



INDIA ISLAMIC CULTURAL CENTRE

87-88, Lodhi Road, New Delhi-110003

EXPRESSION OF INTEREST (EOI) / REQUEST FOR PROPOSAL (RFP)

For Design, Development, Deployment, Hosting, Maintenance and Technical Support of IICC Merit-cum-Means Scholarship Management System

Date: 03.09.2026

1. INVITATION

India Islamic Cultural Centre (IICC), New Delhi, invites **Expression of Interest / Proposals from reputed, experienced and technically competent Software Development Companies / IT Firms** for the **design, development, deployment, hosting, maintenance and technical support** of an online **IICC Merit-cum-Means Scholarship Management System**.

The proposed system shall provide a **secure, web-based platform for end-to-end management of the scholarship application process, from applicant registration to final approval and reporting**.

The selected agency/company shall be responsible for providing a complete and operational solution, including software development, deployment, hosting, security, data backup, technical support and necessary maintenance during the agreed period.

2. BACKGROUND

IICC provides Merit-cum-Means Scholarships to eligible students based on the prescribed scholarship eligibility and selection criteria.

IICC intends to introduce an online Scholarship Management System to streamline the existing application and administrative process, reduce manual handling of applications and documents, facilitate systematic scrutiny and verification, and enable efficient management and reporting of scholarship applications.

The system is expected to be reusable for subsequent scholarship cycles with suitable modifications and enhancements as may be required. The existing scope document specifically requires complete handover of the application software and database and provision for future reuse.

3. OBJECTIVE OF THE RFP

The primary objective of this RFP is to select a competent agency capable of developing and maintaining a **secure, reliable, scalable and user-friendly online Scholarship Management System** for IICC.

The solution should:

- Enable students to register and submit scholarship applications online.



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- Facilitate uploading and secure storage of prescribed supporting documents.
- Provide IICC officials with an administrative dashboard for managing applications.
- Facilitate online scrutiny, verification, approval and rejection of applications.
- Maintain a complete and searchable database of applications.
- Generate merit lists, category-wise lists and MIS reports.
- Provide appropriate role-based access to authorised IICC personnel.
- Ensure security, backup and protection of applicant data.
- Support reuse of the system for future scholarship cycles.

4. SCOPE OF WORK

The broad scope of work shall include the following:

4.1 Requirement Analysis and System Design

The selected agency shall:

- Understand and analyse IICC's scholarship process and requirements.
- Finalise the system architecture and workflow in consultation with IICC.
- Prepare appropriate functional and technical specifications.
- Design a user-friendly and responsive interface.
- Ensure that the system is capable of accommodating future modifications and enhancements.

4.2 Applicant Eligibility

The system shall incorporate the prescribed eligibility requirements. As specified by IICC, an applicant:

- Must be an Indian citizen studying in a recognised educational institution in India.
- Must be enrolled in a regular full-time course.
- Must have secured a minimum of **60% marks or equivalent CGPA in the previous annual examination.**

The agency shall configure the eligibility-related workflow as finalised by IICC.

4.3 Applicant Portal

The Applicant Portal shall provide, at minimum:

- Secure online applicant registration and login.



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- Guided, step-by-step scholarship application process.
- Online submission of prescribed information.
- Upload of prescribed supporting documents.
- Appropriate validation of application data and uploaded documents.
- Final submission of the application.
- Automated email acknowledgement after successful submission.
- Applicant dashboard for viewing submitted applications and application status.
- Restriction on editing the application after final submission, with submitted applications becoming read-only.

The agency shall ensure that the portal is accessible through commonly used desktop and mobile web browsers.

4.4 Administrator Portal

The Administrator Portal shall provide authorised IICC personnel with facilities including:

- Secure administrator login.
- Administrator dashboard.
- Viewing, searching and filtering applications using multiple criteria.
- Category-wise application management.
- Access to complete application details.
- Access to uploaded supporting documents.
- Downloading and printing application forms and attached documents in a predefined format.

4.5 User and Access Management

The system shall support:

- Multiple administrator accounts.
- Role-based access control.
- Configurable user permissions.
- Assignment of responsibilities according to the role of the authorised user.

The proposed access-control mechanism shall be clearly described in the bidder's technical proposal.



4.6 Application Review, Scrutiny and Approval

The system shall facilitate the complete review and approval workflow, including:

- Online verification and scrutiny of applications.
- Approval or rejection based on the prescribed eligibility criteria.
- Mandatory recording of reasons for rejection.
- Real-time tracking of application status throughout the review process.

