Ref. No:LTE/2025-26/ IT/Website-Development

Date: 17/04/2025

Notice Inviting Quotations for re-designing & Development of website www.icmai.in along with

integration of chatbot and comprehensive AMC of the complete site

The Institute of Cost Accountants of India, a statutory body set up under an Act of Parliament. The Institute imparts education and conducts qualifying examinations for Cost & Management Accountants and regulates & develops the Cost Accounting Profession.

The Institute invites sealed quotation (Under 2 Bid system) from local bidders for redesigning and development of Institute's Website hosted on the icmai.in. The offers shall be in two separate parts containing Technical and Financial Bid.

INSTRUCTIONS TO BIDDERS

Sl.	Name of Project	Re-Designing & Development of icmai.in Website
1	Scope of Work	Refer **Scope of Work**
2.	Earnest Money Deposit (EMD)	Earnest Money Deposit of ₹ 50,000/- (Rupees Fifty thousand Only) to be paid through DD in favour of "The Institute of Cost Accountants of India" payable at New Delhi. However Micro and Small Enterprises (MSEs) are exempted from EMD after furnishing MSME Certificate, if applicable.
3.	Performance Security	Rs.1,00,000/- (Rupees One Lac only) in the form of Bank Guarantee .
4.	Liquidated damages (LD)	In case of delay in completion of the work, the bidder shall be liable to pay Liquidated damages @1% per week of the contract value, subject to maximum of the 5% of the total contract value.
5.	Pre-Bid Meeting	Clarifications on technical / functional requirements meeting with the bidders will be organized on 23th April 2025 @ 3:00 PM For Pre-meeting link, you may please contact the Convenor (LTE) @lte@icmai.in The bidders are encouraged to attend the Pre-Bid Meeting as per schedule, to get a fair understanding of the quantum and scope of work involved.

6.	Last date of submission of bids	09th May 2025 till 2:00 PM
7.	Date of Opening of Technical Bid	09th May 2025 at 3:00 PM
8.	Date of opening Financial Bid	Will be intimated through mail to the technically qualified bidders.
9.	Validity of Tender	90 days from the last Date of Submission of Bid.
10.	Evaluation Process	Quality cum Cost Based System (QCBS) will be followed for evaluation of bids. 60% weightage will be given to Technical Bid, and 40% weightage will be given to the Financial Bid.
11.	Submission of Bids	Sealed quotation addressed to "Convener – Limited Tender Enquiry (LTE) Committee" and superscribed with "**Quotation for re-designing and development of Website**" must be dropped in the Tender Box at the following address: **The Institute of Cost Accountants of India,** **CMA Bhawan, 3, Institutional Area,** **Lodhi Road, New Delhi-110003**

General Instructions

1. The bids are invited in two bid systems, a separate sealed technical bid (Format as given in 'Annexure I') with necessary enclosures and sealed financial bid (Format as given in Annexure III). The two separate sealed bids (Technical & Financial) should be placed together in a single envelope super-scribed with "**Quotation for re-designing and development of Website.**"

2. For any technical query in the tender, please contact Shri Ashish Tewari on 9015624512 during the validity time for receipt of quotations.

3. The last date of the submission of quotation is **09th May 2025 till 02:00 PM**. Bids received after the last date & time for submission of bids will be rejected.

4. The quotation must be valid for 90 days from the last date of quotations.

5. The work order will be communicated to the successful bidder through email.

6. The payment will be made after the designing and development and go live of the website

7. Taxes shall be paid as applicable and quoted by the bidder.

8. The statutory tax deductions on the payment made by the Institute would be done as per the prevalent Tax laws of Government of India.

9. The bidder should sign each page of this document and attach it with the bid document.

10. The committee reserves the right to reject any / all quotations without assigning any reason there for.

11. Conditional / Incomplete bids shall be rejected.

12. The financial bid should strictly be in the format specified in the tender document.

13. The bidder shall not sub-contract the mentioned work to any organization, person, firm or its franchisee without the prior approval of the Institute.

