



Indo-German Science & Technology Centre

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REQUEST FOR PROPOSAL (RFP)

For bug fixation, functional enhancements and Data mapping alignments in the IGSTC's Project Management Software on Salesforce Platform and review portal

Section-I: Introduction and General Tender Information

Indo-German Science and Technology Centre (IGSTC) has been registered as Society under Society Registration Act, 1860 to promote research partnerships of industrial relevance on a PPP mode, connecting academia and industry from both countries for socio-economic benefits/development of people of both India and Germany. IGSTC mandate is towards facilitating and promoting Indo-German bilateral collaborations in basic and applied science, research & technology, nurturing contacts between young and mid-career scientists and technologists to develop a sense of mutual trust, partnership/leadership and entrepreneurship. For more details of IGSTC and its activities, please refer www.igstc.org.

Section-II: Background

IGSTC has customized and developed Project Management Software (PMS) on Salesforce platform as per the Programmatic activities. The IGSTC's Project Management Portal is a Salesforce based application facilitating end-to-end lifecycle management having the following broad modules

- (i) Application portal: This portal allows applicants to apply for the IGSTC programmes.
- (ii) Reviewer portal: Under this, reviewer has access to data of applicants for review and give their remarks.
- (iii) Grants (Administrative) portal: End-to-end processing for application to release Grants followed by closure of project.

A brief indication of multiple bilateral research and innovation funding programs of IGSTC are as under, including:

1. 2+2 Programme
2. Workshop
3. Industrial Fellowships
4. PECFAR
5. WISER
6. SING
7. IGSTC-Connect Plus

The overview of the PMS functionalities are given hereunder:

- Registration and user role management
- Online proposal submissions
- Expert evaluations and reviewer workflows
- Project selection and approvals
- Project monitoring and reporting
- Grants Management workflows
- Notifications, dashboards, analytics

Section-III: Eligibility criteria and guidelines for submission of bid:

1. The bidder must be a legal entity registered eligible to carry out business in India.
2. The bidder should have been in operation for at least three years and complied with Indian Statutory Laws.
3. The bidder should be a partner or authorized vendor/dealer of Salesforce. The bidder should be authorized for sales and development on/of the Salesforce products.
4. Incomplete bids; bids not in format and conditional bids shall be rejected outrightly. Alterations, amendments or modifications are not allowed after submission of proposal.
5. IGSTC may at any time during the Tendering process but before opening the bid request the Bidders to submit revised Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, thereby incurring any liability to the affected Bidder or Bidders.
6. More than one bid is not permissible from one bidder
7. This RFP would not have any binding on IGSTC and does not provide guarantee of allotment of work to the shortlisted company. Further, IGSTC reserves the right to update or amend any information pertaining to RFP or cancel it.
8. It is expected that bidders have carried out their own surveys, investigations and all other related examinations pertaining to the project before submission bid documents.
9. The bidder should not be backlisted by any institutions in India.
10. The interest bidder should submit their proposal on or before the last date (26 October 2026) with requisite documents as per RFP. The Bids received via email at admin.igstc@igstc.org will only be considered. Any bid received after the deadline (26 October 2026) or by any other medium will not be considered
11. The selected bidder may be under obligations to Non-disclosure requirements of IGSTC related to data security, privacy etc.
12. If any statement or any form submitted by bidder turns out to be false/incorrect/manipulated/etc. at any time during validity of work period, the contract shall be terminated immediately and IGSTC reserves the right to take appropriate action deemed necessary.

Section-IV: Scope of Work:

As referred in Annexure 1

Section-V Submission and opening of bids

The bids are to be submitted in the password protected PDF via email at admin.igstc@igstc.org latest by 26 October 2026 . The password for the opening of the Bids shall only be shared be shared during the bid opening meeting. The bids meeting prescribed eligibility criteria will be opened on 27 October 2026 at IGSTC New Delhi. Bids of the technically unqualified bidders will not be opened

Section-VI: Bid format Technical Bid

The bid may be submitted in the format prescribed at Annexure 2 to this document. The following documents are to be submitted essentially with bid:

- a. Incorporation/Registration certificate of the bidder.
- b. Copy of PAN and GST certificate of the bidder firm.
- c. Brief profile of the bidder including its client(s) to demonstrate the range of client(s).

