

**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	July 18, 2017
Last date of Queries Submission	July 25, 2017
Pre-Bid meeting with bidders	July 27, 2017, 3.30 pm, at NIBM, Pune.
Last date for receipt of RFP	<del>August 4, 2017, up to 4.30 pm, at NIBM, Pune.</del> August 24, 2017, up to 4.30 pm, at NIBM, Pune.
Opening of Technical Bids	<del>August 7, 2017, 4.30 pm, at NIBM, Pune.</del> August 28, 2017, 4.30 pm, at NIBM, Pune.
Technical Presentations by Bidders	To be announced
Opening of Commercial Bids	To be announced

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## **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](http://www.nibmindia.org) and sub-domain [pgdm.nibmindia.org](http://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 two main academic verticals: (i) Executive Training, and, (ii) Education & Teaching.

The Institute conducts around 200 Management and Skill Development Programmes 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 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.

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

The Institute seeks consulting services for the review and redesign of their existing website ([www.nibmindia.org](http://www.nibmindia.org)). The website, through key messages, must reflect the mission and values of the Institute. The firm that is awarded this contract will be expected to present at least two different concepts/designs for the website for review by the 'Website Redesign Steering Committee' constituted by the Institute. The selected vendor 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 pages in certain areas and links to the Institute's Enterprise Resource Planning (ERP) system which would handle most of the operations like on-line payment facilities and links to existing resources, nominations, students' registration, etc.

### **1.3 Project Goals**

The goal of this project is to redesign and develop the Institute's website so that,

- ➔ The web-site should be intuitive and should have very good navigation capability so that it becomes easier for the user to find the desired content
- ➔ Good search engine visibility
- ➔ Excellent user experience and reach to the target audience
- ➔ Contemporary and appealing elegant page designs and visually attractive graphics which will be tasteful and attractive to the user.
- ➔ The web-site will ease the process of accepting online nominations for executive training programmes, confirming nomination by the Institute, payment of programme fees by nominating authority using payment gateway, etc.
- ➔ The website will support exchange of data between ERP and website for pre-defined data tables.

### **1.4 Target Audiences**

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 three months from the date of awarding the contract to the selected bidder. The tentative schedule can be as follows:

Activity	Duration (in Days)
Basic template design and approval	15 - 20
Transfer of Existing Content and Addition of new content and Overall development of CMS by the vendor	45
User Acceptance Testing (UAT) and Fine Tuning	25
User Training, Launch of the Web-site	02
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 Contractor 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 in a sealed package containing (1) A technical proposal, and, (2) A commercial proposal
- The original Proposal shall be signed and dated by an official authorized 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 must contain the name of a duly authorized representative of the company submitting the proposal.

### **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.**

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

The technical bid should be complete in all respects and contain all information asked for, **except prices**. The technical bid should be complete and should give all required information. The Technical Bid should accompany a DD / Pay Order of Rs. 25,000/- (Rupees Twenty Five 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 V**.

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.

These two envelopes containing the Technical bids and Commercial bids 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.

**2.2 Qualification Criteria**

The bidders, who fulfill all the qualifications mentioned in “Qualification Criteria” (Para below) of the tender, will only be eligible for further process i.e. technical 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 a 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 / received 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.

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

Tender offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. The bidder's representatives present shall sign a register of attendance and minutes provided they have been authorized by their respective companies to do so. A copy of the authorization letter should be brought for verification.

## **2.9 Scrutiny of Offers**

Scrutiny of Bids will be in three 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. The offers of bidders who fulfill the above 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.

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Subject to the result of technical evaluation being satisfactory, it is the intent of NIBM to call for a discussion to showcase the bidder capability to implement the solution. This includes review of organization history, organization competency to execute similar projects, etc. The Bidder may be requested to give a demonstration of the similar projects executed.

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

NIBM will scrutinize the offers and will determine whether the technical specifications along with documents have been furnished as per RFP and whether items are quoted as per Annexure V . The technical evaluation will be done on the basis of the information provided in the “Bidder’s Information” format along with supporting documents. The bidder will have to give presentation as informed to him, on the following points as a part of the technical evaluation:-

- i. Number of websites designed and maintained for reputed Academic Institutions or reputed organisations.
- ii. Solution offered and Details of the Technical specifications
- iii. **At least two prototypes** of NIBM index page and PGDM main page (vendor may use pictures from the current web-site or few relevant dummy pictures).
- iv. Implementation Methodology
- v. Implementation Period
- vi. Deliverables
- vii. Project plan
- viii. Demonstration of any of the similar project carried out in the past.
- ix. Manpower/Strength of the bidder

Technical evaluation will be done on the following aspects:

- i. Scrutiny/Verification of relevant Documents, Profile, Financial Network, etc. : 20 Marks
- ii. Project Plan, Manpower (technical, graphics and aesthetic designers) Deployed: 30 Marks
- iii. Presentation, Demonstration of Sample Prototypes, Approach Features offered, Overall aesthetic: 50 Marks

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

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

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).

