institute loses the GST credits, the Institute shall reserve the right to recover such losses from the service provider/vendor along with applicable interest and penalty.

**Blacklisting:** The Institute has all the right to cancel/terminate the contract on an immediate basis and withheld the balance payment payable if the service provider/vendor is blacklisted or its rating (as per the rating system announced by the government for GST compliance) is downgraded below accepted level due to noncompliance or its actual or alleged act, failure to act, error, or omission in the performance.

**Indemnity Clause:** The service provider/vendor agrees to defend, indemnify, and hold harmless the institute with respect to any claim arising from the service provider/vendor's actual or alleged act, failure to act, error, or omission in the performance of its obligation under this agreement/work order or any governing law or regulation including relating to the GST law. **GST Number of the Institute – 27AAATN0040P1ZJ.**

## 2.2.5 Timelines:

	Activities	Time frame
1	Project Start date (Award / Acceptance of the order)	T
2	Signing of the Agreement and sharing of the source code	T + 7 days
3	Development, Data porting, and reports	T + 45 days
4	User Acceptance Testing (UAT)	T + 54 days
5	Changes to be made based on UAT feedback	T + 60 days
6	Security Audit	T + 85 days
7	Hosting in Cloud Server, SSL certificate, Domain name integration, etc.	T + 87 days
8	Launch	T + 90 days

## 2.3 Scope of Work

The scope of this tender covers the following areas of development of the website with a Content Management System (CMS).

### 2.3.1 Development of Website for NIBM

1. The scope of the work includes the development of a website for the NIBM with CMS adhering to the latest Guidelines for Indian Government Websites prepared by the National Informatics Centre and adopted by the Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pension, Government of India.
2. The website should have page/ pages for publishing information about NIBM and hyperlinks to other Sub-Websites. The necessary information to be published on the new website can be referred to from the current website of NIBM, <https://www.nibmindia.org/>. The website should be built dynamically. The existing information published on the current website needs to be migrated to the new website, and new content needs to be added if required. All necessary links or pages present in the current website have to be redesigned and incorporated into the new website, with a child website for PGDM.
3. The scope of the work also includes the development of any other pages relevant to be published / available.
4. The bidders shall do a requirement study and finalize the requirements to be incorporated in the proposed web-based application.
5. The new website must carry forward the old data from the existing website so that the previous data-based analysis can be carried out in the new website.
6. An admin panel (CMS) for updating the website also has to be developed alongside the master website.

7. The website modules and related pages, before hosting on the server, have to be securely audited, and a Safe-to-Host certificate should be issued by the CERT-in (the Indian Computer Emergency Response Team) empaneled agency.
8. As and when major changes are made to the website, a re-audit of the website is required to be done.
9. Website and related pages are to be made "Accessible for ALL" (i.e., Divyangjan-friendly).
10. Website and related pages have to be installed with a valid SSL security certificate without any cost to NIBM till the valid contract period.
11. There should be a provision for access-controlled data entry/ view/ modification of statistics data.
12. Integration or updation of existing website analytics software with the new website would be the responsibility of the successful bidder.
13. The successful bidder shall provide necessary user training, user manual/ short videos/etc.
14. The successful bidder will be providing support for change requests, maintenance, updating, and modifications, including onsite support for personnel on the new website till the valid contract period.
15. The successful bidder shall advise on making provisions for server space and maintenance of the database.
16. The successful bidder shall carry out any other works/requirements as deemed fit by NIBM.
17. The successful bidder shall assist the NBIM in sending monthly reports in respect of the website/portals, informing whether relevant information, current officer hierarchy, vacancy, tender, and other vital details are properly available and are up-to-date for public viewing.
18. The Vendor is required to develop the website using a modern, stable, and widely adopted platform or technology stack. The selected platform must ensure that the website remains functional, secure, and compatible with future technologies for a minimum of five (5) years from the date of project completion. The platform should not be obsolete or deprecated during this period. The Vendor must guarantee support for future updates, security patches, and necessary upgrades within the stated period to ensure the continued reliability of the website.
19. If the chosen platform is discontinued or no longer supported by its developers within the next five years, the Vendor shall take the necessary steps to migrate the website to an alternative solution at no additional cost to the client.

### 2.3.2 Preparation of the Hosting Environment

The successful bidder on execution of the contract shall advise on the hardware requirements needed for stable and secure hosting of the website. The successful firm shall also assist in making suitable installation of the hardware and software, configuration of the firewall, hardening of the servers, and the network. Besides any hardware requirements other than the available resources required for the development, has to be mentioned on the tender submitted to NIBM.