Section-VII: Payment Terms:

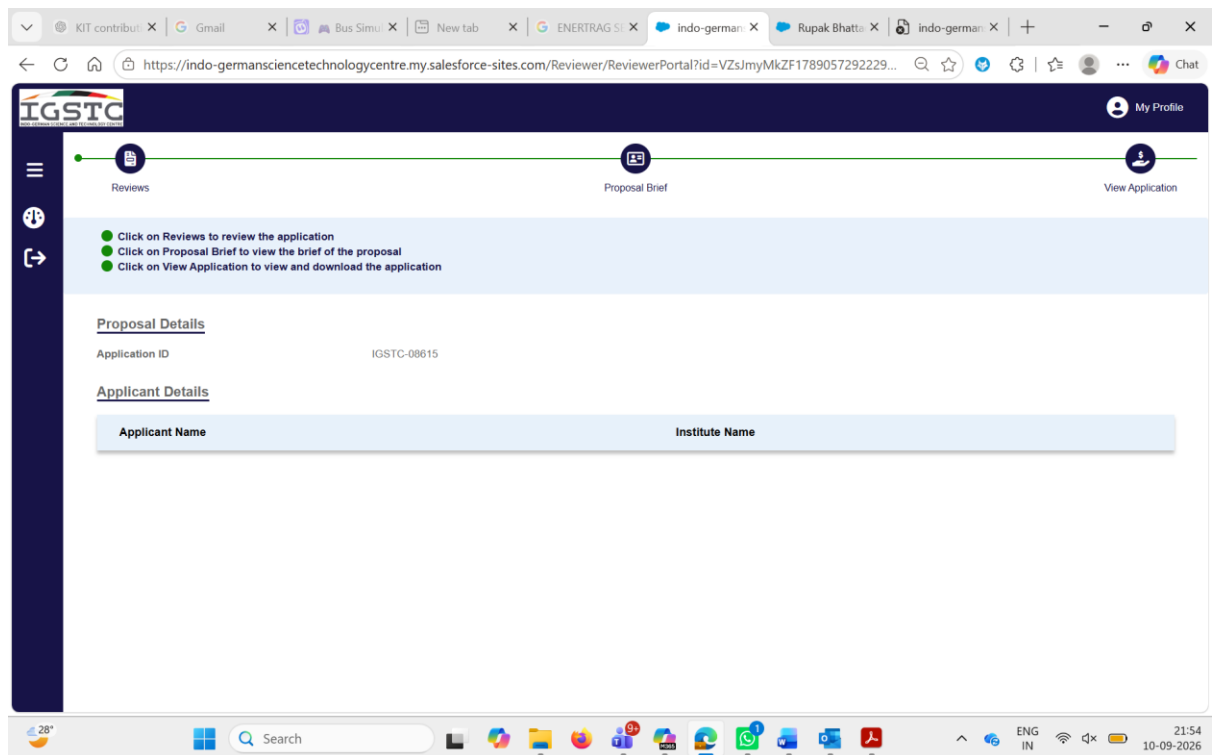
The payment will be made on the successful completion of work to the satisfaction of IGSTC and submission of invoice

Annexure1

IGSTC Review Portal – Scope of Work

1. Ensure Preview of Application is available with the correct Application PDF

There are two tabs, proposal Brief and view application. We may use either application



2. To check whether Application PDF is downloadable

The screenshot shows the IGSTC application portal interface. At the top, there is a dark blue header with the IGSTC logo on the left and a 'My Profile' link on the right. Below the header is a navigation bar with three steps: 'Reviews', 'Proposal Brief', and 'View Application'. The 'View Application' step is currently selected, indicated by a green dot and a green line. Below the navigation bar, there is a light blue box containing three instructions: 'Click on Reviews to review the application', 'Click on Proposal Brief to view the brief of the proposal', and 'Click on View Application to view and download the application'. Below this box, there is a section for 'Files Name' and a 'Download!' button with a download icon. Below the 'Files Name' section, there is a 'Preview' section with a large light blue placeholder area.

3. Ensure Application Brief is available

The screenshot shows the IGSTC application portal interface. At the top, there is a dark blue header with the IGSTC logo on the left and a 'My Profile' link on the right. Below the header is a navigation bar with three steps: 'Reviews', 'Proposal Brief', and 'View Application'. The 'Proposal Brief' step is currently selected, indicated by a green dot and a green line. Below the navigation bar, there is a light blue box containing three instructions: 'Click on Reviews to review the application', 'Click on Proposal Brief to view the brief of the proposal', and 'Click on View Application to view and download the application'. Below this box, there is a section for 'Proposal Details' with the 'Application ID' field showing 'IGSTC-08615'. Below the 'Proposal Details' section, there is a section for 'Applicant Details' with two fields: 'Applicant Name' and 'Institute Name'.

