

**Request for Proposal  
to  
Design, Develop and Implement  
Website  
for  
National Institute of Bank Management (NIBM)  
Pune 411 048**



**Important Information**

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Date of Issue of RFP	Jun 24, 2021 22
Last date of Queries Submission	Jul 5, 2021
Pre-Bid ON-LINE meeting with bidders	Jul 6, 2021, 16.00 Hrs
Last date for receipt of RFP	<del>Jul 14, 2021, 17.00 Hrs</del> Jul 23, 2021, 17.00 Hrs
Opening of Technical Bids	<del>Jul 15, 2021, 16.00 Hrs</del> Jul 26, 2021, 14.00 Hrs
Technical Presentations by Bidders	To be announced
Opening of Commercial Bids	To be announced

## INDEX

<b>Sr. No.</b>	<b>Particulars</b>	<b>Page Nos.</b>
1.0	Introduction	3
2.0	Instructions to Bidders	6
3.0	Scope of Work and Development Guidelines	11
4.0	Qualification Criteria	13
5.0	Terms and Conditions	13
	Annexure – I : Format of Tender Offer Covering Letter	17
	Annexure – II A : Details of the Bidder (Technical Bid)	18
	Annexure – II B : Technical Details	19
	Annexure – III : Commercial Bid	20
	Annexure – IV: Proforma for the Bank Guarantee for Performance Security	21
	Annexure – V : Broad Outline of Contents	24

## **1.0 Introduction**

National Institute of Bank Management (NIBM) has initiated a Request for Proposal (RFP) process to identify a vendor who is qualified to plan, execute and deliver re-designing and re-development of the Institute's website (www.nibmindia.org and sub-domain pgdm.nibmindia.org.)

The institute requires a vendor who has demonstrated experience in managing website projects and expertise with best practices regarding successful website design, development and deployment.

## **1.1 Background**

National Institute of Bank Management (NIBM) was established in 1969 by the Reserve Bank of India, in consultation with the Government of India, as an autonomous apex institution for research, training and consultancy on banking and finance. The mandate of the Institute is to provide new directions to the banking industry and help it become globally competitive. The Institute also serves banks and financial institutes in many developing countries. NIBM is an autonomous academic institution, guided by a Governing Board and eminent bankers and academicians. The Governor of the Reserve Bank of India is the Chairman of the Governing Board.

The Institute has four main academic verticals: (i) Executive Training Programmes, and, (ii) PGDM Course, (iii) Journal and Book Publication and Dissemination and, (iv) e-Certification Programmes.

The Institute conducts around 150-180 Management and Skill Development Programmes annually for bank executives both from India and other developing countries. NIBM Programmes are top of the line business and functional programmes catering to the top and senior management executives of banking and financial service industry.

The Institute has a unique 2-year PGDM programme for developing young talent to assume leadership position in the banking industry. The programme is highly contemporary in its course design and is conducted with immense academic rigour along with several innovations in its instruction and pedagogic style.

NIBM publishes two quarterly in-house Journals – Vinimaya and Prajnan, which are available online through subscription basis. NIBM also publishes Books and Monographs which can be purchased online.

On-line Certification Programmes were introduced by NIBM in 2017. However, a separate web-portal is already in place for the same. The new website provide the link to this portal.

## **1.2 Purpose of the Request of Proposal**

The Institute seeks services for redesigning and redeveloping their existing website (www.nibmindia.org). The website, through key messages, must reflect the mission and values of the Institute and accommodate web-based functionalities pertaining to the main academic verticals of the Institute. The firm that is awarded this contract will be expected to present at least two different concepts/designs of the proposed website for review by competent authorities of the Institute. The selected

will be expected to review current website, the supporting databases, and services being used to support and make recommendations regarding architecture of the website. New website should include dynamic and informative pages in certain areas. It will also provide to-and-fro integration to the Institute's Enterprise Resource Planning (ERP) system which maintains the database of various departments of the Institute.

### **1.3 Project Goals**

The goal of this project is to redesign and develop the Institute's website, with the following features:

- ➔ The web-site should be intuitive and should have very good navigation capability so that it is easy for the user to find the desired content
- ➔ Good search engine visibility
- ➔ Excellent user experience and reach to the target audience
- ➔ Contemporary, elegant and appealing page designs and visually attractive graphics which will be tasteful and attractive to the user.
- ➔ Incorporate the processes of accepting online nominations for executive training programmes, confirming nominations by the Institute, payment of programme fees by nominating authority using payment gateway, etc.
- ➔ Facilitate on-line sale of NIBM books/publications.
- ➔ Provide a Content Management System for publishing/modifying contents from time to time in future.
- ➔ Support exchange of data between the Institute's Enterprise Resource Planning (ERP) systems and website wherever needed (with data export facility).

