



**Notice Inviting Tender
for
"Supply, Installation, Maintenance and Support of IT
Infrastructure on the Cloud for Hosting of Webpages for
Joint Admission Process (JAP) 2025"**

(Tender No. IIMR/Tender/2025/06, Date 17/10/2025)

Contact Person Name:

- Shakib Ahmed, Asst. System Manager (IT Department): 0771-2474-610
- Ashwani Bhardwaj (SPO) : 0771-2474-705
- Anil Ponal (AAO):0771-2474-613

For and on behalf of IIM Raipur

CAO, IIM Raipur



NOTICE INVITING TENDER

Online bids under Two-Cover system are invited on behalf of IIM RAIPUR from experienced, interested and competent suppliers / service providers for the following services: -

S.No	Particulars	Details
1.	Work / Service	Supply, installation, maintenance and support of IT Infrastructure on THE cloud for hosting webpages for Joint Admission Process (JAP) 2025 (with the accessories/software/hardware and other services/supports as per the specification / technical details as mentioned below).
2.	Technical Bid	Annexure A
3.	Financial Bid	Annexure B
4.	Estimated Cost	NA
5.	Cost of Tender (Non- Refundable)	*Rs.500.00 plus 18 % GST = Total Rs 590.00 (Rupee Five Hundred Ninety Only including GST)
6.	Earnest Money Deposit	*Rs 21,000/- (Rupee Twenty One Thousand Only)
7.	Last date of Bid submission	07.11.2025 till 12:05 PM
8.	Tender Opening Date	08.11.2025 @ 12:10 PM
9.	Commencement of services	Within 15 days from date of Work Order/LOA

***Note: Demand Draft in favor of "IIM Raipur" payable at Raipur from any Scheduled Commercial Bank except Co-operative & Gramin bank. Tender Fee & EMD should reach physically through speed post/registered post/courier in an envelope & superscribed with subject, "Tender Number" addressed to The CAO, IIM Raipur, Atal Nagar, Kurru, Abhanpur, Raipur, Chhattisgarh, INDIA 493661; on or before the Bid Submission End Date i.e 07.11.2025 till 12:05 pm. Exemption of tender fees may be allowed for NSIC/MSME Vendor (Certificate for same/ similar category must be uploaded online for exemption). Traders are not eligible for exemption.**

- The details of work are available in the tender document which can be downloaded from website www.iimraipur.ac.in and Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> and the bid is to be submitted online only on www.eprocure.gov.in/eprocure/app upto last date and time of submission of tender. Sale of physical tender document is not applicable.
- The prospective bidder shall fulfil the following minimum eligibility criteria:
 - (a) Experience:** The bidder shall have a minimum of five (5) years of experience, as on the last day of March 2025 (prior to the bid opening date), in providing similar services to Central/State Government Institutions, Central/State Autonomous Bodies, Central/State Universities, or Educational Institutes of National Repute.
 - (b) Past Performance:** The bidder shall have successfully completed/executed Similar Services during the last five (5) financial years and the current financial year up to the date of bid submission.
For the purpose of this tender, "Similar Services" shall mean:

Development and implementation of an Admission Process Portal/Common Admission Process, including but not limited to Registration, Payment Gateway Integration, Online Rating/Assessment Modules, etc.



The bidder must meet any one of the following criteria in Indian Institutes of Technology (IITs) or Indian Institutes of Management (IIMs) only:

- **Three (3)** similar completed services, each costing **not less than forty percent (40%)** of the estimated cost of this tender; **or**
 - **Two (2)** similar completed services, each costing **not less than fifty percent (50%)** of the estimated cost of this tender; **or**
 - **One (1) similar completed service costing not less than eighty percent (80%) of the estimated cost of this tender.**
- ii. Avg. Annual Turn Over of firm for the last three FYs should be 25 Lakh or more.
 - iii. The bidder must be registered under GST Registration.
 - iv. Undertaking on letter head as per Annexure "C".
 - v. Tender Fee of Rs.590/- and EMD of Rs. 21,000/- in form of Demand Draft in Favor of Indian Institute of Management Raipur payable at Raipur
 - vi. Seal and sign of each page of the Tender document.
 - vii. Compliance to min. required Technical details / Specification of resource and experience as mentioned in Scope of Work Technical Bid /Scope of Work as "Annexure-A".
3. **The details/ information regarding online tendering i.e. Registration on CPP Portal, Preparation of Bid and Submission of bid are available in the tender document.** IIM RAIPUR reserves the right to reject any or all tenders and shall not be bound to assign any reason for such rejection.

CAO, IIM Raipur



INSTRUCTION TO BIDDERS

- 1.1** Online bids under two envelope/cover system is hereby invited on behalf of IIM RAIPUR for **Supply, installation, maintenance and support of IT Infrastructure on the cloud for hosting of webpages for Joint Admission Process (CAP) 2025**. Tender forms can also be downloaded from www.eprocure.gov.in/eprocure/app or www.iimraipur.ac.in

This section of the bidding documents provides the information necessary for bidders to prepare online responsive bids, in accordance with the requirements of the Institute. It also provides information on online bid submission, opening, evaluation and contract award.

Matters governing the performance of the Contractor, payments under the contract or matters affecting the risks, rights and obligations of the parties under the contract are not normally included in this section, but instead under Terms and Conditions of Contract.