14. Tenders received without prescribed Earnest Money Deposit (EMD) shall be rejected summarily.

15. The Earnest Money Deposit (EMD) of successful bidder will either be converted as part of performance security on request of the bidder or will be refunded after the receipt of performance security. However, if the successful bidder claims EMD exemption by submitting MSME certificate, they will require depositing performance security within seven days of award of Work Order / Purchase Order.

16. The Earnest Money Deposit (EMD) of all the unsuccessful bidders will be refunded within 30 days after the award of contract.

17. The Earnest Money Deposit (EMD) of bidder who changes/withdraws his bid after opening and/or making a false declaration is forfeited.

18. Termination of Contract - The contract with the successful bidder may be terminated by the Institute by giving 30 Days advance Notice if bidder fails to perform its obligations specified in work order or if in case the service provided is found to be unsatisfactory.

19. Dispute Resolution - In case of any dispute, parties shall resolve the dispute by mutual discussions within a period of 30 days failing which all disputes will be subject to the Jurisdiction of Delhi Court only.

Signature of authorized signatory

Name:

Seal:

<div align="right">**Member & Convener - LTE Committee**</div>

Scope of Work

The broad scope is planning, requirement gathering, designing, development and testing, delivering and migrating existing site to the new website and content management system.

1. Pre-Bid Activities

The prospective bidders are advised to go through the existing ICMAI website (https://www.icmai.in) in order to have an idea about the magnitude and diversity of information that will have to be collected and hosted on the website. The existing content and features of the ICMAI website will be migrated to the new redesigned dynamic website that will be hosted on Microsoft Azure / Amazon AWS platform. Website will be hosted on separate application server and database server. In addition to application and database server a file server with unlimited bandwidth is also required for hosting all the downloadable files. The file server can be hosted on any the Ministry of Electronics and Information Technology (MeitY) empanelled CSP.

For billing purpose, an account in the name of "Institute of Cost Accountants of India" will be created with the selected hosting provider (Microsoft Azure / Amazon AWS) and Institute will pay directly to the hosting provider after the completion of billing cycle.

In the **pre-bid meeting,** all the bidders are advised to propose the additional functionalities that they would be able to provide on the website, apart from those which are specifically mentioned below. The suggestions of the bidders can be finalized on need basis.

2. Information Collection

The desired navigation structure, general functionalities and reference points for the design will be discussed with the successful bidder prior to start of work. The bidder will have to depute persons for collection of information and pictures from the different departments of the Institute initially, apart from those that are available on the existing website. Once the website is commissioned, one year of support and load testing is done, updating the information will be the responsibility of the Institute.

3. Compatibility

The website design must be cross-browser and cross-OS compatible up to the most recent browser / OS versions. Support for three platforms: Desktop/Tablet or Notebook and Mobile form factors will be required.

4. Functionalities Required

Web Content Management System (WCMS) like (Drupal, WordPress) will **not** be used for the development of websites. The bidder will develop the website in Asp.Net MVC – C# (Latest Version) & SQL Server. The website will have the following functionalities:

i. The Website should provide all the information about the institute in detail.

ii. For updating the content, an admin panel will be created, and one user will be created for all the departments. This super user will create and access the information of sub users. Sub users will be able to update the information for their respective area. For example, users of the Studies Department won't be able to update the information of the Membership Section.

iii. Super User can view and track the activities of sub users. These changes will also be recorded in the database.

iv. The Bidder will provide an operational guarantee of the designed website and provide free support & maintenance for at least 1 year after the launch of our website. All troubleshooting required would be the responsibility of the Bidder.

v. During the publishing of results and hosting of admin cards, around 5 Lakhs users may visit the website in a single day. So proper load testing (for 10,000 concurrent users) of the website should be done before making the website live. The separate database and application server are therefore required for auto increment of resources. [*The Admit Card and Results have separate applications There will be a link of those sites from the main websites.*]

vi. **Responsive Design:** Responsive design will be opted for the website and the will work with Desktops, Tablets and Mobiles without any rendering issues.