The bidder shall clearly explain the proposed workflow and how changes to the workflow can be accommodated in future.

4.7 Reports and Data Management

The system shall provide:

- Export of application data in **Excel/CSV** format.
- Category-wise applicant lists.
- Merit lists.
- MIS reports.
- Searchable database of scholarship applications.
- Facilities for retrieval of historical application records for future reference.

The bidder may propose additional useful reports and dashboard features in the technical proposal.

4.8 Hosting and Security

The selected agency shall provide suitable hosting infrastructure for the Scholarship Management System.

The hosting arrangement shall include, at minimum:

- Secure web hosting.
- Appropriate application and infrastructure security controls.
- Secure processing, storage and management of applicant data.
- Database backup.
- Data protection mechanisms.

The bidder shall clearly specify:

- Proposed hosting infrastructure.
- Hosting location/data-centre details, where applicable.



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- Server/storage specifications.
- Backup mechanism and frequency.
- Data retention arrangements.
- SSL/TLS and other security measures.
- Disaster recovery provisions, if offered.
- Hosting capacity and scalability.
- Annual hosting charges, if applicable.

4.9 Software Ownership and Handover

Upon completion of the project, the selected agency shall provide IICC with complete handover of:

- Application software/source code, as agreed under the contract.
- Database.
- Relevant technical documentation.
- System/application credentials and configuration information required for operation and maintenance.
- User documentation/manuals.
- Other project deliverables specified in the agreement.

The system shall be designed as a **reusable platform for future scholarship cycles**, with provision for modifications and enhancements as required.

The bidder shall clearly state in its proposal its position regarding **ownership, licensing, source-code availability and intellectual property rights**.

5. MAINTENANCE AND TECHNICAL SUPPORT

The selected agency shall provide post-deployment maintenance and technical support for the agreed period.

The proposal should clearly specify:

- Duration of maintenance/support.
- Helpdesk/support mechanism.
- Response and resolution timelines.
- Bug fixing and corrective maintenance.
- Security updates.



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- Database/application maintenance.
- Backup monitoring.
- Support during the scholarship application period and peak traffic.
- Charges for future enhancements or modifications, if any.

The bidder should also indicate whether technical support will be available through email, telephone, ticketing system, remote support or other mechanisms.

6. PERFORMANCE, SECURITY AND SCALABILITY

The proposed system should be capable of handling the expected volume of scholarship applications and supporting documents without significant degradation in performance.

The bidder shall provide details regarding:

- Expected concurrent users.
- Application capacity.
- Database capacity.
- Document storage capacity.
- Server resources.
- Backup capacity.
- Security architecture.
- Scalability provisions.
- Measures for preventing unauthorised access and data loss.

Any assumptions regarding expected traffic, storage or application volume shall be clearly mentioned in the proposal.

7. TRAINING AND DOCUMENTATION

The selected agency shall provide appropriate training to designated IICC personnel covering:

- Applicant/application management.
- Application scrutiny and verification.
- User management.
- Reports and data export.
- Basic system administration.



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- Other relevant administrative functions.

The agency shall provide suitable user manuals and technical documentation.

8. IMPLEMENTATION AND DELIVERY SCHEDULE

The bidder shall submit a detailed implementation schedule indicating:

1. Requirement finalisation.
2. System design.
3. Development.
4. Testing.
5. User Acceptance Testing (UAT).
6. Corrections/modifications arising from UAT.
7. Deployment.
8. Training.
9. Go-live.
10. Post-go-live support.

The bidder shall clearly mention the **total time required from award of work/work order to go-live**.

Considering the nature of the scholarship process, bidders are encouraged to propose a realistic but time-bound implementation schedule.

9. ELIGIBILITY / QUALIFICATION OF THE BIDDER

Interested companies/firms should provide documentary evidence establishing their capability and experience.

The proposal should include, at minimum:

- Company/Firm profile.
- Certificate of incorporation/registration, as applicable.
- PAN and GST details.
- Details of authorised representative.
- Relevant experience in software development.
- Details of similar software/web-based projects undertaken.
- Client references/work orders/completion certificates, wherever available.
- Details of technical team proposed for the project.



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- Details of hosting and technical infrastructure proposed.
- Details of maintenance/support capability.

IICC may prescribe additional eligibility conditions or documentary requirements at the time of final issuance of the RFP.