1.2 INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

1.2.1 REGISTRATION:

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by using the "**Online Bidder Enrollment**" option available on the home page. Enrolment on the CPP Portal is generally free of charge.
- (ii) During enrolment /registration, the bidders should provide the correct/true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their userID / password and the password of the DSC /eToken.



1.2.2 PREPARATION OF BIDS

- (i) For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.
After selecting the tender document same shall be moved to the '**My favourite**' folder or 'My tenders' folder of bidders account from where bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidder shall note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any clarifications if required then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents to be submitted as indicated in the tender document/schedule in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together using zip format.
- (v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, GST, other details etc., under "**My Space**" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

1.2.3 SUBMISSION OF BIDS

A) Online Submission

- (i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time.
- (ii) Micro and Small Scale Enterprises (MSEs) under their single point Registration Scheme for the goods/ services at NSIC or District Industries Centre (DIC) or Khadi & Village Industries Commission (KVIC) or Khadi & Village Industries Board (KVIB) or any other body specified by Ministry of MSME or MSEs having Udyog Aadhar Memorandum for stores/works/services shall be provided benefits as per the "Public Procurement Policy for Micro and Small Scale Enterprises (MSEs) Order 2012".
Eligible MSEs are exempted from furnishing the **Bid Security Deposit/EMD**. They should furnish with the bid a notarized copy of valid registration certificate/ Entrepreneurs memorandum (EM-II) details/ other relevant documents issued by above board/body in their favour, for the goods/ services covered under this tender



document, in the Office of the tender inviting authority **on or before the due date** and time of submission of EMD and tender fee. **No other bidders are exempted from furnishing the Bid Security Deposit/ EMD and Tender Fee as mentioned above.**

Bids received unaccompanied by either an acceptable EMD or a photocopy of valid certificate of registration for MSEs shall be rejected as being non-responsive and returned unopened to the bidders. IIM RAIPUR shall not be responsible for any delay or loss due to postal or courier services.

- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidder shall select the payment option as offline to pay the Tender Fee/ EMD and enter details of the **DD/BC**.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bidder shall note that each document to be uploaded for the tender should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **Utmost care shall be taken for uploading Schedule of quantity & Price and any change/ modification of the price schedule shall render it unfit for bidding.** Bidders shall download the Schedule of quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rates both in figures and words in white background cells, thereafter, save and upload the file in financial bid cover (Price bid) only. If the Schedule of Quantity & Price file is found to be modified by the bidder, the bid will be rejected.

The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- (x) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the bidders shall take print out of system generated acknowledgement number, and keep it as a record of evidence for online submission of bid, which will also act as an entry



pass to participate in the bid opening.

- (xi) Bidder should follow the server time being displayed on bidder's dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.

The data entered cannot be viewed by unauthorized persons until the time of bid opening. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 0120 400 1002, 0120 400 1005, 0120 400 00462 , 0120 627 7787 or send a mail over to ccppp-nic@nic.in , support-eproc@nic.in .

B) Offline Submission

Hard copy of DD towards cost of bid document & DD towards Bid Security etc. shall be submitted offline (i.e. physically) in separate sealed envelope bearing on the top the reference of the Tender specification to "**Chief Administrative Officer, Indian Institute of Management Raipur, Atal Nagar, Kurru (Abhanpur), Raipur 493 661, India**" on or before the due date & time of submission as per NIT.

If any discrepancy is found between Hard Copies of the offline submitted document viz. DD towards cost of bid document & DD/ BG towards Bid Security, then the online bid shall be liable for rejection.

1.3 BID OPENING AND EVALUATION

1.3.1 The Institute will open the online bids received upto last date & time of submission of bid in the presence of the bidders/ bidders' representatives who choose to attend at the time, date and place specified in the NIT. In the event of the specified date for the submission of bids being declared a holiday for the Institute, the Bids will be opened at the specified time and location on the next working day.

1.3.2 Initially, the 'TECHNICAL BID' shall be opened consisting of online and offline submissions and the 'Price Bid' of only those bidders whose TECHNICAL BID is acceptable to the Employer shall be opened online subsequently.

The date, time and place of opening of financial bids shall be informed through above mentioned web site to the bidders whose TECHNICAL BIDs are found responsive. Tenderer or their representative may choose to attend opening of online financial bids.

2.0 ELIGIBILITY CRITERIA

2.1 The bidders must fulfill the following minimum Qualifying Criteria: -

- i. (a) Experience: The bidder shall have a minimum of five (5) years of experience, as on the last day of March 2025 (prior to the bid opening date), in providing similar services to Central/State Government Institutions, Central/State Autonomous Bodies, Central/State Universities, or Educational Institutes of



National Repute.

(b) Past Performance: The bidder shall have successfully completed/executed Similar Services during the last five (5) financial years and the current financial year up to the date of bid submission.

For the purpose of this tender, "Similar Services" shall mean:

Development and implementation of an Admission Process Portal/Common Admission Process, including but not limited to Registration, Payment Gateway Integration, Online Rating/Assessment Modules, etc.

The bidder must meet any one of the following criteria in Indian Institutes of Technology (IITs) or Indian Institutes of Management (IIMs) only:

- Three (3) similar completed services, each costing not less than forty percent (40%) of the estimated cost of this tender; or
- Two (2) similar completed services, each costing not less than fifty percent (50%) of the estimated cost of this tender; or
- One (1) similar completed service costing not less than eighty percent (80%) of the estimated cost of this tender.
- ii. Avg. Annual Turn Over of firm for the last three FYs should be 25 Lakh or more.
- iii. The bidder must be registered under GST Registration.
- iv. Undertaking on letter head as per Annexure "C".
- v. Tender Fee of Rs.590/- and EMD of Rs. 21,000/- in form of Demand Draft in Favor of Indian Institute of Management Raipur payable at Raipur
- vi. Seal and sign of each page of the Tender document.
- vii. Compliance to min. required technical details / Specification of resource and experience as mentioned in Scope of Work Technical Bid /Scope of Work as "Annexure-A".