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 out of 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 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.

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.

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

## **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 clarification 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 of given in the Annexure II. 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.

**Any bid received in the office of the Head, Administrative Services at the address mentioned as above 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.**

### **2.13 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 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 web-site
- Create the final web-site in the given time-frame
- Broad outline of contents is included in Annexure IV
- Majority work in terms of on-line form submissions, on-line payment, integration with payment gateway, PGDM brochure selling, etc. will be handled by the Institute's ERP system and hence the website vendor needs to provide the necessary links from the website to the ERP system. Annexure IV lists out the broad heads which need to be integrated with ERP system in terms of exchange of data either ways.
- 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 should provide the complete source code, database, and supporting design documents of the revamped/ redesigned 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.
- During the contract period the Website will 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 application level attacks.
- 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 will change the look and feel of the website once in year during the contract period in consultation with NIBM

- The selected bidder will have to sign a service level agreement (SLA) with the Institute.

### **3.1 Development Guidelines**

#### *1. Appearance*

- A tasteful, elegant look encompassing improved functionality and intuitive site navigation and visually attractive graphics. Included in the proposal would be a minimum of three (3) website references, recently developed, 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 documents, files and information.

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

- ➔ Able to work efficiently with all browsers (like Google Chrome, Internet Explorer, Mozilla Firefox, Safari, Opera, any other standard browsers and their different versions )
- ➔ Should support responsive page design and compatible to multiple size screens of various devices including d
- ➔ 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. 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 **1 crore per** year in the last three financial years i.e. 2013-14 2014-15, and 2015-16. This must be the individual 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. 2013-14 2014-15, and 2015-16. A copy of last three financial years' relevant audited balance sheets should be submitted with the offer. The bidder should not have been blacklisted by any government organization / banks. Self-declaration to that effect should be submitted along with the technical bid.

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

(d) 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>, 2017.

**(e) The bidder should have a development centre and support centre with competent manpower.**

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

(g) The bidder should never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company.

## **5. 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) Twenty (20%) of the Contract Price in SI No 1 of Annexure V shall be paid within 7 days of placement of order and upon submission of claim against a simple receipt.
  - (ii) Seventy (70%) of the Contract Price in SI No 1 of Annexure V on successful Delivery, Installation/commissioning, User Training and acceptance of the total project and the launch of the web-site.
  - (iii) Balance Ten (10%) of Contract Price in SI No 1 of Annexure V 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 V 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. The bank guarantee has to be from a scheduled commercial bank based in India. The format for bank guarantee is as per Annexure III.

**Annexure I**

**Format of Tender Offer Covering Letter**

To:

**Date:**

**Head of Administrative Services,  
National Institute of Bank Management  
NIBM PO, Kondhwe Khurd  
Pune – 411048**

**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

### Details of the Bidder

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 of the person authorized to correspond with NIBM	
6	Email address	
7	Year of Commencement of Business	
8	Turnover of the company 2013-14 2014-15 2015-16	
9	Net Profit of the company 2013-14 2014-15 2015-16	
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).	

## Annexure III

### **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 IV

### Broad Outline of Contents

#### *Home*

##### → The Institute

About NIBM Institute / Vision

Role

Governing Board Members

From the Director's Desk

Member and Associate members

Speeches by Eminent Personalities

Annual Report

Media Coverage

Facilities

Campus - Photo Gallery

What's New – On achievements by faculty and students (rather than only forthcoming programmes, as it appears now), should scroll on.

#### **Contact Us**

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

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

##### → Executive Training

Executive Development Programmes

International/Collaborative Programmes

Program Calendar (From ERP)-

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 (From ERP)



Acceptance of Nomination (From ERP)  
Invoice Generation (From ERP)  
On-line Payment (Through Existing Payment gateway)  
Receipt Generation (From ERP)  
Reconciliation (Payment gateway)

➔ **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 as displayed on the current web-site**

➔ **NIBM Publications**

Prajnan  
Latest Issue Highlights  
Archive  
Vinimaya  
Latest Issue Highlights

Archive

Bankers' Brief

Books

Subscription of above 3 journals (ERP Integration)

Book Sale (ERP Integration)

**→ News and 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**

**Academic**

Professorial Chairs

Faculty Positions

**→ Administrative**

Facilities

Tenders and Quotations

**Latest News & Events**

***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 (A link to ERP)**

**Photo Gallery – Facilities /**

➔ **Newsletter**

## Annexure V

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)*

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

(NIBM's GSTIN: 27AAATN0040P1ZJ)