### 2.3.3 Terms and Conditions: -

- i) The Website has to be developed as per the **Guidelines for Indian Government Websites (GIGW) published by the Ministry of Electronics and Information Technology.**
- ii) The language/ framework/database applications, etc., used for the development of the website should be of the latest industrial standard with Long Term Support.
- iii) The web modules and database structures should have provisions to facilitate the expansion of the modules.
- iv) The existing source code and data will be provided to the successful bidder, and they have to share the source code with NIBM from time to time during the period of the contract.
- v) The websites developed should be compatible for viewing on laptops, desktops, mobiles, Tablets, etc.

- vi) The websites should have suitable translation features to present the content of the websites in English, Hindi, or any other languages as recognized in the 8<sup>th</sup> Schedule of the Constitution.
- vii) The information pertaining to a person, login details, or of any sensitive nature should be encrypted and stored in the database.
- viii) The reset password request has to be processed through OTP authentication.
- ix) The website should be audited [undergo penetration testing] and certified by an agency recognized by the Government of India.
- x) The Website developed will be the property of the NIBM and will hold all the rights. The full Source code of the website developed/ modified shall be made available to NIBM. All content should be stored and kept confidential and should not be reused/replicated/transferred to anyone else.
- xi) The Agency should provide all admin/ user manuals. They should also provide support for all future upgrades/ initiatives of NIBM related to the website. The Agency shall execute, comply, and organize the function, in accordance with the contract, to the complete satisfaction of NIBM.
- xii) The decision of NIBM in the matter arising out of this contract shall be final and binding regarding all matters relating to the contract. In the event of the Agency committing a breach of any of the above terms and conditions or the services of the Agency being found to be unsatisfactory, the contract can be terminated by NIBM even before the expiry of the period of agreement by giving 15 days' notice to the Agency. Even otherwise, the NIBM will have the right to terminate the engagement of the Agency by giving one month's notice.
- xiii) NIBM shall have the right to issue an addendum to tendered documents to clarify, amend, modify, supplement, or delete any of the conditions, clauses, or items stated therein. Each addendum shall form a part of the original invitation to tender.
- xiv) The successful bidder will have to sign a contract agreement with the authorized official of the NIBM on a Rs. 500/- non-judicial stamp paper. All the terms and conditions, scope of work, etc., contained in the tender documents shall form part of and shall be taken as if they were included in the contract agreement to be executed with the Agency, and the cost required for signing the contract will be borne by the Agency.
- xv) The NIBM reserves the right to accept or reject any or all the tenders at any stage of the tendering process without assigning any reason thereof. The NIBM in this regard will entertain no claim or complaint. In the event of the Agency committing a breach of the contract, the NIBM is entitled to receive from the Agency compensation to the extent of loss incurred as determined by the NIBM for any loss or damage caused to the NIBM.
- xvi) The bidder should reserve a minimum qualified dedicated team as listed in the Core Team members, to carry out the work smoothly.
- xvii) Necessary training on the module shall be imparted to NIBM Officials. User manuals for NIBM officials and end-users have to be provided.
- xviii) NIBM and its officials shall be indemnified from any dispute arising out of using any third-party components while developing the modules.
- xix) The website developed should be covered with a one-year warranty from the date of acceptance of the website by NIBM; any issues arising in the modules or the hosting environment have to be rectified with minimum downtime. No extra charges will be provided for any other reasons. The following application support plan should be covered under warranty and subsequent AMC period.
  - a. Backing up of NIBM Website contents in locally connected medium and in external medium.
  - b. Updating Sitemap
  - c. Bug Fixing
  - d. Maintenance of Static page information

- e. Uploading Content as per requirement (Content will be provided by NIBM)
- f. Content Modification/links on the existing website
- g. Support for cross-browser compatibility of the website
- h. Support for any functional problem of any module of the website
- i. Database management
- j. Websites'/Server's backups/logs should be monitored daily.
- k. Periodic check of system logs with closure of issues raised.
- l. The Vendor shall be required to undertake full responsibility for the safe custody and security of data supplied by NIBM.
- m. Resolving all types of vulnerabilities (related to the Security of the website) reported by various Government agencies, including the Cyber Security Division of NIC.
- n. Protection against defacement and hacking of the web application, and implement security features to protect the site from session hijacking, SQL injection, cross-site scripting, Denial of Service, etc. In case of a virus or hacking attack, the website shall have to be recreated/restored the website within 4 hours when the hardware is ready.
- o. Maintenance & checking for dead links of static pages, Link updates, uploads, replacement and addition of content and links, and other related work.