3.0 DOCUMENT TO BE SUBMITTED WITH TECHNICAL BID

The bidder shall furnish legible Scanned Copies for documentary proof as below for fulfilling eligibility criteria as above failing which his offer shall be summarily rejected. Illegible documents shall not be considered for evaluation of bid.

- i. Bidders must upload the following documents as proof of past performance and experience:
 - a. Scanned Copy of Work Completion Report / Experience Certificate
 - Must be from IITs/IIMs- clearly indicating the nature of services, contract value, and date of completion.
 - Note- Serves as proof of successful past performance
 - b. Scanned Copy of Work Order / Agreement Must be issued by any of the following:
 - Central/State Government Institutions
 - Central/State Autonomous Bodies



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- Central/State Universities
- Educational Institutes of National Repute

Note: Serves as evidence of relevant work experience

- Scanned Copy of **GST** registration certificate.
- Scanned Copy of the CA certified FYs wise Turn Over Certificate
- Scanned copy of Duly signed & stamped all pages of Tender documents as a mark of your acceptance.
- Scanned copy of Undertaking as per Annexure "C"
- Scanned copy of EMD and in case of Exemption the bidder should submit scanned copy of the exemption certificate.
- Scanned copy of Tender Fee and in case of Exemption the bidder should submit scanned copy of the exemption certificate.
- Scanned copy for the Compliance to min. required Technical details / Specification of resource and experience as mentioned in Scope of Work / Technical Bid as "Annexure-A".



TERMS & CONDITIONS

Submission of the tender implies that these conditions of tender have been read by the Tenderer and is aware of the scope of the supply and the quality of the goods/services to be supplied. The final acceptance of the tender rests with the Director of IIMR, who reserves the right to accept or reject any or all tenders without assigning any reason thereof.

- a) No representation for the enhancement of the prices of the accepted tender or alteration of the terms and conditions will be entertained at any stage. Required quantity of software may increase/ decrease.
- b) The delivery period for the supplies/services to be completed within 07 days from the date of issue of confirmed supply order from IIM Raipur. In case tenderer fails to supply within the accepted period, penalty clause/LD will be applicable per day which is **0.5 %** of total order value or Director, IIM Raipur, reserves the right to cancel the supply order and may initiate action to debar the supplier for all future business dealing with IIM Raipur for next three years.
- c) The rates quoted shall be firm & all-inclusive for delivery at destination IIM Raipur.
- d) No advance payment is permissible. 100% Payment will be made within 30 days after successful completion of work. For this, successful completion report will be received from IT department of IIM Raipur for final the payment process.
- e) Validity of tender shall be 90 days from the date of opening of Technical bid
- f) EMD of the successful bidder will be converted to Performance Security Deposited. No interest on EMD/ PSD will be paid.
- g) While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected.
- h) Any request by the bidders to consider their EMD furnished by them for any other contract/ tender cannot be considered as EMD for this tender.
- i) The EMD will be refunded to the unsuccessful bidders after the orders are placed on the
- j) The EMD will be forfeited in following cases:
 - a. If the bidder fails to accept the order based on his offer within 3 working days.
 - b. If the bidder fails to supply the services/item within 15 days from the date of issue of confirmed supply order.
 - c. If bidder fails to abide T & C of the award of this tender.
- k) Director, IIM Raipur reserves the right to accept or reject in full or any part of this tender at any stage of this tender process.
- l) In the event of any dispute the legal matter shall be subjected to the jurisdiction of Raipur Courts only.



Annexure – `A`

TECHNICAL BID OR SCOPE OF WORK

Schedule of Requirements

Item Description	Period
Supply, installation, maintenance, and support of IT Infrastructure on the cloud for hosting of webpages for Joint Admission Process (JAP) 2026 (with the accessories/software/hardware and other services/supports as per the specification / technical details as mentioned below).	For the total admission process period, i.e., four to six months or as required by the admission committee.

Technical Details

Sno	Resource Name and Minimum required technical details / Specification of resource and experience	Compliance with the mentioned Specification Yes or no	Supporting Document with Page Number	Variation Remarks, if any
1	Web Server Web Application - 4 Instances (each instance should have 4 no's 4GB vCPU) Linux Based [It should be automatically scalable at the time of higher load] Storage: 100 GB SSD Elastic File System or equivalent Shared File system for 1 TB mounted on all the Web Servers (for storing the documents) VPN Server - 1 instance (1 vCPU, 2GB Memory, 30 GB SSD) Linux-based The Server infrastructure shall be hosted on a MeitY-approved Cloud Service Provider (CSP) or an Authorized Partner of a MeitY-approved CSP as per MeitY Guidelines			
2	Database Server 1 instance (4 vCPU, 30 GB + Memory, 20GB SSD Storage) MySQL Server with disaster recovery. {Recommended two Servers for Relational Database Service on MySQL (RDBMS) on Linux OS Platform}			
3	Processing Server 4 Core CPU, 8 GB RAM, 250 GB HDD (For combining Multiple uploaded PDFs in the application)			
4	Load Balancing Service 1 Load Balancer with High Availability with an uptime of 99.999 guaranteed.			