4. Generate Reviewer document button not working, following is the error

We may have kind of dashboard in salesforce where we can choose certain criteria like Call year, stage, which reviewer etc., which proposal for consolidated review report generation

The screenshot displays the IGSTC Application Salesforce interface. The top navigation bar includes the IGSTC logo, a search bar, and a menu with options like Home, Accounts, Contacts, Proposals, Reports, Dashboards, Reviewer Response Linetern, and More. The main content area shows the 'Proposals' section for application IGSTC-08615. A progress bar at the top indicates the current stage is 'Under Re...'. Below this, a 'Key Fields' section shows 'Review Completed' as a checkbox. A 'Guidance for Success' section provides instructions for reviewers. The 'Reviewers' tab is active, displaying a 'Reviewer Mapping (3)' table with columns for Reviewer Mapping Name, Reviewer, Stage, and Total Score. The table lists two reviewers: Saquib Shaikh (RM-02241) and Rupak Bhattacharya (RM-02242), both with a 'Pending' stage. A 'User Documents' section on the right lists documents like 'Recommendation Letter', 'Acceptance Letter', and 'Two (2) letters of reference', each with a green checkmark. A dropdown menu is open over the 'Generate Reviewer Document' button, showing options like 'Regenerate Application PDF', 'Regenerate Documents to Applicant', 'Send with Conga Sign', 'Foreclosure', 'Delete', 'Edit', 'Test Decision Letter', 'Preview Signed Decision Letter 1', 'Preview Signed Award Letter', and 'Generate Reviewer Document'.

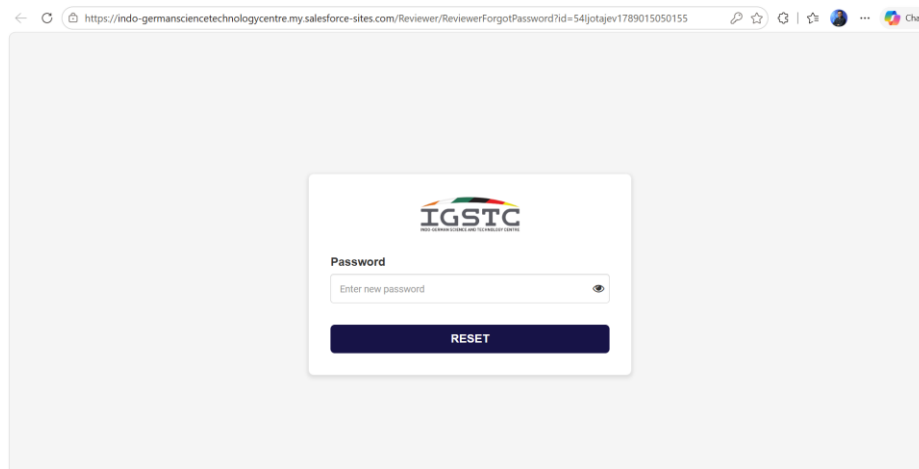
Reviewer Mapping Name	Reviewer	Stage	Total Score
RM-02241	Saquib Shaikh	Pending	
RM-02242	Rupak Bhattacharya	Pending	

Name	Status
Recommendation Letter	
Acceptance Letter	✓
Two (2) letters of reference	✓
Scan copy of the front page of current Passport / Aadhar card	✓