### **3. Post Warranty Maintenance**

Post Warranty Maintenance, based on the performance of the company, may be extended further for a period of up to five years. This includes all types of modifications to the website & technical support for the smooth running of the web & modules. Fixed AMC charges shall be quoted in the financial bid.

The schedule for attending to the issue may be required to be adjusted as per the requirements of the NIBM, and post-warranty maintenance/ support has to be carried out as per the direction of the CSC, NIBM, or any authorized officials of NIBM. Any maintenance/ urgent changes which is required to be carried out in the module for the smooth operation/ ensuring the security of the application have to be intimated and permission has to be taken before implementation.

It will be the responsibility of the bidder to comply with all statutory obligations on its part arising out of this tender.

The agency shall be required to undertake full responsibility for the safe custody and to maintain secrecy / proper care of documents/ data supplied by the NIBM. Each document and data provided by NIBM will have to be kept strictly confidential, and no part of it shall be divulged to any person at any time without written authorization from NIBM. In case of lapse, the agency will be fully responsible for the consequences.

The Files, Database, Tables, data/images shall be the property of the NIBM. The agency should transfer the Files, Tables, and Database to the servers assigned for this purpose by NIBM. At any point of time, NIBM should have access to all the data (CSV, xml, etc.) related files containing the information of the records recorded in the database, or folders or drives, etc., without the support of the front-end of the website.

The scope of maintenance shall include the optimization of the performance of the website and its accessibility on the internet.

### **4. Liquidated Damages for delays and Penalties**

If the successful bidder fails to execute the work properly time specified, the agency shall pay liquidated damages to NIBM at the rate of 0.5 % of the contract value for per week of delay or part thereof, subject to a maximum of 5% of the contract value. NIBM may, without prejudice to any other method of recovery, deduct the amount of such damages from any monies due or to become due to the agency. The payment or deduction of such damages shall not relieve the agency from its obligation to complete the Works, or from any other of its obligations and liabilities under the contract.

**PART - III**  
**Annexure – I**  
**Technical Bid**  
**Form - I**

**Profile Of Agency/Firm/Company**

Sr.	Particulars	
<b>1.0</b>	Name of the Agency/ Firm/Company	
1.1	Legal Status (Individual / proprietor, partnership firm, limited company, corporation, cooperative society, etc.)	
1.2	Registration Number of the Agency/Firm/ Company	
1.3	Year of Commencement of Business	
1.4	Registered Address	
1.5	Communication Address (in Pune)	
<b>2.0</b>	GST Number (Upload copy of GST certificate)	
2.1	Name in which GST registration has been obtained	
<b>3.0</b>	PAN (Upload copy of PAN card)	
<b>4.0</b>	<b>Bank Details</b>	
4.1	- Account No.	
4.2	- Name of the Account	
4.3	- Name and address of the Bank	
4.4	- IFSC of the Bank	
<b>5.0</b>	Name of the Authorised Contact Person	
5.1	Designation of Authorised Contact Person	
5.2	Mobile No. of the Contact Person	
5.3	Alternate Contact Number/s	
5.4	Email id of the Contact person	
<b>6.0</b>	<b>Statutory Registrations</b> (Softcopies to be uploaded)	
6.1	Registration number of the firm (As per Shop and Establishment Act)	
6.2	Registration number under the Labour Welfare Fund.	
6.3	EPF - Registration number	
6.4	ESI - Registration number	
<b>7.0</b>	<b>Financial Capabilities</b> (Softcopies to be uploaded)	
7.1	Income Tax Acknowledgement for the last 3 years commencing from F.Y. 2021-2024 along with gross taxable income declared in income tax returns.	<div style="display: flex; justify-content: space-between;"> <div>F.Y.</div> <div>Gross Income</div> </div> <ul style="list-style-type: none"> <li>2022-2023</li> <li>2023-2024</li> <li>2024-2025</li> </ul>
7.2	<b>Last three years audited statement of Accounts by C.A. from FY 2022-23 giving following details:</b>	
	<b>Particulars</b>	<b>2022-23      2023-2024      2024-2025</b>
7.2.1	Annual Turnover	
7.2.2	Net Profit	
7.2.3	Fixed Assets/ Investments/Cash and Bank balance including (FDRs) as at 31.03.2025. Confirmation certificate from Bank is required to be produced.	
7.2.4	Capital Accounts (closing balance as on 31.03.2024)	
8.0	Upload list of present and past clients, as per the <b>Form - II</b> . Existing manpower deployed in such services (along with letters from these firms)	
9.0	Upload softcopy of any Special award or recognition / certificate from PSU / Govt. Bodies / Training Institutions.	
10.0	Upload softcopy of any other relevant information	

**(Form-II)****Details of portals/websites done during the past 3 years**

Sl. No.	Name of Work/Project	Name and Contact Details of Client	Technology Used	Cost of Project (Rs. in Lakhs)
1				
2				
3				
4				
5				

Seal of Bidder/Agency/Firm/Company

Date: .....