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5	E-Mail and SMS Service An SMTP server with a daily sending Capacity of at least 20,000 emails and a minimum sending rate of 10 emails per second (scalable up to 50,000+ emails with a sending rate of 14 emails per second). The vendor must ensure proper provisions are in place to prevent emails from being delivered to Junk/SPAM folders. • SMTP Server with daily sending minimum limit of 20000 emails and sending rate of 10 emails per second (May exceed up to 1,00,000 emails and at a sending rate of 14 emails per second) • Vendor should send the emails within an hour once the new notification has been shared. • After sending the intimation to the candidates, during the initial days, there should be enough credits for handling the additional requirement of emails. • Vendor should use a professional email platform as an intermediary email server for sending emails with a premium plan for 25000 contacts and a minimum of four months, with proper implementation of SPF, DKIM, and DMARC compliance for proper delivery. • Vendors will technically support the Registration process for the SMS services to the IIM Raipur, including integration support. Transaction SMS notifications for important events. (For this at least 1,00,000 SMS are expected to be sent to the applicants whose cost to be borne by the Vendor).			
6	Data Transfer out 1 TB of Data transfer out monthly			
7	Commissioning and readiness of the infrastructure within 15 days from the date			
8	Provisioning of a dedicated technical point of contact for server administration			
9	The Services are in the clouds Provisioning of a dedicated helpdesk for server administration support on demand by online/phone support will be the responsibility of the service provider			
10	Provisions of 24 x 7 online web/telephonic support for both the students and the IIM team.			
11	The Server infrastructure shall be hosted on a MeitY-approved Cloud Service Provider (CSP) or an Authorized Partner of a MeitY-approved CSP, as per MeitY Guidelines, in order to minimize latency. The solution must also ensure robust cybersecurity measures in compliance with applicable standards and best practices.			



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12	Provisions for the latest security technologies for better security management, Intrusion Detection & Prevention (IDS/IPS), and DDoS mitigation (it will be the sole responsibility of the Vendor to implement adequate measures to ensure the safety of the deployed solution from cyber-attacks)			
13	Provision for Portal should have SSL integration with auto-redirect HTTP requests to HTTPS			
14	Deployment of subdomain for JAP2026 iimraipur.edu.in. (or as decided by the IIM Raipur/JAP authorities) On cloud, which should have the Capabilities to resolve a large number of DNS queries during the 2026 process.			
15	Development and deployment/hosting of all the dynamic JAP application web forms and web pages with upload facility for documents wherever required/mentioned (Approx. / Indicative layouts / Specification attached as Annexure 1). The developer has to provide the logins, dashboard, etc, wherever required/mentioned.			
16	Any software, applications. Including. Operating Systems, etc., if required to develop the above IT-related Infrastructure or exclusively for JAP requirements. covered under the proposal shall be the sole responsibility of the contracting supplier/service provider agency			
17	Provisions for on-site training to the designated users for JAP 2026 and literature/user manuals, etc.			
18	Modification to the software/applications as suggested by the buyer, and such modifications will be mutually agreed upon only. Minor and crucial modifications (as and when required) will be made without additional charges.			
19	Confirmation by the bidder confirms that the software applications proposed to be developed and supplied under this contract will be genuine/licensed only			
20	Provisions for SMTP server configuration modification, if required, to allow a higher frequency and number of emails per day (double/triple) in addition to the configurations mentioned above.			
21	The Website should be responsive to work on iPad/Mobile/ Tablet/Laptop, etc.			
22	Agreement to provide uninterrupted services/support (ie, Paid) beyond the initial contract period if required, in multiples of min. 15-day extension period (may be for 06 months)			
23	User guides and documentation for applicants, faculty, and administrators. It should include the screenshots			



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	with details of the user flow. Backup (on 1 TB SSD) of the application in PDF files along with a file containing links of all applications in that folder			
24	A log in and dashboard to the IIM Raipur IT team should be provided to view and download reports mentioned in the SLA.			
25	The DNS server configuration as per the requirement has to be supported by the Vendor.			



Special Terms and Condition

1. **Delivery / Contract Period** - Minimum of four months from full-fledged setup/commission date till completion of JAP 2025 process or as per user department requirements. Please note that contract can be cancelled unilaterally by the Buyer in case items/software/infrastructure/associated services/ keys are not received within the contracted/allowed delivery period, Extension of contracted delivery period will be at the sole discretion of the Buyer, with applicability of LD clause.
2. **Suggestions or any technical support requirement** - It is must to provide suggestions in advance with the bid on all technical/infrastructure supports which would be mandatorily or optionally be required from IIM Raipur end for successful/seamless operations/conduct of CAP 2021 process under this contract, if any.
3. **OEM Certificate**- In case the Bidder is not the OEM, the agreement/authorization certificate with the Original developer for sourcing the software/applications shall be mandatory.
4. **Import License**- The Bidders are to confirm that they have requisite import license from respective organization/firm/company/authorities and Authorized from the manufacturer/developer. The bidder should arrange all the import licences, wherever applicable for the software to be used. No extra cost will be borne by the Institute.
5. **Quality**- The quality of the Software delivered according to the contract shall correspond to the technical conditions and standards valid for the delivery of the same or specifications enumerated as per RFP and shall also include therein modification to the software's/applications as suggested by the buyer. Such modifications will be mutually agreed to. The Service Provider confirms that the software to be supplied under the Contract shall be genuine.
6. **Inspection Authority**- The Inspection will be done by IIM Raipur.
7. **Warranty/Guarantee**- As per Original developer's warranty/guarantee/Online support from activation date to be offered by the Service Provider.
8. All the data should be given back to IIM Raipur server through online mode. Post the data transfer, the service provider must destroy all the data at their end.
9. A Declaration to thus effect (that the data are destroyed) should be submitted by the service provider with his final bill. The Confidentiality of the data should be maintained by the service provider by giving an undertaking separately in this regard.