### **1.4 Target Audiences / Stakeholders**

The target audiences for the site and the primary users of the content are as follows:

- Bank / Financial Institutions executives from India and neighbouring countries like Bangladesh, Sri Lanka, Nepal, Bhutan, other SAARC and developing countries
- Young students aspiring MBA/PGDM to make a career in banking
- Alumni of the Institute
- Personnel/Faculty Members from other similar academic institutions, universities
- Potential employees, employers, press, general public
- Vendors, agencies (potential or current) supplying services/goods to NIBM

### **1.5 Servers / Hosting**

Currently the web-site is hosted by a third-party service provider. Hosting of web-site will be outside the scope of this RFP.

## 1.6 Timeframe

The Institute expects to launch its new website within four months from the date of awarding the contract to the selected bidder. The tentative schedule is as follows:

Activity	Duration (in Days)
Basic template design and approval from NIBM	15-20
Transfer of Existing Content to the new website, Finalisation and Addition of new content, ERP Integration and Overall development of CMS by the vendor	50-60
User Acceptance Testing (UAT) and Fine Tuning	15-20
User Training, Launch of the Web-site	5
Maintenance	On-going as per the contract

## 1.7 Ownership

All intellectual property rights of the final deliverable will remain with the Institute.

## 1.8 Confidentiality

The bidders, at all times, will consider all information and data received from the Institute in connection with the Request for Proposal confidential. In addition, the bidders shall not use or disclose any information to anyone without the Institute's written approval, except as and only to the extent necessary for the preparation of the proposal and, if awarded to the bidder, for the performance of the work.

## 1.9 Proposals

All Proposals and contracts awarded as a result of this RFP are subject to the Institute's terms and conditions as stated in this RFP. The submission of any other terms and conditions by a Vendor may be grounds for rejection of the Vendor's proposal, at the discretion of the Institute.

## 1.10 Schedule

The dates specified on the first page of this RFP are subject to change by the Institute. Changes will be given to vendors via addendum or written vendor notices/emails.

## 1.11 General information on selection process

Following is a general description of the process by which a Vendor will be selected to provide required services:

- Request for Proposals is uploaded at the NIBM web-site for the prospective Bidders.
- Proposal will be received from each Bidder with a Covering Letter (format as per **Annexure I**) and a sealed package containing (1) Details of bidder and technical proposal (formats as per **Annexures II A and II B**), and, (2) A commercial proposal (format as per **Annexure III**)

- The original Proposal shall be signed and dated by the authorized official of the vendor, to contractually bind the vendor.
- The Proposal must be received no later than the date and time specified on the cover sheet of the RFP.
- After all Proposals have been evaluated and the prospective Bidders or finalists have made the presentations, the Institute may negotiate with any Bidder who, in its judgment, may serve its interests. The Institute reserves the right to terminate negotiation with any Bidder at any time.
- Award shall be made after a Notice of Intent to Award is sent to finalists. A subsequent final contract shall be prepared by the Institute and signed by the Institute and the Bidder.

## **2.0 Instructions to Bidders**

This is an open and competitive process.

The proposal has to be submitted with a Covering Letter, the format of which has been specified in **Annexure I**.

The Covering Letter must contain the name, designation and contact details of a duly authorized representative of the company submitting the proposal.

**Any bid received in the office of the Chief Administrative Office (CAO), NIBM, at the address / email id mentioned in the first page of this RFP, after the deadline prescribed for submission of bids in the opening page/table of RFP document or after the extended Bid due date, if any, will be treated as “Late Bid” and will not be opened/considered by NIBM and will be returned back unopened to the bidder.**

## **2.1 Two bid system**

Two separate Bids (one Technical Bid & other the Commercial Bid) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the NIBM’s address on or 5 pm before the scheduled date as given above. Both envelopes should be securely sealed and stamped.

Both the envelopes must be super scribed with the following information:

- “Bid for NIBM Web-site”
- Type of Offer (Technical or Commercial)
- Name of Bidder

**All Formats and Annexures should be stamped and signed by an authorized official of the bidder company. The bidder should also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder company. The pages of the submitted document should be**

serially numbered and stamped. The documents should not be submitted as loose pages, instead, it should be properly bound spirally or in other suitable manner.

These two envelopes containing the Technical bid and Commercial bid should be separately submitted. Please note that if any envelope is found to contain both technical and commercial bid, then that offer will be rejected outright.

**Envelope-I (Technical Bid):**

The technical bid should be complete in all respects and contain all information asked for in **Annexures II A and II B, except prices**. The technical bid should be complete and should give all required information.

The Technical Bid should be accompanied by a DD / Pay Order of Rs. 15,000/- (Rupees Fifteen Thousand only) drawn on any Nationalized Bank in the Name of National Institute of Bank Management, Pune payable at Pune towards Earnest Money Deposit (EMD). Tender received without EMD or lesser amount will be summarily rejected. No exemption will be granted. The EMD shall be forfeited to NIBM Pune, if tenderer withdraws his tender after opening of the tender. Refund of EMD will be within 4 weeks after opening of the commercial bid.