License Required

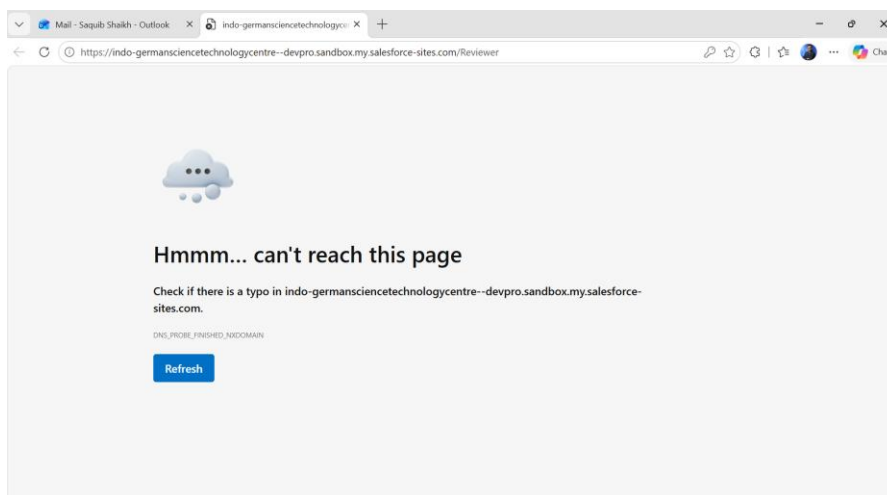
The Visualforce Page Conga Composer is part of the AppExchange Package Conga Composer, and requires a license to use. For more information, see [Insufficient Privileges Errors](#).

5. Reset Password functionality not working



A screenshot of a web browser showing a password reset page for IGSTC. The page has a light gray background. In the center, there is a white rectangular box with the IGSTC logo at the top. Below the logo, the word "Password" is displayed. Underneath, there is a text input field with the placeholder text "Enter new password" and a small eye icon to its right. At the bottom of the box is a dark blue button with the word "RESET" in white capital letters. The browser's address bar shows the URL: <https://indo-germasciencecenter.my.salesforce-sites.com/Reviewer/ReviewerForgotPassword?Id=54ljotajev1789015050155>.

After inserting the password, following page comes





★
+
🏠
?
⚙️
🔔


IGSTC Application
Home
Accounts
Contacts
Proposals
Reports
Dashboards
Industrial Fellowship
More

Question Template
Industrial Fellowship
New Contact
Edit
New Opportunity

RelatedDetails

Proposals (6+)
New

Application-Proposal Name	Campaign	Proposal Stages	Created Date
IGSTC-00067	Industrial Fellowships	Draft	2/1/2023, 1:09 AM
IGSTC-00066	Industrial Fellowships	Under Review	2/1/2023, 1:09 AM
IGSTC-00068	Industrial Fellowships	Draft	2/1/2023, 1:56 AM
IGSTC-00069	Industrial Fellowships	Draft	2/1/2023, 1:59 AM
IGSTC-00070	Industrial Fellowships	Draft	2/1/2023, 2:19 AM
IGSTC-00071	Industrial Fellowships	Draft	2/1/2023, 2:38 AM

View All

Question Line Item (4)
New

Question Line Item Name	Question	Stage	Is Grading Applicable?
QLI-00009	1. Overall Credentials of the...		✓
QLI-00033	3. Overall Comments		✓
QLI-00111	How industrially is the resear...		✓

View All

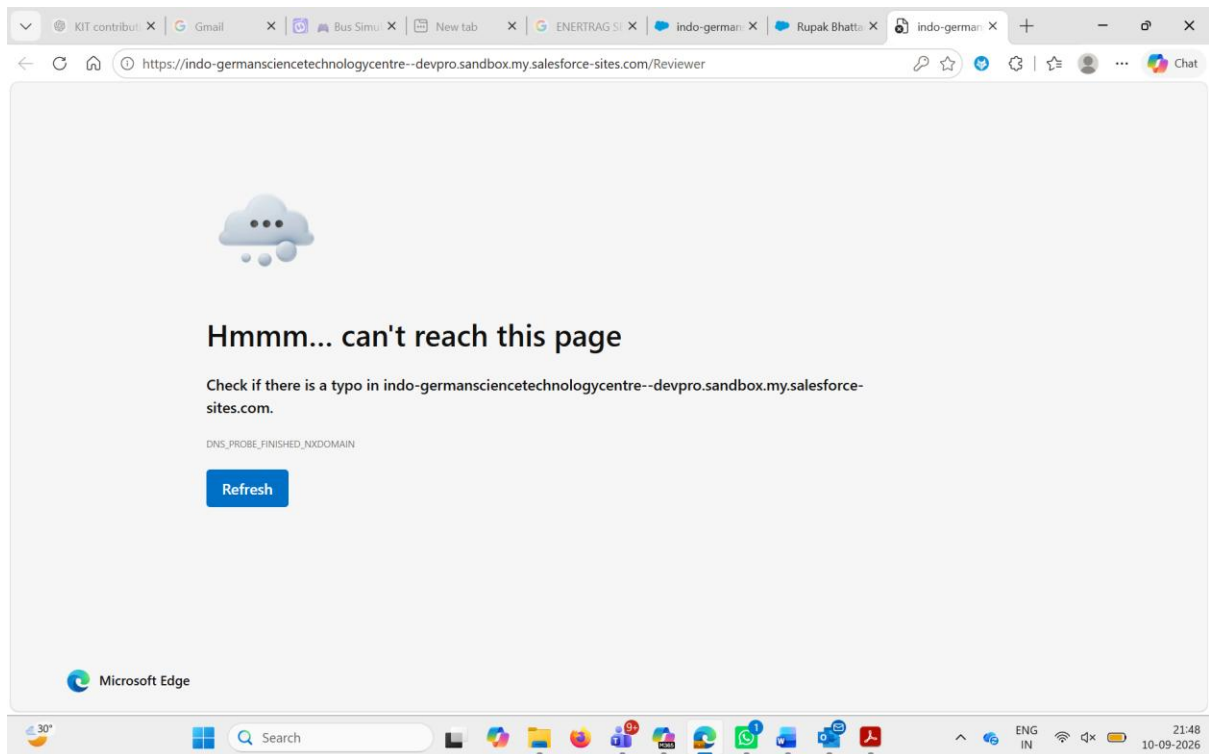
Campaigns (1)