**Check List of documents to be uploaded along with the Tender**

1. Registration Certificate under Shop Act / Companies Act / LWF Act, etc.
2. PAN Card
3. EPF Registration Certificate / Number
4. ESI Registration Certificate / Number
5. GST Certificate / Registration No.
6. IT Returns of Last 3 Years



(To be executed by the Contracting Agency on a Non-Judicial Stamp Paper of ₹.500/-, as per the draft)

### **AGREEMENT**

Agreement made at Pune on \_\_\_\_\_ between National Institute of Bank Management, Kondhwe Khurd, NIBM P.O., Pune – 411 048 hereinafter called '**Institute**' represented by the Chief Administrative Officer, Authorized Representative, on the one part and M/s. \_\_\_\_\_ address \_\_\_\_\_, hereinafter called the '**Agency**' (Which expression shall be deemed to include his / their representative heirs, assigns, executors. etc.) represented by its Director, **Shri.** \_\_\_\_\_ address \_\_\_\_\_ on the other part.

Whereas the Agency has agreed to perform all the jobs/services set forth in the tender document and its' annexures, which shall be treated as an integral part of this agreement, upon the terms and conditions governing the contract annexed.

In consideration of the payment to be made by the Institute, the Agency shall duly perform the work set forth in the tender documents and its annexure and shall execute the same with great promptness, care and diligence in a prudent manner to the satisfaction of the Institute and will carry out the performance in accordance with the terms and conditions of contract with effect from ----- to ----- and will observe, fulfill and honour all the conditions herein mentioned (which shall be deemed and taken to be part of this contract as if the same had been fully set forth herein) and the Institute hereby agrees that if the Agency observes and honours the said terms and conditions of the contract, the Institute will pay or cause to be paid to the Agency for the performance, on the completion thereof, the amount due in respect thereof at the rates accepted.

WE HAVE CAREFULLY READ EACH AND EVERY WORD OF THIS AGREEMENT AND HEREBY AGREE TO EXECUTE THE CONTRACT ACCORDINGLY.

IN WITNESS THEREOF THE PARTIES HAVE SIGNED THE AGREEMENT AT PUNE ON THE \_\_\_\_\_ DAY OF \_\_\_\_\_ MONTH OF **2025** YEAR.

**Chief Administrative Officer**

For National Institute of Bank Management

For

WITNESS:

WITNESS:

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

**Financial Bid Format****Form-4**

Sl. No.	Description	Sub-Total (A)	Applicable Taxes including GST (B)	Total (A+B)
1	Design, Development of a Website for NIBM			
2	Website Hosting Charges			

**Annual Maintenance Charges (from 2nd year to 5<sup>th</sup> year)**

Sl. No.	Description	Sub-Total (A)	Applicable Taxes including GST (B)	Total (A+B)
1	Maintenance charges for the 2 <sup>nd</sup> year			
2	Maintenance charges for the 3 <sup>rd</sup> year			
3	Maintenance charges for the 4 <sup>th</sup> year			
4	Maintenance charges for the 5 <sup>th</sup> year			

**ANNEXURE – V**  
**Covering Letter**

Date:

The Director  
National Institute of Bank Management  
NIBM Post Office  
Kondhwe Khurd  
Pune 411048

Dear Sir,

**Sub: Design and Development of a Website for  
the National Institute of Bank Management (NIBM), Pune**

Ref: Tender Notice - NIBM/Tender No. 08/2025-26 dated December 09, 2025

With respect to the Tender published on the NIBM Website, we hereby submit our tender in the required forms after carefully understanding all the terms and conditions of the tender/ contract as mentioned herein.

We have understood the terms and conditions and accept the same without any alterations/ modifications. We agree to adhere to the requirements of work as prescribed by NIBM Pune. We understand that NIBM is not bound to accept the lowest or any tender received by the Institute.

We declare that presently our firm is not blacklisted/ ineligible for corrupt/ fraudulent practices by any Central/ State Government departments. All information given/ declarations made in our tender are correct. We will ensure that all necessary rules & regulations of the Institute are complied with under all circumstances.

Thanking you

Yours faithfully

Signature of Authorized Person with  
Seal of Bidder/Agency/Firm/Company