The rights of the data generated by the application during the CAP 2021 process will be reserved with IIM Raipur.
10. **Product Support**- The following product support clause will form part of the contract Placed on successful Bidder-
 - a. The Service Provider agrees to Provide product support for the total infrastructure setup under this contract or as agreed mutually for the contract period.



- b. Breakdowns/malfunctioning/maintenance Services: In case of any breakdown/malfunctioning on receiving a call from the Buyer, the Service Provider is to provide online/offline maintenance/support service to make the software serviceable during contract period.
- c. Serviceability of 100 % during currency of contract must be assured by the Service Provider,
- d. Technical Literature - Tin details of technical literature to be supplied at the time of setup (should be listed, suggested with tender document).
- e. Training: it will be sole responsibility of the service provider to provide onsite/online training to the users.

11. Service Level Agreement and Penalty

S.No	Service Area	Service Level Commitment	Measurement	Penalty for Non-compliance
1	Solution Availability (After initial bulk emails shot to the applicants for action)	If any glitch is reported from the Server or Software end within the initial 2 hours of the email shoot and which is affecting major applicants/users from filling the application	Server Reports/Applicants	Critical: ₹200 per minute until the issue gets resolved
2	Server Availability	99.95% uptime for portal and related services	Cloud monitoring reports	₹2,000 for every 0.5% drop.
3	Load Balancer	99.999% availability	Cloud provider logs	₹5,000 per incident of failure >15 mins
4	Security Compliance	IDS/IPS, DDoS, SSL, SPF/DKIM/DMARC enabled	Related event observed/identified	₹10,000 per major vulnerability identified
5	Commissioning Timeline	Infrastructure & application readiness within 15 days	Acceptance Test	0.5% deduction from contract value per day of delay, maximum up to 10% of the contract value resulting in cancellation of the contract
6	Helpdesk/Support	24x7 support with <2 hrs response time	Call/incident log	₹1,000 per delayed response.
7	Backup & DR	Daily backup & DR sync	Backup/DR test reports	₹5,000 per missed backup

(In case of initial 2 hrs, either of the Penalty S.No 1 or 6 will be applicable, whichever is higher.)

12. **Force Majeure** Neither party shall be liable for failure to perform its obligations under this Agreement if such failure results from any cause beyond its reasonable control, including but not limited to acts of God, natural calamities (such as fire, flood, earthquake, cyclone, epidemic, or pandemic), war, terrorism, riots, civil commotion, sabotage, governmental restrictions or orders, embargoes, or widespread failure



भारतीय प्रबंध संस्थान रायपुर
Indian Institute of Management Raipur

Tender No. IIMR/Tender/2025/06
Date: 17/10/2025

of public utilities; provided that the affected party notifies the other in writing within seven (7) days of the occurrence and makes all reasonable efforts to mitigate the impact. The obligations of the affected party shall stand suspended during the continuance of the Force Majeure, and the time for performance shall be extended; accordingly, however, Force Majeure shall not include shortages of materials or manpower, system breakdowns due to poor maintenance, or financial distress of the vendor. If the Force Majeure event continues beyond sixty (60) days, either party may terminate the Agreement without financial or legal liability, except for payment of services already rendered.



भारतीय प्रबंध संस्थान रायपुर
Indian Institute of Management Raipur

Tender No. IIMR/Tender/2025/06
Date: 17/10/2025

Annexure 1

Indian Institute of Management, Raipur

Scope of Work for JAP 2026 process:

Portal Design, Development, and implementation during JAP 2026 of PI process for 4 IIMs

Name of the Service Provider :

Nature of the Work :

Address of the Service Provider :

CIN :

Registration Number :

PAN :

GSTIN :

Contact Number :

e-mail :

website :



Tentative Core Features

1. The portal should contain the following modules in the portal:
 - (a) Admin Dashboard for the coordinating IIM.
 - (b) Verifier Dashboard for the coordinator as well as participating IIM's.
 - (c) Moderator Dashboard for the participating IIMs.
 - (d) Form for the faculty to view the profile and to enter the personal interview marks (Panel-wise)
2. The Coordinating IIM (IIM Raipur) should have a dashboard with full privileges for administering the backend activities of all the participating IIMs. The dashboard should have the following features:
 - Adding the details (Name, address, Primary e-mail address, Secondary e-mail address, Contact no. etc.) of Participating IIMs.
 - Creation of login credentials (User ID: email address of Admission Office/Chairperson-Admissions) for the participating IIMs. During creation, it is recommended to send automated e-mail to the respective IIMs. There should be a provision to regenerate the login credentials by entering the registered email address.
 - Creation of Panels for participating IIMs.
 - Fetching of entire student's details who have registered and submitted the form through Joint Admission Portal 2025 (URL: <https://jap2026.iimraipur.ac.in>), which will be already available in the database of the portal.
 - In the JAP 2025 application form there will be option to choose the program of all JAP participating IIMs: Like – MBA of IIM Raipur, MBA of IIM Kashipur, and so on for all IIMs. The list will include other MBA programs of these IIMs as decided by the Admission Chairperson.
 - Center preference submission and venue-date selection by candidates: -
 - a. At the time of registration, candidates will opt for four (4) PI venues in their preference order. For the first three venues, all centers will be available, and for the fourth, preferences only, the IIMs venue/center will be available.
 - b. After closing the registration window, the coordinating IIM (IIM Raipur) should be able to download the list of registered candidates along with their preferences for venue/centers.
 - c. JAP 2026 coordinator (IIM Raipur) will share the venue-date wise number of panels.
 - d. Date and slot selection window will be live for the candidates. They will select the date and slot for the allotted venue/center in the following manner: If for the first preferred center, there are vacant seats available, they will get the option of selecting a date and slot for that only. If there is no vacant seat for the first preferred center, they will get