vii. Each link created by admin should specify the title of page and admin should have provision for entering date by which the link may expire. The default shall never expire.

viii. **Dynamic News / Events / Notification Management System:** Facility to manage Departmental News / Events / Notification through an administrative control panel. The Administrator can upload pictures to their events. Also, can add Caption to the pictures, facility to search news via a strong search engine, Facility to manage news/event write-up/contents by multiple users from anywhere through browser based administrative module.

ix. **Dynamic Photo gallery / Video Management System:** Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically. i.e. add / edit / delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption.

x. **Database Management** – User interface to display dynamic content from the database.

xi. **Search Bar tool:** A Search bar tool will be implemented and that will use the latest search algorithm to search the content and pages inside the website.

xii. **Menu Management** – Ability to add, move, delete, modify menus on the site.

xiii. **Site Map** should be provided on the website: The dynamic Site Map will be generated from the database according to the menu items and design.

xiv. **Efficient Caching Mechanism:** This will significantly enhance the website's load times and overall user experience, particularly during periods of high traffic.

xv. **Archival Management -** Auto archival management will be provided to achieve expired news, links, information, tenders, etc. Admin will have control to provide validity for the

links to when the link should expire. The expired link will be added to archive automatically. Archived link will be given for all the archived data and this will open in a separate page as archived/expired information/data.

xvi. Migration with the existing **Chatbot** and its database: The chatbot has been developed on the .PHP platform, so the new website will have the Chatbot in Asp.Net and the database of existing Chatbot will be migrated to new database. The new chatbot should has the following facilities:

    a. Facility to upload the complete document and the bot can reply to the queries from that document.

    b. Ability to give multiple replies in case more than one answer is correct.

xvii. The **visitor counts** should be displayed on the home page of the website. It should be possible to readily view on a daily / weekly / monthly / yearly basis the details of traffic to the website, based on geographic location, IP address as well as the number of pages viewed, the number of new visitors as well as the time spent on the viewing the website.

xviii. Design should allow changing the interface templates for fresh new look as and when required.

xix. The website should allow for the creation or linking of new pages for different departments, directorates etc.

xx. Uniformity in the look and feel of pages should be maintained across the website.

xxi. The website should support and be compatible with the latest web standards.

xxii. The website should provide login facility to the departmental employee on his/her page for updating own details and Multiple users are allowed to update the information simultaneously at the same time.

xxiii. Common contact database for all the departments that will display the respective information at the respective section.

xxiv. Common circular and notification database throughout the Institute for displaying the appropriate information at the respective area.

xxv. For Studies department uploading Suggested Answers, MQPs, MTPs on the website and provision for Archival of such documents.

xxvi. The bidder will be responsible for the migration of complete data from the existing website to the upgraded version of the website.

xxvii. The website should provide the facility to upload the information on the **social media** platforms of the Institute.

xxviii. The bidder is also responsible for security audit of the website once the website is ready to be made live. The audited report should be submitted to the Institute after the completion of the security audit.

6. Website Sections:

Introduction: The home page of a website is the first page that a user perceives upon entering the website URL at the browser address area.

This website will contain the following sections and admin panel for updating the information on these sections:

- About the Institute
- Academic information
- Admissions information
- Journal Section with Latest Journals & Blogs

- Services (Facilities, student services, academic services and administration)
- Exam Results
- Membership Information
- Professional Development
- Taxation
- Banking & Financial Services
- Certificate in Accounting Technician
- Institute circulars, notifications and guidelines
- Cost Accounting Standards Board
- Cost Auditing and Assurance Standards Board
- Technical cell
- Peer Review Board
- Cooperative Development Board
- Chatbot
- News and events
- CEP Events Calendar
- Contact Us
- Site map
- Search Facility [There will be single search box, and search will be based on Keywords of the content Title.]

7. Security:

The bidder should provide for the following security features:
  i.   Tools to control and monitor Website security.
  ii. Protection against defacement and hacking.
  iii. Design should incorporate security features to protect the site from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.