**Envelope-II (Commercial Bid):**

The Commercial bid should give all relevant price information and should not contradict the technical bid in any manner. The commercial bid should include all items asked for in **Annexure III**.

The prices quoted in the commercial bid should be without any conditions. The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the RFP. If the price of any item is not quoted, then it will be considered that the vendor will supply the item at zero price. However, for the purpose of evaluation, the highest price quoted for such items by any other bidder, will be added notionally to be taken into consideration for evaluation purposes.

**2.2 Who will qualify?**

Only those bidders who fulfill all the qualifications mentioned in “Qualification Criteria” (Section 4 below) of this RFP, will be eligible for all subsequent processes viz. technical and commercial evaluation.

**2.3 Terms and Conditions**

Terms and conditions for bidders who participate in the tender are specified in the section called “Terms and Conditions”. These terms and conditions will be binding on all the bidders and will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.

**2.4 Non-Transferability of Tender**

This Tender document is not transferable.

## **2.5 Soft Copy of Tender Document**

The soft copy of the Tender document will be made available on NIBM's website, [www.nibmindia.org](http://www.nibmindia.org). Interested bidder may download it from the web-site. However, NIBM shall not be held responsible in any way, for any errors / omissions / mistakes in the downloaded copy.

## **2.6 Offer Validity Period**

The offer shall be valid for a period of 30 days from the date of submission of bid or the extended date thereof. NIBM reserves the right to reject any bid which does not meet this requirement.

## **2.7 Pre-Bid Meeting**

For the purpose of clarification of doubts of the bidders on issues related to this RFP, NIBM intends to hold an **on-line** Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the bidders, in writing, should reach by e-mail or by post on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained / accepted after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders will be allowed to attend the Pre-Bid meeting. Contact details (Name, Email ID and Mobile number) of bidder's representative must be mentioned on the envelope so as to facilitate the communication such as sending invite for online meeting, etc.

## **2.8 Opening of Offers by NIBM**

Only those Tender offers received within the prescribed closing date and time will be opened. Considering the current pandemic situation, the bidder may depute only one representative to NIBM, Pune. Or bidder may join an online meeting wherein, opening of tenders would be telecast. A representative coming to NIBM campus should bring a copy of the authorization letter for verification.

## **2.9 Scrutiny and Evaluation Framework of Proposals**

An Internal committee of NIBM will evaluate proposals against the mandatory Eligibility criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria.

Scrutiny of Bids will be in four stages as under:

### ***(a) Eligibility Criteria:***

NIBM will first scrutinize the eligibility of the bidders as per "qualification criteria" of the RFP based on the documents submitted as per **Annexure II A**. The offers of bidders who fulfill the eligibility criteria will be taken up for further scrutiny, i.e. technical evaluation. The decision of NIBM in this regard shall be final and no further correspondence in this regard will be entertained.

### ***(b) Technical Evaluation:***

NIBM will scrutinize the technical specifications and supporting documents submitted by the vendors as per **Annexures II A and II B** and will evaluate the same.



Subject to the result of technical evaluation being satisfactory, it is the intent of NIBM to call for an exhaustive discussion / presentation by the selected bidders. This presentation mode (online / on campus) will be intimated to the bidders in advance. During the presentation, the bidders will be required to showcase organization history, manpower strength and competencies to execute similar projects; demonstrate similar projects that they have executed in the past and outline their Solution for NIBM's website, including implementation methodology, deliverables and project plan. **At least two prototype designs** of NIBM index page and PGDM main page (vendor may use pictures from the current web-site or few relevant dummy pictures) will have to be shown during the presentation.

The evaluation of the bidders' presentations will be included in the final technical score.

Total Marks for Technical Evaluation will be 100. The Weightages for Technical Evaluation components are as follows:

- i. **30 Marks:** Scrutiny/Verification of relevant Documents, Profile, Financial Network, etc as per Annexure II A
- ii. **30 Marks:** Project Plan, Manpower (technical, graphics and aesthetic designers) Deployed and other aspects as per Annexure II B
- iii. **50 Marks:** Presentation, Demonstration of Sample Prototypes, Approach Features offered, Overall aesthetics

Only the bidders who qualify in technical evaluation will be short listed for commercial evaluation. The decision of NIBM in this regard will be final.

***(c) Commercial Evaluation:***

The Commercial bids will have to be submitted in the format as per Annexure III. NIBM will open and scrutinize the commercial offers of the technically qualified bidders only.