such options for the second preferred center, and so on. If there are no vacant seats for the fourth preferred center, then such centers would be shown on the portal where there are vacant seats. They will select any one of these centers, and the selection window for the date slot will be available.

- e. The candidates will be allocated to the panels of the venue/center in the following manner: P1, P2, P3, P4, P5, P6, P1, P2, P3, P4, P5, P6, P1, and so on
 - f. Once the candidate has selected and submitted the date and slot, further edits or resubmissions will not be permitted. However, in exceptional circumstances, the JAP Coordinator may make changes at their discretion.
 - g. An email and SMS containing the date, slot, panel number, and venue/center address will be sent to the respective candidates.
- Verifiers' Remarks and Modified Data Submission:-
 - a. Verifiers will verify and provide the necessary remarks, if any.
 - b. There is also an option to enter the 10th, 12th, UG Marks, and Work experience inputs by the verifier; these inputs will be saved in new data fields/columns. Once the verifier completes the process for a candidate, it will trigger an email to the respective candidate about the updates.
 - Generation of the following reports by the Coordinating IIM (IIM Raipur): (templates of each report will be provided soon):
 - a) Panel-wise and date-wise faculty list based on the data entered by the participating IIMs.
 - b) Panel-wise rating sheet (Personal Interview) in PDF format, along with an alternate submission in a Google Sheet or an Excel file.
 - c) The rating-sheet of the entire candidates pertaining to venue/center. When the Coordinating IIM selects the name center/venue from the drop down, the list of the candidates attended the Interview should be generated in excel and pdf format.
 - d) Absentees list (date & panel-wise and entire list) pertaining to each venue/center.
 - 3. There should be a moderator / admin login page for each participating IIM. The Coordinating IIM (IIM Raipur) will create the login credentials (User ID and Password) for each participating IIM in the JAP 2026 process, and the same will be shared with the respective IIMs.
 - 4. The Coordinating IIM will create the panels for each IIM (maximum allowed panels: up to 11 (Eleven) per slot per day), and they will add the candidates by uploading the Excel file (format of the same will be provided soon) for each panel slot-wise (Morning and Afternoon slots per



day). The same will be reflected on the **moderator's dashboard** of participating IIMs. The slots will be as follows:

Day 1: Slot 1 – Forenoon and Slot 2 – Afternoon

Day 2: Slot 1 – Forenoon and Slot 2 – Afternoon

(The PI process would be conducted for approximately 18 days (Monday to Saturday in a week).

If there is a request from a candidate for rescheduling of Interview slot / date, then there should be a provision to change the panel/date accordingly.

5. The Coordinating IIM (IIM Raipur) should enter the name, designation and email address of the faculty members pertaining to each panel of all the IIMs (two faculty members per panel) using its dashboard. The moderator of each participating IIM should be permitted to change the faculty member in the panel until the start time of the Interview process. However, the change should be reflected only after the approval by the CAP Coordinating IIM (IIM Raipur). Necessary features should be provided for the same.
6. During the addition of faculty members by the Coordinating IIM (IIM Raipur), an email should be triggered to the respective member along with the login credentials and URL to access their dashboard. If the participating IIMs change the faculty member pertaining to any of their panels, an email should be triggered to the new faculty member during the approval process only. The content of the email is given below:
Url: https://.....
Username: email address of respective faculty member
Password: *****

Note:

- The moderator should be allowed to change the faculty members for every panel until the start time of the PI Process for the respective panel.
 - If a faculty is included in multiple panels, then he/she should have one login credentials for accessing all the panels.
7. If the participating IIM wants to change the faculty members due to any unavoidable reasons, there should be a provision for the same in the dashboard of participating IIMs (Moderator) and the same will be approved by the Coordinating IIM Raipur. When the Coordinating IIM approves, an email should be triggered to the new faculty member along with the new login credentials and the old credentials created for the previous faculty member should be deactivated.
 8. When the faculty logs in to the portal using the received credentials during the interview process, the following screen should appear for entering the marks:



[Dashboard](#) [Slot list](#) [Change Password](#) Hi, Sudhendar Hanumantha Rao [Logout](#)

Slot List

[Download Zoom Background](#)

S.No.	Panel	Students	Date	Zoom Link	Meeting ID	Passcode	Deadline to fill Interview marks	View Students	Download Documents
1	P13	11	18-10-2024 (Fore Noon)	Link	1	fdkj	19-Oct-2024 10:00 AM	Student List	

Showing 1 to 1 of 1 entries Show Entries [Previous](#) [1](#) [Next](#)

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All the panel details of the respective faculty (who has logged in) will be listed on the dashboard of the respective faculty members. The date-wise list will be displayed, mentioning please click on **“Click Here for Personal Rating Sheet”** link to fill the Personal Interview Rating Sheet (PIRS) on the respective date and slot to be shown to the panel Members.