Campaign Name	Status	Start Date
Industrial Fellowships	Planned	1/1/2023

View All

6. Reviewers didn't receive intimation email after proposal assignment

7. After resetting password, neither screen shows anything nor returns back to original login window. No confirmation email was received whether password changed or not.



8. Year is empty on Dashboard for IF proposal

Reviewer dashboard has to be dynamic. Completed should go below, draft in middle and pending on top.

Pending Reviews

1

View All

Draft Reviews

1

View All

Submitted Reviews

0

View All

Sr. No.	Application ID	Programme	Year	Status	Score Obtained / Maximum Score	Action
1	IGSTC-08615	Industrial Fellowships		Pending	/	Review
2	IGSTC-06815	2+2 Call - 2nd Stage	2025	Draft	/	Modify

9. Only for 0 in the second digit after point it is allowing. Whereas it shows error for other digits. This should only allow the format A.B

The screenshot shows the IGSTC Reviewer Portal interface. The top navigation bar includes 'My Profile' and 'View Application'. The main content area displays a progress bar with a score of 1.1/30. Below this, there are three instructions: 'Click on Reviews to review the application', 'Click on Proposal Brief to view the brief of the proposal', and 'Click on View Application to view and download the application'. The first question is '1. Overall Credentials of the Applicant: Is he/she has a good CV in terms of research work carried out, education, qualifications, achievements, etc?' with a maximum mark of 10. The 'Enter Your Grade' field contains '1.1' and the 'Remarks/Justification' field is empty. The second question is '2. Feasibility of Research Proposal: Is the research proposal feasible within the timeframe? Will the proposed research activity value add the PhD/Post-doc work of the applicant? Is there a good applied research component?'.

10. 0.9 is counted in total score. Broke the condition of grading even after showing error while typing. Saved in draft

The screenshot shows the IGSTC Reviewer Portal interface. The top navigation bar includes 'My Profile'. The main content area displays a progress bar with a score of 0.9. Below this, there are three instructions: 'Click on Reviews to review the application', 'Click on Proposal Brief to view the brief of the proposal', and 'Click on View Application to view and download the application'. The second question is '2. Feasibility of Research Proposal: Is the research proposal feasible within the timeframe? Will the proposed research activity value add the PhD/Post-doc work of the applicant? Is there a good applied research component?' with a maximum mark of 10. The 'Enter Your Grade' field contains '0.9' and the 'Remarks/Justification' field contains 'Feasible proposal. It will surely add new directions to the existing skillset.'. The third question is '3. Overall Comments' with a maximum mark of 10. The 'Enter Your Grade' field contains '9.8' and the 'Remarks/Justification' field contains 'Good. May be supported'.