Commercial bids should not have any alteration or overwriting. NIBM may reject or load the financial implication of any alteration, if found into the commercial bid submitted by the respective bidder. 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 zero cost item and the same is offered to the NIBM free of any charge. NIBM will evaluate whether items are quoted as per **Annexure III**.

The commercial bid of the technically short-listed bidders will be opened and 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).

***(d) Final Overall Evaluation:***

The maximum marks (Total score) for combined Technical and Commercial proposals would be 100. There would be a weight-age of 70% to the Technical score and 30% for the Commercial price. It would be formalized as under for each eligible 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 technical score out of 100 for the bidder.
- F(s) stands for 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 lowest price among all the bidders whose commercial bids are opened.

The proposals will be ranked in terms of 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 and finalisation.

### **2.10 Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of offers, NIBM may, at its discretion, ask some or all bidders for clarifications of their offer. The request for such clarifications and the response will necessarily be in writing. E-mail would be considered as an accepted mode of communication.

### **2.11 No Commitment to Accept Lowest or Any Tender**

NIBM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received, or incomplete offers, without assigning any reason whatsoever. NIBM reserves the right to make any changes in the terms and conditions of purchase. NIBM will not be obliged to meet and have discussions with any bidder, and or to listen to any representations. NIBM reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NIBM in this regard is final and no further correspondence in this regard will be entertained.

### **2.12 Submission of Bidder's Details**

It is mandatory to provide the Bidder's details in the exact format as given in the Annexure IIA as part of the Technical Proposal. The offer may not be evaluated by NIBM in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the tender. NIBM will not allow/permit changes in the specifications once it is submitted.

### **2.13 Cost of proposal preparation**

Any costs incurred by the Bidder in preparing or submitting Proposals are the Bidder's sole responsibility; the Institute will not reimburse any Bidder for any costs incurred.

### **2.14 Bidder's representative**

Vendor will provide the name, address, and telephone number of the person(s) with the authority to bind the company and answer questions or provide clarification concerning the proposal.

### **2.15 Proposal acceptance period**

This Proposal shall be binding upon the Vendor for 180 calendar days following the RFP opening date. Any Proposal on which the vendor shortens the acceptance period may be rejected.

### **2.16 Withdrawal of proposals**

A proposal may be withdrawn by the vendor after its submission, by written or facsimile request signed by the proposer or authorized representative, prior to the time and date specified for proposal submission. Proposals may be withdrawn and resubmitted in the same manner if done prior to the submission deadline.

Withdrawal or modification offered in any other manner will not be considered.

## **3.0 Scope of Work and Development Guidelines**

- Thoroughly assess the Institute's current website for its strengths and deficiencies, based on review of best practices for website design.
- Develop plan for revising the website to meet goals and expectations for the website.
- Propose at least 2 design templates/concepts for the Institute's new web-site
- Create the final web-site in the given time-frame
- Broad outline of contents is included in **Annexure V**
- The selected vendor will co-ordinate with the Institutes' existing ERP vendor for smooth integration.
- Bidder should ensure that any copyright violation is not being done in terms of design or functionality in the solution given to NIBM and indemnify the Institute for the same.
- **IPR - The bidder has to provide the complete source code, database, and supporting design documents of the new website in Soft Copy.**
- The bidder will provide all the necessary documents, training to users, administrators, any other function required for smooth functioning of the Web site. Reports facility to be available on dashboard /CMS e.g. traffic , hints etc.
- During the contract period the Website may undergo changes due to change in the Institute's operational needs, the bidder will provide updated documents (along with source code) to the Institute.
- Site should be optimized for faster and secured access, response time should be not more than 3 sec with an uptime of 99.90%
- Non Improvement of performance may be dealt as non-performance on part of Service Provider and clause of Liquidated damage may be applicable.
- The bidder should implement the necessary security checks at the necessary places in the website so that it is not vulnerable to various cyber-attacks such as malware injections, application level attacks, etc. which may result in website hacking, data leakage, etc.

- Facility for secure-remote access shall be provided along with an appropriate Content Management Tool for designated officials of the Institute to manage the content, if needed.
- The bidder may be required to change the look and feel of the website once in a year during the contract period in consultation with NIBM
- The selected bidder will have to sign a service level agreement (SLA) with the Institute.
- Privacy Policy for contents of website (Payment Information, Subscriber list etc.)
- Prior to handing over new website to NIBM submit the security audit report from empaneled agencies
- Following points to be considered for Website Security
  - Maintain all the input validation checks in order to avoid application level attacks such as SQL Injections, Cross Site scripting, etc.
  - Protection against defacement and hacking of the application
  - Design should incorporate security features to protect the site from Session Hijacking
  - Use of prepared statements with variable binding (parameterized queries) to prevent SQL injection
  - In case of a problem, the bidder should co-ordinate with the hosting agency to troubleshoot the problem in order to minimize the downtime.