- After clicking on the link, the list of candidates to be interviewed to be displayed along with fields for entering the marks and related details. The details of the panel member, rating parameters, and the list of candidates are to be available on the screen. After the interview, the faculty must fill in all the fields pertaining to each candidate. The screenshot of the format is given below:

[Dashboard](#) [Slot list](#) [Change Password](#) Hi, Sudhendar Hanumantha Rao [Logout](#)

Students List

[Preview](#) [Generate Marks Report & Submit](#)

S.No.	CAT ID	Name	Status	Action	Download
1	21065299	SHANMUKHI BANALA	Present	View Mark	
2	21099703	SUKRUTHA JAYAN	Present	View Mark	
3	21123815	S SHRUTHI	Present	Add Mark	
4	21223386	CHODEN LAMA	Present	View Mark	
5	21152230	MANASVI SHUKLA	Present	Add Mark	
6	21187363	GANTA SAI GOVARDHAN	Present	Add Mark	
7	21081609	FIRKE SAURABH SANJAY	Present	View Mark	
8	21198368	BALUSU CHAITANYA PRUDVI	Present	View Mark	
9	21058397	DESHMUKH GUNWANT ANIL	Present	View Mark	
10	21027472	SANCHIT DWIVEDI	Present	View Mark	
11	21080518	SURYAWANSHI MOHIT RAJENDRA	Present	View Mark	

Showing 1 to 11 of 11 entries Show Entries [Previous](#) [1](#) [Next](#)

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[Dashboard](#) [Slot list](#) [Change Password](#) Hi, Sudhendar Hanumantha Rao [Logout](#)

CAT ID 21065299
Name SHANMUKHI BANALA
Slot 18-10-2024
(Fore Noon)

Interview Parameter Marking Instructions

Excellent	9-10
Very Good	7-8
Good	5-6
Fair	4-3
Poor	1-2
Unacceptable	0

Attendance ☒ Present ☐ Absent

Academic Ability (10)

Communication Skills (10)

Current Affairs & General Awareness (10)

Managerial & Leadership Attributes (10)

Co-curricular and Extra-curricular Activities (10) [View Details](#)

Total Marks

Preparatory course required for this candidate or not:

Quantitative Techniques ☒ Yes ☐ No

Communication ☒ Yes ☐ No

Suitability of the candidate for MBA programmes offered by CAP IIMs ☐ Reject

Remark (Mandatory in case if candidate is rejected.)

All fields are required

[Back](#) [Submit](#)

File not available, please contact coordinating IIM.

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10. There should be a preview page before the final submission for PIRS. After final submission of the PIRS, the Panelist should not be allowed to re-edit/change/correct the marks in the rating sheet.

The marks entered by the faculty members should be available in the dashboard of the respective faculty, the Coordinating IIM (IIM Raipur), and the respective participating IIMs (Moderator) in a downloadable PDF and Excel format. Necessary report generation modules to be provided accordingly.



Tentative Process Flow for Form Submission (Indicative)

1. Admissions Office will share the data (CAT data) of shortlisted candidates for JAP 2026 process in excel format for uploading on cloud to successful bidder.
2. Based on the instructions/information for Admissions Office, the Email from Cloud; containing the login details will be sent to students informing about filling their Personal Information Form on cloud. The specification email as below.
3. The students will login to their account on cloud and fill the **Application Form** (indicative form is given below) and after submission student can print it.

INDIAN INSTITUTES OF MANAGEMENT
KASHIPUR, RAIPUR, RANCHI, TRICHY
Post Graduate Programme in Management -Joint Admission Process 2026
Personal Data Form
INSTRUCTIONS

1. Complete the form in CAPITAL letters only.
2. This form is a key part of admission process. Complete and accurate answer to the questions are, therefore, extremely important. Incomplete or false information will make your candidature null and void.
3. For letter grades or grade points instead of marks, provide equivalent marks and attach a certificate from the Registrar / Principal / Head of the Department explaining the method of conversions.
4. In all matters relating to admission, the decision of the Institute will be final and binding on the applicants. No correspondence will be entertained from the applicant regarding his/her non-selection.
5. Submit this form along with other testimonials when you will come for WAT & PI

CAT Registration No.

A. PERSONAL DATA

1. Name

2. Date of Birth
d d m m y y y y

3. Address for Correspondence

PIN E-mail id:

4. Contact Telephone No. with STD Code Mobile No.

5. Annual Parental Income Rs. 6. Nationality

7. Category (Pl. tick)

SC	☐
ST	☐
NC-OBC	☐
EWS	☐
GEN	☐

8. Phy. Handicapped (pl. tick)

1	Blindness and low vision	☐
2	Deaf and hard of hearing	☐
3	Locomotor disability including cerebral palsy, leprosy cured, dwarfism, acid attack victims and muscular dystrophy	☐
4	Autism, intellectual disability, specific learning, disability and mental illness	☐
5	Multiple disabilities from amongst persons under clauses	☐