8. Disaster Recovery Plan:

A detailed DRP for the Website services should be submitted as a part of the proposal.

8b) Backup & Restore Plan

A periodic backup/restore plan with backup dates/versions of the website with server configurations.

9. Maintenance of the Website and De-bugging:

Bidder must do free maintenance of the Website for a period of one year from the date of Commissioning of the website, which will include de-bugging of the website on their own as well as when reported. This maintenance will be considered part of the implementation process. After free maintenance period, (if required) the Institute will enter AMC with the bidder.

10. Training:

Extensive training should be given to the IT team of the Institute to handle web content related to WCMS.

11. Documentation:
Complete documentation on the WCMS web site- User Manual and Technical Manual must be handed over to the Institute after the completion of free maintenance period.

12. Technology:
The portal will be developed using Open standards-based Technologies and the website will be hosted on a separate application and database servers.

Sl. No.	Details	Platform
01.	Web/Application Server with version	IIS 8.0 / Higher
02.	Front-end Tool (Server-side Scripts)	ASP.Net MVC - C# (Latest Version)
03.	Back - end Database (RDBMS)	SQL Server
04.	Design framework	Bootstrap Latest Version
05.	Database Access Type	Read / Write
06.	Application	N Tier Architecture
07.	Security	Audit Trial Enable security [Audit Trail will be imposed field level after user log in activities.]

13. Important guidelines:
   i.   All the content, features and service as is available on the existing website will be available in the updated version of the website. Additional features as per the scope of work will also be designed and developed.
   ii. The bidder must share the source code of the website with the Institute once the website is made live.
   iii. All material/product and related codes would be property of the Institute and bidder would have no claim over the same in future.
   iv. All content should be stored and kept confidential, and bidder should not reuse / replicate / transfer the same to anyone else.
   v.   The bidder should provide all admin/ user manuals during user training when new website goes live.

14. Design and Layout:
The website should be well-designed with white/pastel background, light colors, a neat, uncluttered look, Efficient HTML and CSS coding Design and theme consistency and a user-friendly, easy-to-navigate layout. The bidder should visit various educational institutes like IIT's, NIT's and Central universities to fulfil our requirements.

The bidder will prepare at least five sample templates and start working on the template approved by the Institute.

DELIVERY SCHEDULE

Phase	Particulars	Completion Timeline	Milestone
1.	Re-Designing & Development of Website.	Within six months from the approval of Design and Layout of website.	At the time of project kickoff, output milestones for going live on a module will be decided with the consent of both parties.
2.	Hosting of Website on Amazon Aws / Microsoft Azure platform and load testing. The file server may be hosted on any MeitY empanelled Cloud Service Provider (CSP).	One Month	Hosting charges will be paid on monthly basis, and the hosting provider will either generate the bill directly to "The Institute of Cost Accountant of India"

Signature of authorized signatory

Name:

Seal:

Member & Convener - LTE Committee

Annexure I

TECHNICAL BID Parameters (Total 100 marks)

Technical bid is very vital for the eligibility for competing in Financial Bid. The Technical evaluation is divided into two parts viz. Technical Parameters and POC Presentation to be made to the Institute.

The Technical Parameter – Checklist consists of 80 marks and a maximum 20 Marks will be given for the Presentation. In addition to this detailed technical compliance checklist is a prerequisite for technical bid

Sl. No	Technical Parameters – Checklist	Max Marks	Marks obtained*
1.	The Bidder in the similar business of Design, Development and Maintenance of Website. **Mode of Proof:** Certificate of Incorporation/ Registration Certificate, Copy of Work Order. > 7 years (15 marks)	15	