### **3.1 Development Guidelines**

#### **1. Appearance**

- A tasteful, elegant look encompassing improved functionality and intuitive site navigation and visually attractive graphics. Bidder is requested to provide a list of 3 to 5 websites designed and developed in last 3 years with Proof of Work Order and client references. Preferences would be given to vendors experienced in developing Institutional web-sites working on similar line as that of NIBM.
- An executive look and feel for the main page and training pages of the web-site and vibrant for PGDM students' section

#### **2. Content Management System**

- An easy to use, user interface content management system; the system must be easy for non-technical staff to add, change, and delete content (text, pictures, audio/video files) on a regular basis. Also, must have the ability to track distinct users with a date and time stamp.

#### **3. Search Function**

- Easy to use search function to search for faculty, programmes, courses, documents, files and any other information available on the website.

#### **4. Browser and Device Independent**

- ➔ Able to work efficiently with all browsers (like Google Chrome,, Mozilla Firefox, Safari, MS Edge, etc. any other standard browsers and their different versions )
- ➔ Should support responsive page design and compatible to multiple size screens of various devices including desktops, laptops, mobile phone, i-Pads, tabs, etc.

#### **5. Fast loading pages**

- ➔ The website must be designed with a balance of text and graphics for quick to load and operate and it must be responsive.

### **4.0 Qualification Criteria**

#### **4.1 Eligibility of the Bidder**

(a) The bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 having a minimum turnover of INR 1.5 Crores per year in the last three financial years i.e. FY 2018, FY 2019 and FY 2020. This must be the standalone Company's turnover and not that of group of Companies.

(b) The bidder company should have made profits in the last three financial years i.e. FY 2018, FY 2019 and FY 2020. A copy of last three financial years' relevant audited financial statements should be submitted with the offer.

(c) The bidder should not have been blacklisted by any government organization / banks. The bidder should never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company. Self-declaration to that effect should be submitted as part of the technical bid.

(d) The bidder should be a registered company in India with valid applicable tax registration, TAN and PAN number allotted by the respective authorities.

(e) The bidder should be a registered company with experience in the field of website conceptualization, design, development, deployment, customization and maintenance for at least three years as on March 31<sup>st</sup>, 2021.

(f) The bidder should have a development centre and support centre with competent manpower preferably in Pune or Mumbai.

(g) The bidder should have successfully implemented at least 5 websites (designing and development) projects in the last 3 years preferably for a University/Institute with similar activities that of NIBM.

### **5. 0 Terms and Conditions**

#### **5.1 Support Services**

The bidder should have adequate support services. List of such support centers with contact persons, telephone numbers and addresses should be enclosed with the technical bid.

## **5.2 Contract Price and Payment Terms**

### **5.2.1 Contract Price**

- (a) The Contract shall be for the entire scope of work as mentioned in the RFP. The Bidders shall quote their financial bids for the entire scope of work as mentioned in the RFP without any additions, alterations and conditions. The Contract Price quoted by the Bidders should include all costs associated with the Project including any out of pocket/mobilization expenses, charges but excluding applicable tax.
- (b) Unless otherwise explicitly stated in the Contract, the payment shall be as per accepted schedule of payment mentioned below. The payment shall be subject to deductions as per Indian income tax laws.

  - (i) Five (5%) of the Contract Price in SI No 1 of Annexure III shall be paid within 7 days of placement of order and upon submission of claim against a simple receipt.
  - (ii) Twenty (20%) of the Contract Price in SI No 1 of Annexure III shall be paid within 7 days of acceptance of design templates of various pages in the website
  - (iii) Seventy (65%) of the Contract Price in SI No 1 of Annexure III on successful Delivery, Installation/commissioning, User Training and acceptance of the total project and the launch of the web-site.
  - (iv) Balance Ten (10%) of Contract Price in SI No 1 of Annexure III after a period of one year from the date of successful commissioning.

### **5.2.2 Maintenance and Support**

The project will have a warranty period of 1 year from the date of launch of the new web-site. From the second year onwards, the quarterly payment for Maintenance and Support as specified in SI No 2 and 3 of Annexure III will be released at the end of each quarter on satisfactory performance during the quarter. The Maintenance and Support services will be renewed every year on the basis of services rendered by the service provider and NIBM has the right to terminate the services without assigning any reasons

### **5.3 Order Cancellation**

NIBM reserves its right to cancel the order in the event of one or more of the following situations:

- (a) Delay in delivery beyond the period specified for delivery.
- (b) Delay in installation beyond 3 months from the date of acceptance of Purchase Order. In addition to the cancellation of purchase order, NIBM reserves the right to appropriate the damages from the EMD given by the bidder or foreclose the Bank Guarantee given in lieu of EMD and/or foreclose the bank guarantee given by the supplier against the advance payment.