10. TECHNICAL PROPOSAL

The Technical Proposal should contain the following:

A. Company Profile:

Brief profile and background of the firm.

B. Understanding of the Requirement:

The bidder's understanding of IICC's scholarship process and objectives.

C. Proposed Solution:

Detailed description of the proposed system, architecture, modules, workflow and technology.

D. Functional Features:

Detailed response against each requirement specified under the Scope of Work.

E. Security:

Details of application, database, hosting, access-control, backup and data-security mechanisms.

F. Hosting:

Complete details of proposed hosting infrastructure and arrangements.

G. Implementation Plan:

Detailed project plan, milestones and estimated delivery timeline.

H. Team:

Details and experience of personnel proposed for the project.

I. Similar Experience:

Details of comparable projects completed or currently being implemented.

J. Support and Maintenance:

Proposed maintenance, support and SLA arrangements.

K. Handover:

Details of source code, database, documentation, credentials and other deliverables to be handed over to IICC.



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11. FINANCIAL PROPOSAL

The Financial Proposal should provide a **clear and itemised cost structure**.

The bidder should separately indicate, wherever applicable:

Sl. No.	Component	Cost
1	Requirement Analysis & System Design	₹ _____
2	Software Development	₹ _____
3	Testing & Deployment	₹ _____
4	Hosting – Year 1	₹ _____
5	Hosting – Subsequent Year(s)	₹ _____
6	Maintenance & Technical Support	₹ _____
7	SSL/Security/Backup, if separately chargeable	₹ _____
8	Training & Documentation	₹ _____
9	Future Enhancements/Change Requests, if applicable	₹ _____
10	Other Charges	₹ _____
	Total	₹ _____

All applicable taxes, duties and other charges should be clearly indicated separately.

The bidder shall clearly distinguish between:

- **One-time development cost**
- **Recurring hosting cost**
- **Annual maintenance/support cost**
- **Optional/additional charges**

No hidden or unspecified charges should be included.

12. PROPOSAL VALIDITY

The proposal shall remain valid for a minimum period of **30 days** from the last date of submission.



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13. CONFIDENTIALITY AND DATA PROTECTION

The selected agency shall maintain strict confidentiality of all information, documents, applicant data and other information provided by IICC.

Applicant data shall not be accessed, copied, disclosed, transferred or used for any purpose other than the authorised operation and maintenance of the Scholarship Management System.

The bidder shall describe the safeguards proposed for protecting applicant information and uploaded documents.

14. OWNERSHIP AND EXIT / HANDOVER

The bidder shall clearly specify the proposed ownership and licensing arrangement.

At the end of the contract or upon termination/expiry of the engagement, the agency shall facilitate orderly handover of the application, database and relevant documentation to IICC in accordance with the final agreement.

The system should not create unnecessary vendor lock-in and should allow IICC to continue using the platform for subsequent scholarship cycles.

15. ADDITIONAL FEATURES

Bidders may recommend additional features that, in their professional opinion, would improve the efficiency, security, usability or maintainability of the Scholarship Management System.

Such features should be clearly identified as “**Additional/Optional Features**” and separately priced, wherever applicable.

16. SUBMISSION OF PROPOSAL

Interested firms are requested to submit their proposals containing both **Technical Proposal and Financial Proposal** in accordance with the requirements of this EOI/RFP.

The proposal should be submitted in a properly indexed and organised manner, containing all required documents and supporting information.

Last Date for Submission: 10/09/2026

Mode of Submission: Online & Offline

Email/Address for Submission: it.office@iiccentre.com

IT Department

India Islamic Cultural Centre

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New Delhi - 110003



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17. CLARIFICATIONS

Any clarification regarding the scope or requirements may be sought from the authorised representative of IICC within the prescribed period.

Contact:

IT Department

India Islamic Cultural Centre

87-88, Lodhi Road

New Delhi – 110003

Email: it.office@iiccentre.com

Telephone: 011-43535337

18. DISCLAIMER

IICC reserves the right to:

- Accept or reject any or all proposals.
- Seek clarification or additional information from any bidder.
- Modify or amend the scope/requirements, if considered necessary.
- Cancel or withdraw the EOI/RFP process at any stage.
- Reject proposals that are incomplete, conditional or do not meet the prescribed requirements.

IICC shall not be responsible for any costs incurred by bidders in connection with the preparation or submission of their proposals.

The decision of IICC in this regard shall be final and binding, subject to applicable rules and regulations.

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