	> 5 year (10 marks) >= 3 years (05 marks)			
2.	Average Annual Turnover of the Bidder during the last three (3) financial years > ₹ 1.0 Crores (15 marks) > ₹ 0.75 Crores and <= ₹ 1.0 Crores (10 marks) >= ₹ 0.5 Crores and <= ₹ 0.75 Crores (05 marks)	15	
3.	**Bidder's certification** - CMMI/ISO/CERT-IN empaneled Auditing Agency Certificate for Software / Process / Infrastructure (Valid as on last date of Bid). **Mode of Proof:** Self Attested copy of the valid Certificate. 5 marks per certificate.	15	
4.	Total employees on pay roll of the bidder for the proper execution of the contract >= 50 employees (15 marks) >= 20 employees (10 marks) >= 15 employees (05 marks)	15	
5.	**Prior experience of Design, Development and Maintenance of Website:** **Mode of Proof:** Work Order/ Work Completion Certificate for each Organization.<table><tr><td>a)</td><td>For National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities / Govt. Organizations, PSUs etc.</td><td>10 marks per Work Order</td></tr><tr><td>b)</td><td>For National level Private Sector Universities / Higher Educational Institutions, Private Organizations, Corporate Body etc.</td><td>5 marks per Work Order</td></tr></table>	20	
	Total	80	

*For office use only

Notes:
1. Maximum 20 Marks are reserved for POC Presentation to the Institute.
2. Minimum Score of 50 marks out of 80 marks and minimum score of 15 marks out of 20 marks is mandatory from POC presentation for becoming technically qualifying bidder

Signature of authorized signatory

Name:

Seal:

Statutory Requirement

The Technical Offer should be complete in all aspects and contain all the information asked for.

The following details along with necessary documents are to be forwarded:

S.No.	Details Requested	Provide Details
1.	Name of the Company	
2.	Year of Incorporation/ Establishment (At least 03 years in legal existence)	

3.	Registered office/business address Name of Contact Person (s) Telephone/Mobile Number Email ID	
4.	Income Tax – PAN (Attach copy of PAN)	
5.	GST Number. (Attach copy of GSTN)	
6.	TAN / TIN No	
7.	Complete Address (with Name of the Contact person, Designation, Telephone, Mobile No, Email ID)	
8.	Minimum 15 Employees on its Payroll (Attach Details)	
9.	Should have been accessed for ISO 9001/27001 or above	
10.	An Undertaking that the Firm has never been blacklisted by any of the client(s) on any the reasons whatsoever.	
11.	Whether same types of services facilitate at Govt. Departments/ Ministries/ PSU/ Autonomous bodies / Corporates during last three years ending March 2024. (The proof for at least 3 customers is required)	
12.	Turnover of last three consecutive years (It should not be less than 0.5 crore per year attach proof)	
13.	RTGS & Bank Account Details	
14.	Any other relevant information	
15.	Verification: The application should be signed by the authorized signatory verifying that all the details	

furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information would lead to rejection of application besides initiation of penal proceedings by the Institute, if it deems fit.	

Signature:

Date: **Name & Seal of Firm/Co**

Financial Bid

a) The Financial Bid must be submitted in a separate sealed envelope.

b) It must be Inclusive of all taxes/duties.

c) The Financial bid must be submitted in the prescribed format as under:

Sl. No.	Item	Qty.	Unit Price	Taxes	Total Price
1.	Re-Designing & Development changes of Website along with one-year of free support (Scope as given in the scope of work) [Technology Bootstrap, .Net (MVC), C#, MS SQL]	1			
2.	One Time Setup on Microsoft Azure / Amazon Aws	1			
3.	One Year Hosting Charges [Details as per Annexure V]	1			
4.	Annual Maintenance Charges	1			
5.	Any other item (pls mention) (Annual)	1			
	Total				

Signature of authorized signatory

Name:

Seal:

Hosting Details

Hosting Environment (Microsoft Azure / Amazon Aws or any other cloud service provider that support auto scaling facility):

S.No.	Item	Qty
1.	4VCPU, 16 GB RAM, 256 GB SDD for Windows Server (Latest Edition) application server [Hosting on AWS / AZURE / Google Cloud with 500 GB bandwidth per month]	1
2.	4VCPU, 16 GB RAM, 100 GB SDD for Windows Server (Latest Edition) Database server [Hosting on AWS / AZURE / Google Cloud with 500 GB bandwidth per month]	1
3.	2VCPU, 16 GB RAM, 100 GB SDD for Linux Server (Latest Edition) File Server [Hosting on MeitY Empanelled Cloud Service Provider (CSP) with unlimited bandwidth per month]	1
4.	Public IP	1
5.	Backup Storage (350 GB per month)	1
6.	Web Application Firewall	1
7.	Application Load Balancer	1
8.	VPN	1
9.	Network Address Translation (NAT) Gateway	1
10.	Any other charges	1