### **5.4 User Acceptance Tests**

At the discretion of NIBM, acceptance test will be conducted by the bidder at the site in the presence of the officials of NIBM and/or its nominated consultants, if any. The tests will check for trouble-free operation of the complete web-site. There shall not be any additional charges payable by NIBM for carrying out this acceptance test. NIBM will take over the web-site after successful completion of the above acceptance test.

### **5.5 Indemnity**

Bidder shall indemnify, protect and save NIBM against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of the web-site developed by him.

### **5.6 Publicity**

Any publicity by the bidder in which the name of NIBM is to be used should be done only with the explicit written permission of NIBM.

### **5.7 Force Majeure**

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public, enemy, acts of Government of India in their sovereign capacity, acts of war, acts of NIBM, either in fires, floods, strikes, lockouts and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify NIBM in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by NIBM in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period not less than the duration of such delay. If the duration of delay continues beyond a period of three months, NIBM and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of NIBM shall be final and binding on the bidder.

## **5.8 Resolution of Disputes**

NIBM and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, NIBM and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration. All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by NIBM and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Pune.

## **5.9 Service Level Agreement (SLA)**

The successful bidder will sign a, Service Level Agreement (SLA) with NIBM covering all the required services.

## **5.10 Software Licenses**

Bidder must hold necessary licenses for the system supplied to NIBM or used for the proposed web-site Solution.

## **5.11 Disputes**

All disputes arising shall be subject to jurisdiction of the appropriate court at Pune and will be governed by the laws of India.

## **5.12 Defects Liability Period**

The defects liability period will be twelve (12) months from the date of successful commissioning of the solution. The total solution provider shall at his own risk and cost, make good any defects arising during the period.

## **5.13 Performance Security**

The successful bidder shall furnish to NIBM, towards performance security, a bank guarantee for an amount of 10% of the total contract price along with the acceptance of the Purchase Order. The bank guarantee has to be from a scheduled commercial bank based in India. The format for bank guarantee is as per **Annexure IV**.



## Annexure I

### Format of Tender Offer Covering Letter

To:

**The Director** ,  
**National Institute of Bank Management**  
**NIBM PO, Kondhwe Khurd**  
**Pune – 411048**

**Date:**

**Place :**

Dear Sir,

#### **Tender for Designing and Developing the website of NIBM, Pune.**

1. We, the undersigned, offer designing and development of NIBM's website in conformity with the said tender documents in accordance with the prices indicated in the Commercial bid and made part of this tender.
2. We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.
3. If our tender offer is accepted, we will obtain the guarantee of a bank for a sum equal to 10% of the Contract Price for the due performance of the Contract.
4. We agree to abide by this tender offer till 180 days from the date of opening of tender. Our offer shall remain binding upon us and may be accepted by NIBM any time before the expiration of that period.
5. Until a formal contract is prepared and executed, this tender offer, together with NIBM's written acceptance thereof and NIBM's notification of award, shall constitute a binding contract between us. We understand that NIBM is not bound to accept the lowest or any offer the Institute may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_-----

Signature: \_\_\_\_\_

## Annexure II A

### Details of the Bidder (Technical Bid)

Details filled in this form must be accompanied by sufficient Documentary Evidence in order to verify the correctness of the information

<i>Sr No</i>	<i>Item</i>	<i>Details</i>
1	Name of the Company	
2	Postal Address	
3	Telephone/Mobile and Fax Number	
4	Constitution of Company	
5	Name and designation and contact details of the person authorized to correspond with NIBM	
6	Email address	
7	Year of Commencement of Business	
8	Turnover of the company (in INR Crores) 2017-18 2018-19 2019-20	
9	Net Profit of the company (in INR Crores) 2017-18 2018-19 2019-20	
10	GSTIN	
11	PAN	
12	TAN	
13	Name and address of the principal banker with whom major credit facilities (Fund / Non fund) are being enjoyed (also mention names of Banks in consortium, name of the contact official of Bank, phone and fax numbers etc).	
14	Location and Address of Development Centre and Support Centre	

## Annexure II B

Sl No	Details
1	Experience in the area <ul style="list-style-type: none"><li>• Names of at least 3 reputed academic institutions or organisations for which the bidder has designed and developed the website and CMS</li><li>• Respective URLs</li><li>• Completion certificates from such organisations</li><li>• Contact Details of Personnel in those organisations (Name, email, mobile no)</li><li>• Integration with ERP (or back-end systems) of the organisation.</li></ul>
2	Technical details such as platform, database used, languages/framework used for the proposed website and content management system
3	Implementation Methodology
4	Project Plan including major milestones and bidder's estimated time-frame for them.
5	Manpower and Support Centre details

## Annexure III

### Commercial Bid

Sl No	Format of Commercial Bid	Amount in Indian Rs.
1	Total cost for plan, design, develop and implement the website of NIBM, Pune including the scope of work mentioned in the RFP with 1 year warranty (where the warranty period begins after the launch of the web-site).	
2	Cost for 2 <sup>nd</sup> year for maintenance and support	
3	Cost for 3 <sup>rd</sup> year for maintenance and support	
	<b>Grand Total of above 3 items =</b>	Rs.