9. Sex (pl. tick)

M	☐
F	☐

B. ACADEMIC QUALIFICATIONS

B1. Pre-Bachelor's Degree Examination(s)

A. Fill only if a Board or a University Examination.

B. Take into account only the marks in the subjects/papers which are counted for awarding class/division.

Standard	Board/University	Year	Max Marks	Marks Obtained	Class/ Division	% of Marks Obtained
10 th						
12 th						

EDUCATIONAL BACKGROUND: (Pl. Tick)

AGRI ☐ ARTS ☐ COMM ☐ ENGG ☐ SCI ☐ OTHERS ☐



B2. Bachelor's Degree Examination(s)

Degree Sought _____ Subject/Specialization _____
College/Institute _____ University _____

Year	Date		Marks considered for award of Class/Division in Bachelor's degree		
	From	To	Max. Marks/GPA	Marks/GPA Obtained	% of Marks Obtained
1 st Year					
2 nd Year					
3 rd Year					
4 th Year					
5 th Year					
Total / CGPA					
			Class / Division Obtained		

If you are appearing for the final year Bachelor's Degree examination, indicate the time of examination Month Year

If you have already completed the Bachelor's Degree Examination, indicate month/year of completion Month Year

B3 Master's Degree / Post-Graduation / Professional Qualification
(College/University/Institute attended)

Year	Date		Subject	Max. Marks	Marks Obtained	% of Marks Obtained
	From	To				
1 st Year						
2 nd Year						
3 rd Year						
Overall percentage of marks obtained						

C. WORK EXPERIENCE *
(Do not include training, project work, work done as an integral part of curricular requirement, and part time work.)

Organization	Designation	From			To			Monthly Remuneration (Rs.)	Reasons for leaving
		DD	MM	YY	DD	MM	YY		

Nature of Responsibility (Latest) _____

Total work experience as per CAT2025 (in months)

* Please bring the total experience certificates and the copies of the first and last 3 month salary slips at the time of interview.

D. EXTRA-CURRICULAR ACTIVITIES
Please mention inter-collegiate, Institute and higher level activities only. These may include games and sports, cultural, literary and similar other activities.

E. DECLARATION

I have carefully read the instructions and agree to abide by the decision of the institute's authorities regarding my selection for the programme. I certify that the particulars given by me in this form are true to the best of my knowledge and belief.

Place: _____
Date: _____

Signature of Applicant _____

PLEASE EXAMINE THIS FORM ONCE AGAIN AND MAKE SURE THAT YOU HAVE COMPLETED ALL THE ITEMS

- There should be an upload (Document/Certificate) button for the following: 10th, 12th, Bachelor's Marksheet, bachelor's degree, Work experience, Extra Curricular and Co-Curricular Activities, etc.
- Admission Office will share the details of each student as well as his Interview related information (like Interview panel number, Interview Slot, Interview Date, Interview Time, Institute, Interviewer details etc.) in excel format. The link information will be appended based on the interview panel for the candidate by the Vendor.
- Vendor will create login for the Interviewer and on the instruction of Admission Office email will be sent for the respective IIM's Interviewer on their email id as per the database provided. From this login the Interviewer will view the respective student profile only in pdf of their panel; date wise and time/slot wise.

Please note that the layouts/Specifications/Process Flow are indicative only, actual development work will be done with consultation of IIM Raipur.



AGENCY DETAILS

1. Tender Ref. No: -----
2. Name of Tenderer:
3. Complete office address of Tenderer.....
.....
4. Contact details of authorized person of tenderer who have signed the tender.
 - a. Name.....
 - b. Designation.....
 - c. Phone (Office).....
 - d. Phone (Mobile).....
 - e. E mail.....
5. EMD payment details (DD number & bank detail)
..... (DD to be attached in original)
6. Tender fee details: DD number & bank detail
7. Submission of technical specifications confirmation to the requirement mentioned in the Tender document _____
8. Turn Over for last three FYs (CA Certified copy)
 - FY 2025-24 -Rs.....
 - FY 2024-23- Rs.....
 - FY 2023-22- Rs.....
9. GST Registration Number.....
10. Company Registration Number.....

Sign with date and Seal
(Authorized Signatory)



Annexure – `B`

(Sample format of Financial Bid to be submitted online on CPP Portal)

Sr. No	Item Description	Contract Period	Unit	Rate for whole Job (In Rs.)	Total Amount for whole Job excluding GST (In Rs.)
01	Supply, installation, maintenance and support of IT Infrastructure on cloud for hosting of webpages for Joint Admission Process (JAP) 2025 (with the accessories/software's/hardware's and other services/supports as per the specification / technical details/Scope of Work, General & Special Terms Conditions and all other as per Tender document).	For total admission period i.e four months-six month or as required by IIM Raipur	01 Job		

GST will be paid extra as per actual at the time of billing.

Sign with date and Seal
(Authorized Signatory)



Annexure – `C`

SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify thatfirm/ company is neither blacklisted by any Central/State Government/Public Undertaking/Institute/labour court/GST office or any other organisations nor is any criminal case registered/pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration.

I also certify that the above information is true and correct in all respects. In any case, at a later date it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated, and the firm will be debarred/blacklisted as decided by the competent authority of IIM RAIPUR; also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM RAIPUR will not be responsible for paying the bills for any Partial/ Full supply of the items/ services.

Authorized Signatory

Name: Designation:

Date: Place:

Sign with date and Seal
(Authorized Signatory)

*****END OF TENDER DOCUMENT*****