Payment & Commercial Terms and Conditions

a) 90% Payment will be made after designing, Development and go live of the website.

b) 10% Payment will be made after the completion of one-year free service period and that will include the load testing.

c) Hosting charges will be paid one a monthly basis after the completion of one month cycle. The Institute will make the payment of hosting charges to the provider in case the bill is generated in the name of the Institute. The bidder is

responsible for setting up the hosting environment and he is also responsible for load testing of the website.

d) Payment to AMC (if considered) will be made on a quarterly basis, at the end of each quarter, subject to satisfactory support and on submission of Invoice.

e) All payments will be made after deduction of applicable Taxes.

f) All Payment will be made within 30 days (thirty days) from the date submission of clear Invoice with requisite documents and subject to satisfactory completion of job. Incomplete Invoice and/or incomplete Documentation will not be entertained and returned.

g) All Payments will be made through Electronic Mode to the Bank Account of the selected bidder.

Signature of authorized signatory

Name:

Seal:

Lowest Price Certificate for re-designing & development of icmai.in Website

Dear Sir/Madam,

This is to certify that the price quoted by us for the supply of re-designing & development of icmai.in website under tender Ref. No: LTE/2025-26/ IT/Website-Development is the **lowest** when compared to other suppliers/vendors in the market for similar products/services.

We confirm that:

1. I/We do hereby certify that prices quoted by us against this tender are the lowest and is the same as applicable to other Government Departments / Undertakings/ Other Organizations.
2. We also certify that the quoted rates are not higher than rates quoted / prices charged by us for same items to other Customers.
3. In the event that the bidder offers to sell the goods/services covered under this contract at a price lower than the agreed contract price, the bidder shall reduce the price to the Institute accordingly. This shall apply to any goods or services supplied under the terms of this agreement, whether delivered before or after such price reduction.

Yours faithfully,

Place

Date

(Signature of authorized person)

Full Name of Signatory:

Designation of Signatory:

Company Name

Seal of the Agency/Firm:

Declaration of the Firm

To,

The Convener
Limited Tender Enquiry (LTE) Committee
The Institute of Cost Accountants of India
3 Institutional Area, Lodhi Road
New Delhi - 110003

Ref: No: **LTE/2025-26/ IT/Website-Development**   Dated: 17/04/2025

Madam,

1. We have examined the details of notice Inviting tender (NIT) document "for re-designing & Development of website" referred above.

2. We hereby submit the pre-qualification documents and other relevant information.

3. We, the undersigned, are submitting our Bid for supply of "for re-designing & Development of website" with reference to the above-mentioned notice inviting tender.

4. We hereby certify that all the statements made, and information supplied in the statements are true and correct to the best of our knowledge and belief.

5. We understand that if any information is found incorrect at a later date, the order / application is liable to be cancelled with costs.

6. We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.

7. We certify that our firm is not blacklisted / banned from business by any organization viz. Central Bureau of Investigation/Department of Central Government or any State Government/ Institute / PSU. We hereby accept the rules and procedures of the Institute for prequalification of contractor and agree that the Institute has the right to accept or reject any application without assigning a reason thereto.

8. We have not tampered/modified the tender forms in any manner. In case, if the same is found to be tampered / modified, we shall lose our right to be pre-qualified and we understand that our tender will be summarily rejected, EMD forfeited, and we are liable to be banned from doing business with the Institute of Cost Accountants of India and /or prosecuted.

Yours faithfully,

(Signature of authorized person)

Full Name of Signatory:

Designation of Signatory:

Seal of the Agency/Firm:

Place:

Date: