

Tender Name: Request for proposal for design, development and maintenance of new Bilingual website and associated web portals

GeM Bid No.:- GEM/2026/B/7134915 dt. 21/01/2026

Pre bid Query replies by IIM Mumbai

* MSME Category #62012 will be considered for exemption

Sr. No.	Chapter No.	Page No.	Clause as per RFP	Clarification Sought	IIM Mumbai's Response
1	3.2.3.7.1	7	"Integrate Online payment gateway services with acceptance of credit and debit cards (Visa, Master and Maestro), UPI, and internet banking of all public/private banks providing such facility with the existing portal and any new/ additional portals as specified by IIM Mumbai from time to time"	Kindly clarify the following points: The number of payment gateways proposed to be integrated. Kindly specify, whether an applications or portals where the payment gateway integration is required. Any additional portals identified at a later stage shall be considered at the rates discovered in the BoQ under the head "Other Charges for Software Enhancement Service."	The payment gateway redirection to the particular bank portal is required. No separate integration/development required at the stage.
2	3.2.2.16	6	Comply with website security guidelines issued by NIC, CERT-IN and DeITY, Gol	Kindly request you to consider CERT-In Website Security Guidelines. Compliance involving NIC, CERT-In, and DeITY (Government of India) is a time-intensive process and will require a minimum of three months for completion.	Requirement as per the tender document and compliance need to be fulfilled while delivering the website services.
3	3.10.4	15	Viksit Bharat Portal	Kindly suggest the Scope of work	Kindly visit existing webpage for better understanding and various such type pages need to be integrated alongwith redirection
4	3.10.5	15	PM Gati Shakti Portal	Kindly suggest the Scope of work	Kindly visit existing webpage for better understanding and various such type pages need to be integrated alongwith redirection
5	3.10.6	15	Oppurtunities to Colloborate	Kindly suggest the Scope of work	Kindly visit existing webpage for better understanding theses are the internal pages
6	3.10.7	15	International Relations	Kindly suggest the Scope of work	Kindly visit existing webpage for better understanding theses are the internal pages
7	5.1	20	Companies incorporated in India under companies act 1956 or societies registered in India under societies registration act 1860 or trusts registered in India under Indian trust act. Companies / societies must be registered on or before 01/04/2009	On this point, we respectfully request you to reconsider the eligibility criteria and permit participation of companies with a minimum of 5 years of relevant experience. Given the rapid evolution of digital, security, and compliance frameworks, several capable and compliant organizations incorporated in India under the Companies Act, 1956, or registered as Societies under the Societies Registration Act, 1860, or as Trusts under the Indian Trusts Act, may not have been registered on or before 01.04.2009, yet possess strong technical competence, proven delivery credentials, and recent CERT-In aligned experience.	Any amendment/changes in the act will be consider for the competitive participation

For [Signature]

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8	8.5		Technical Evaluation Criteria	Kindly consider introducing INI-specific evaluation and marking criteria. In the absence of such criteria, there is a risk of selecting vendors who lack relevant INI experience, which may impact their ability to effectively execute and successfully complete the project.	The Experience and service provided to institute of national importance (INI) will be considered
9			As per RFP can we go for STQC compliance through vendor who have been empanel vendor from STQC	Pls. Clarify	Compliance as per the govt guidelines
10			How many Security Audit need to be done from warranty period to AMC	Pls. Clarify	Periodic security audit need to be done and valid certification is required for security purpose
11			What is timeline of DESIGN, DEVELOPMENT AND MAINTENANCE OF IIM MUMBAI NEW BILINGUAL WEBSITE AND ASSOCIATED WEB PORTALS	Pls. Clarify	Kindly refer tender document
12			As per the Government's initiatives under Startup /msme and public procurement policies, startups are encouraged to participate in tenders with provisions such as relaxation in prior experience, turnover requirements, and earnest money deposit (EMD), subject to applicable rules. and also given technical score exemption	Kindly share should Startp and MSME will get exemption	Yes, as per govt. norms and tender document condition
13				Please confirm whether any exemption/relaxation is applicable for MSME bidders with respect to EMD, turnover, or eligibility criteria.	As per rule
14				Is prior experience in Government / Autonomous / Educational institutions mandatory, or will large private-sector projects also be considered?	Preference will be given to prior experience in Government / Autonomous / Educational institutions However there is no restriction for the participation those entities who having private sector project experience
15				Please confirm whether content migration and bilingual translation (English-Hindi) are fully in bidder scope	Yes
16				If point 3a is YES what will be the approximate content volume?	Please refer existing institute website content
17				How many associated Portals are in scope (MDp , FDP , Careers , Tenders etc)? CMS would be separate instances for Modules or all Modules under same CMS?	Please refer existing website. These are associated seperated pages as per requirement