11. Saved draft with blank grade in comments

The screenshot shows a web browser window with multiple tabs open. The active tab is titled "indo-german: x" and displays a review portal for IGSTC. The URL in the address bar is "https://indo-germansciencetechnologycentre.my.salesforce-sites.com/Reviewer/ReviewerPortal?id=VZsJmyMkZF1789057292229...". The page has a dark blue header with the IGSTC logo on the left and a "My Profile" link on the right. The main content area is divided into two sections. The first section, titled "2. Feasibility of Research Proposal: Is the research proposal feasible within the timeframe? Will the proposed research activity value add the PhD/Post-doc work of the applicant? Is there a good applied research component?", has a "(Max Marks:10)" and an "Enter Your Grade*" input field containing "0.9". Below this is a "Remarks/Justification*" text area with the text "Feasible proposal. It will surely add new directions to the existing skillset." The second section, titled "3. Overall Comments", also has a "(Max Marks:10)" and an "Enter Your Grade*" input field. Below this is a "Remarks/Justification*" text area with the text "Good. May be supported". The browser's taskbar at the bottom shows various application icons and the system clock indicating 22:05 on 10-09-2023.

12. Review saved with black remarks/Justification box for Q3

The screenshot displays the IGSTC Reviewer Portal interface. At the top, there's a dark blue header with the IGSTC logo on the left and a 'My Profile' link on the right. Below the header, the main content area is titled 'Reviews' and 'Proposal Brief'. A navigation bar on the left contains icons for a menu, clock, and search. The main content area features a green progress bar indicating a score of 10.8/30. Below this, there's a section for '1. Overall Credentials of the Applicant: Is he/she has a good CV in terms of research work carried out, education, qualifications, achievements, etc?'. This section includes a 'Max Marks:10' label, a 'Enter Your Grade*' input field with the value '9.9', and a 'Remarks/Justification*' text area containing the text 'Credentials of the applicant is good. Having required expertise and experience. EQ is good'. Below this, there's a section for '2. Feasibility of Research Proposal: Is the research proposal feasible within the timeframe? Will the proposed research activity value add the PhD/Post-doc work of the applicant? Is there a good applied research component?'. This section also includes a 'Max Marks:10' label, a 'Enter Your Grade*' input field with the value '0.9', and a 'Remarks/Justification*' text area. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 22:06 on 10-09-2023.

13. Mismatch in the score showing in dashboard or inside review.

The screenshot displays the IGSTC Reviewer Portal. At the top, there's a navigation bar with the IGSTC logo and a user profile icon labeled "My Profile". Below this, three summary cards are shown:

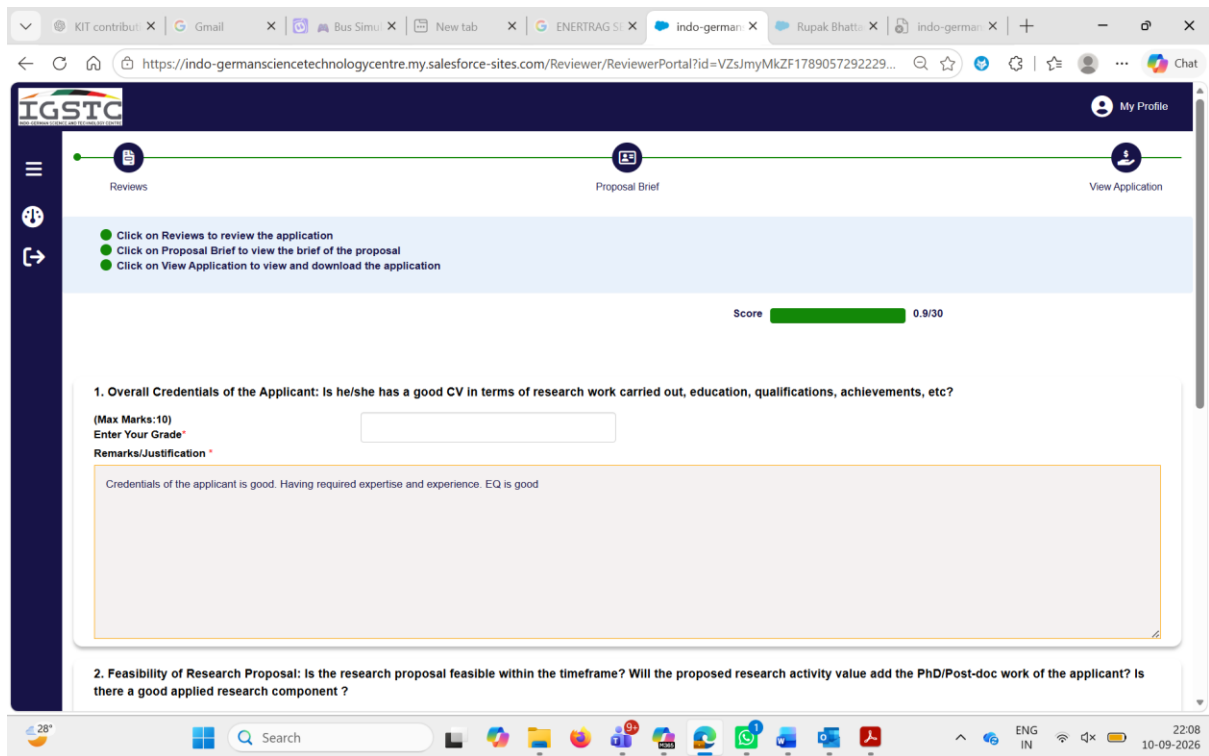
- Pending Reviews:** Indicated by a yellow circle with an hourglass icon and a count of 0. A yellow button labeled "View All" is present.
- Draft Reviews:** Indicated by a blue circle with a folder icon and a count of 2. A dark blue button labeled "View All" is present.
- Submitted Reviews:** Indicated by a green circle with a document icon and a count of 0. A green button labeled "View All" is present.