*(Please refer 5.2 above for this)*

GST Extra as applicable

**The above amount will be taken for Final evaluation**

(NIBM's GSTIN: 27AAATN0040P1ZJ)

## Annexure IV

### Proforma for the Bank Guarantee for Performance Security (To be executed on non judicial stamp paper of appropriate value)

Bank Guarantee No. :

Date :

Period of Bank Guarantee : Valid upto

Amount of Bank Guarantee : Rs \_\_\_\_\_

THIS DEED OF GUARANTEE executed at \_\_\_\_\_ on this \_\_\_\_ day of \_\_\_\_\_  
by \_\_\_\_\_ a Banking Company  
constituted under the \_\_\_\_\_ Act, having its Head Office  
at \_\_\_\_\_ (hereinafter referred to as 'the  
guarantor', which expression shall, unless repugnant to the context or meaning, includes its  
successors and assigns).

#### IN FAVOUR OF

National Institute of Bank Management, a Society Registered under The Indian Societies Registration Act (XXI) of 1860, having its Office at NIBM PO, Kondhwe Khurd, Pune 411048 (hereinafter referred to as 'NIBM' which expression shall, unless repugnant to the context or meaning, include its successors and assigns).

#### WHEREAS

1. NIBM is desirous of engaging an agency for designing and developing the website and for that purpose has invited tenders.
2. Pursuant to the acceptance by NIBM of the tender dated \_\_\_\_\_ submitted by \_\_\_\_\_ (hereinafter referred to as "the said constituents" which expression shall, unless repugnant to the context and meaning, includes its successors and assigns), NIBM has issued Purchase Order bearing no. \_\_\_\_\_ dated \_\_\_\_\_.
3. It is one of the terms of the said Purchase Order that our said Constituents shall furnish to NIBM a performance security bank guarantee for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) equivalent to 10% of the value of Purchase Order for setting up the NIBM website in NIBM from a Nationalised / Scheduled Bank against any defect in respect of the said work of designing and developing the website of NIBM which shall be valid for a duration of 36 months from the date of Completion Certificate of the said work of designing and developing the website of NIBM.

4. At the request of the said constituents, the guarantor has agreed to furnish the said guarantee.

**NOW THEREFORE THIS DEED OF GUARANTEE WITNESSETH THAT**

In consideration of the NIBM, at request of the guarantor to issue purchase order and award the said work to the said constituents against the bank guarantee issued by the guarantor for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only), equivalent to 10% of the value of Purchase Order, we, \_\_\_\_\_ the guarantor hereby unconditionally and irrevocably guarantee unto the NIBM that our said Constituents will diligently, efficiently and satisfactorily perform all their obligations pertaining to the rectification of defects both in respect of materials and workmanship which defects may arise during a period of 36 months from the date of successful completion of the said work of designing and developing the website of NIBM by the said constituents as per the specifications, terms and conditions of the said Purchase Order dated \_\_\_\_\_ failing which we \_\_\_\_\_, the guarantor, \_\_\_\_\_ shall, on demand and without demur, pay unto NIBM the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) at the NIBM at Pune.

**THE GUARANTOR HEREBY FURTHER COVENANTS THAT**

1. The guarantor shall pay the aforesaid sum to NIBM on demand in writing by NIBM without reference to the said constituent and notwithstanding any dispute or difference that may exist or arise between the NIBM and the said constituent.
2. That this guarantee shall be continuing guarantee and shall not be revoked by the guarantor without prior consent in writing of NIBM.
3. The decision of NIBM on the breach of any of the terms & conditions of the said contract/tender by our said constituent or their failure to perform obligations or discharge their duties under the said Purchase Order shall be final and binding on the guarantor and shall not be disputed by the guarantor inside or outside the court, tribunal, arbitration or other authority.
4. The notice of demand in writing issued by NIBM shall be conclusive proof as regards the amount due and payable to NIBM under this guarantee and it shall not be disputed by the guarantor either insider or outside the court, tribunal or arbitration or other authority.
5. Any neglect or forbearance on the part of NIBM in enforcing any of the terms and conditions of the said Purchase Order or any indulgence shown by NIBM to our said constituents or any variation in the said Purchase Order made by mutual agreement between NIBM and our said constituents or any other act or deed on the part of NIBM which but for this clause may have the effect of discharging the guarantor under the law relating to the guarantees shall not discharge the guarantor from its obligations herein and the guarantor shall be discharged only by compliance by the said constituent of all their obligations and duties under the said Purchase Order.
6. This guarantee shall not be affected by any infirmity or absence or irregularity in the exercise of the powers by or on behalf of our said constituent to submit the said tender and enter into the said

contract or any change in the constitution or dissolution of the said constituent's firm or change in the name of the said firm.