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18				CMS – Expected approval Workflow : Creator – Approver – Publisher or multi-level Department wise workflow ?	Multi-level Department wise workflow
19				Associated Web Portals - FDP/MDP/Executive Education/PGPEX/Certificate Programme are expected to fully transactional – including – application – enrolment – tracking – Dashboards or only enquiry and brochure downloads with external system handling enrolment	Please refer tender document and existing webpage
20				Which messagaing platform are mandatory – SMS/Email/Whatsapp/Social media and who will bear the recurring gateway costs?	Social media pages will be handle by Institute only redirection is required. Auto SMS/Email facility required at vendor cost
21				Chatbot/automated conversation capability is expected or IIM will provide existing platform ?	Conversion capability is expected on platform
22				Tender Module – Will be standalone publishing Module with Tracking or will it be integrated with other portals as well?	Standalone publishing module
23				Career Module – Will it be integrated with any existing HR or recruitment system also does the scope include – application submission , resume upload & shortlisting workflows	Integration with existing HR /recruitment system/application is required
24				Viksit Bharat/ PM Gati Shakti Portal – Clarify this is only linking or any integration is needed here ?	These are the web content pages with the redirection with govt website
25				Collaboration Module – This will only publish opportunities or support expression of Interest (EOI) , document uploads & workflow approvals ?	Kindly visit existing webpage for better understanding theses are the internal pages
26				International Relations – Is this content driven section or some integration or dynamic workflows required here ?	Kindly visit existing webpage for better understanding theses are the internal pages
27				Multilingual Expansion – Is CMS required to support English & Hindi at GO Live or any other languages as well ?	Kindly visit existing webpage for better understanding theses are the internal pages
28				Payment Gateway – Will be provided or Vendor to On-board? If yes , Expected Transaction Volume per year?	Kindly visit existing webpage for better understanding theses are the internal pages
29				Content Migration Scope : • Approx volume of content to be migrated (No. of pages , PDFs/Documents , Images/Video size) • Content will be provided in structured format or raw HTML/PDF? • Language Transalctions currently available? Or any if vendor is to translate ?	• Existing content of the Institute website need to be migrated after verify by website evaluation committee • The bilingual content available on on website need to be migrated No content creator is required.

M. K. Khandekar

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30				<p>Hosting & Infra Scope :</p> <ul style="list-style-type: none"> • Hosting would be on Institutes Infra – Cloud / on-prem or vendor has to size and quote for Infrastructure • If Hosted on Institute Infra – who would be responsible for – OS Patching , WAF/Firewall , Backup Storage • What is the expected RPO/RTO for DR? • Performance Load – 5000 concurrent users as mentioned – is this regular daily load expected or peak admission season load? 	<ul style="list-style-type: none"> • The hosting will be on Institute cloud vendor need not to be hosting infrastructure • Vendor is required to help institute website on Institute cloud <p>This is expected through out the year</p>
31				<p>Security Scope:</p> <ul style="list-style-type: none"> • STQC & cert-in vendor certification is to be managed by vendor? • If re-certification require every year? Or only on major change to the portal ? if , only on major change – what qualifies as major change 	<ul style="list-style-type: none"> • Certification as per govt guidelines need to be managed by vendor. • Recertification is required every year
32				<p>AMC & Support Scope :</p> <ul style="list-style-type: none"> • Does AMC support include new modules / pages or only bug fixing , troubleshooting or content updates? • Dedicated onsite resource is mandatory or on-call basis is sufficient ? • Expected monthly ticket Volume? • Please clarify what is considered included support/enhancement during AMC, and what qualifies as a chargeable "major enhancement." 	<ul style="list-style-type: none"> • Scope work during warranty period and AMC period mentioned in the tender document. • On call support and AS and when onsite support may be provided
33				<p>Please clarify whether project timelines will be extended in case of delays due to:</p> <ul style="list-style-type: none"> • Content approval • Feedback cycles • Third-party integrations • STQC / CERT-In audit timelines 	<p>Consider as per the for genuine requirement and delay from Institute sites time to time else timeline need to adhered strictly</p>
34				<p>Please confirm whether 24x7 support implies:</p> <ul style="list-style-type: none"> • 24x7 availability only • Or 24x7 active monitoring & resolution 	<p>24x7 support required with monitoring and timely resolution</p>
35				<p>Micro Site for each faculty and other members. Will this have new design template and CMS login?</p>	<p>Please refer existing website.</p>
36				<p>Please clarify the scope of the Virtual Tour feature, including whether on-site 360° photography/videography is required, number of locations, or interactive video will be provided by IIM Mumbai or is to be arranged by the bidder.</p>	<p>Support document / content / photograph / video will be provided by institute.</p>

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