Below these cards is a table listing review applications:

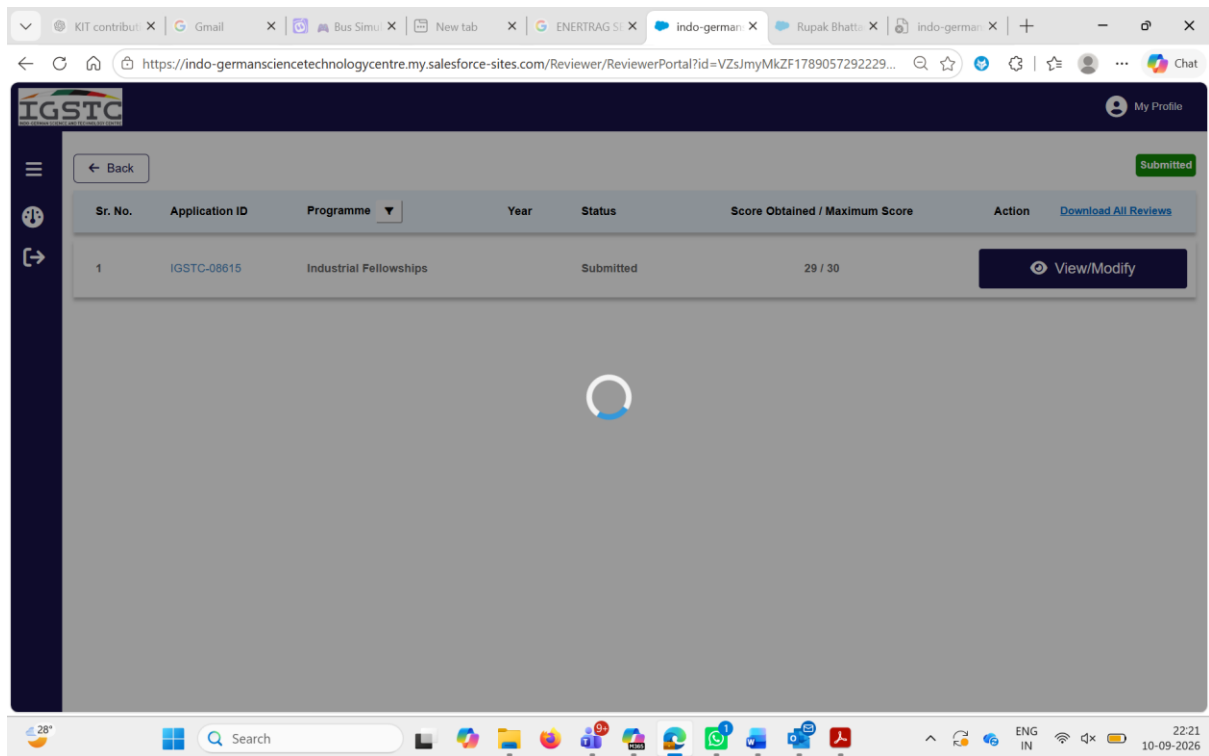
Sr. No.	Application ID	Programme	Year	Status	Score Obtained / Maximum Score	Action
1	IGSTC-06815	2+2 Call - 2nd Stage	2025	Draft	/	<button>Modify</button>
2	IGSTC-08615	Industrial Fellowships		Draft	10.8 / 30	<button>Modify</button>

The bottom of the page shows a Windows taskbar with various application icons and system information like temperature (28°C), search bar, and date/time (22:08, 10-09-2024).