7. It shall not be necessary for NIBM to exhaust its remedies against the said constituent before invoking this guarantee and the guarantee herein contained shall be enforceable against the guarantor notwithstanding any other security which the NIBM may have obtained or may obtain from the said constituent, may at the time when this guarantee is invoked be outstanding and unrealized.

8. The guarantor hereby agrees that this guarantee shall be valid and be in force for a period of 36 months i.e., upto \_\_\_\_\_ and the guarantor hereby agrees to renew this guarantee at the request of NIBM in the event of work given to the said constituents under the said Purchase Order is not completed.

9. Any claim arising under this guarantee shall be preferred by NIBM within a period of six months from the aforesaid date of expiry of this guarantee or in the event of any renewal, such renewal date and unless the claim is so preferred against the guarantor, the guarantor shall stand discharged of all its liabilities hereunder.

IN WITNESS WHEREOF the within named guarantor has caused these presents to be executed on its behalf by the hand of its duly authorized official on the date and the place first hereinabove written.

Signed and Delivered for

and on behalf of

(Bank), the guarantor herein by the  
hand of Shri \_\_\_\_\_

its duly authorised official

## **Annexure V**

### **Broad Outline of Contents**

#### ***Home***

##### **→ The Institute**

About NIBM Institute / Vision

Role

Governing Board Members

From the Director's Desk

Member and Associate members

Annual Report, Newsletters

Media Coverage

Campus - Photo Gallery, Facilities

What's New –

Important forthcoming events (which may be different from upcoming programmes (e.g. National Conference, Conclave, etc)

Achievements by faculty and students, etc.

#### **Contact Us**

How to reach NIBM - (Google map should be linked)

#### ***Academic Activities***

##### **→ Executive Training**

Executive Development Programmes

International/Collaborative Programmes

Program Calendar -

Search options to be provided based on Area Group/Faculty Name/

In addition to monthly calendar options for searching based on functional area, and faculty can also be added (Search by functional areas e.g, credit, risk management should be provided as well as Search by Faculty Member should be possible.)

##### **→ Nominations**



Nomination online form  
Acceptance of Nomination  
Invoice Generation  
On-line Payment (Through Existing Payment gateway)  
Receipt Generation

→ **Upcoming Training programs**

→ **Research & Consultancy**

List of projects  
Summary of project reports

→ **Faculty**

Area Group / Category

Finance  
Human Resource Management  
Information Technology  
Money International Banking and Finance  
Rural Finance and Development  
Strategic Planning, Marketing and Control  
Search by Name / Department / Area Specialization

Faculty Details should contain as per below fields / detailed CV can be downloadable

- |                                 |                                      |
|---------------------------------|--------------------------------------|
| 1] Faculty Name                 | 2] Picture                           |
| 3] Education                    | 4] Office Telephone                  |
| 5] Email id                     | 6] Subject Specialization / Interest |
| 7] Link to the detailed profile |                                      |

→ **Library**

- **Library information**
- **On-line membership form with payment options**
- **Links to online databases, if any.**

→ **NIBM Publications**

Prajnan  
Latest Issue Highlights  
Archive

Vinimaya  
Latest Issue Highlights  
Archive

Bankers' Brief

Books

Subscription of above 3 journals with online payment options

Book Sale

→ **News and Recent Events**

- Link for latest speeches by eminent speakers – videos.
- Photos/videos of major events like conferences, international programmes, student events, etc. should be able to posted on the website home page.

→ **Careers (On-line applications as and when announced)**

**Academic**  
Professorial Chairs  
  
Faculty Positions

→ **Administrative**

Facilities  
  
Tenders and Quotations

***PGDM (pgdm.nibmindia.org)***

**Quick Link Menu on Top Right side**

Home / NIBM Site / Contact Us

**Contact Us**

How to reach NIBM - (Linked with google map)

→ **Home Page – About PGDM**

**Overview**

- Why NIBM?
- Life @ NIBM
- Dean's Message

**→ Admission Process**

Overview

What do we look for

Fees and Financing

Hostel Facility

Admission Calendar

Online application form sale (already outsourced to a third party), a link to be provided

**→ Compliances**

Anti-Ragging

Mandatory disclosure

**→ Placements**

- Overview
- Student's development
- Industry Interface
- Placement at History
- Batch Profile
- For Recruiters
- Summer Internships

**→ News and Events**

Students Activities

Awards and Achievements

Convocation

Students Conclave

Students Achievements

**→ Student's Portal**

**Photo Gallery – Facilities /**

**→ Newsletter**