And



14. Download all reviews not working



15. reset password from profile section not working

IGSTC

My Profile

First Name *
Rupak

Last Name *
Bhattacharya

Gender
[Dropdown]

Date of Birth
dd-mm-yyyy

Phone No.
[Input]

Email *
[Input]

Additional Details
[Text Area]

Upload in jpg/jpeg format min 30 kb max 500kb
Choose File No file chosen Upload

Save Details

Accounts Details

E-mail ID
[Input]

Password
[Input]

Change Password

Current Password
[Input]

Type New Password
[Input]

Re-type New Password
[Input]

Reset Password

16. Personal data is not getting saved in profile section. DOB is not saved in profile.

IGSTC

My Profile

First Name *
Rupak

Last Name *
Bhattacharya

Gender
[Dropdown]

Date of Birth
dd-mm-yyyy

Phone No.
[Input]

Email *
rupak.bhattacharya@igstc.org

Additional Details
[Text Area]

Upload in jpg/jpeg format min 30 kb max 500kb
Choose File No file chosen Upload

Save Details

Accounts Details

E-mail ID
rupak.bhattacharya@igstc.org

Password
[Input]

Change Password

Current Password
[Input]

Type New Password
[Input]

Re-type New Password
[Input]

17. Excel Exports of Reviewer comments, only marks

18. Modified marks possibility on the reviewer portal after the SC meeting – explore this

19. Reviewer Document Conga PDF for various programs of IGSTC

- Application based Review document (all reviews for a single application in a single PDF)
- Call Based Review Document (All applications review arranged in a predefined sequence for a particular Call in a single document)
- Reviewer Based Review Document (for a particular reviewer, all his/her reviews in a single document for a particular call in a single document)

20. There might be an option for reviewers to save/download their remarks and gradings for future reference through download option/email triggering after completion of each proposal.

21. Bulk reviewer allocation from reviewer engine doesn't work properly. Downable blank excel template is having serious issue. Need to be fixed.

22. For bulk reviewer allocation, if proposals are allocated a second time, the originally assigned reviewers are not overwritten. They must be removed manually before reallocating reviewers.

23. Fixing of review deadline and setting up automated reminder email triggering.

24. Add column for Call Year on Reviewer Dashboard

Pending Reviews

4

View All



Draft Reviews

0

View All



Submitted Reviews

7

View All



Sr. No.	Application ID	Programme	Year	Status	Score Obtained / Maximum Score	Action
1	IGSTC-04660	PECFAR		Pending	/	Review
2	IGSTC-05070	PECFAR		Pending	/	Review
3	IGSTC-05927	WISER		Pending	/	Review
4	IGSTC-05964	PECFAR		Pending	/	Review
5	IGSTC-04564	WISER		Submitted	53 / 70	View/Modify
6	IGSTC-04660	PECFAR		Submitted	17 / 40	View/Modify

25. The inter-relation between Yearly Call, Question Template, Question Line Item and the submitted applications in the specific Yearly Calls needs to be determined and clarified. Example of glitch observed: Applications submitted in WISER 2026, which is Yearly Call YEAR-0020, are linked to Question Template WISER 2025.

Some follow up questions are: How do applications get the assigned question template? Will linking question line items to yearly calls affect the data later? For WISER Call 2026

applications how do we replace WISER 2025 question template with WISER 2026 Question template?



IGSTC Application

HomeAccountsContactsProposalsReportsDashboardsReviewer Response LineternMore

Proposals

IGSTC-08047

Preview WISER Award LetterRegenerate Application PDFRegenerate Documents to Applicant

Title Of Proposal	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu,sqwb ws s	Campaign	WISER
Abstract of proposed		Proposal Stages	Submitted
Decision Letter Sent ?		Award Stage	
Rejection Letter Sent ?		SC Review Stages	
Travel Form Status		Question Template	WISER 2025
Undertaking Status		Grant Release Start Date	
Invitation Letter Form Status		Grant Release End Date	
Intimation Letter Accepted ?		Average Reviews	
Submitted		Visa Stages	
Eligibility Checked ?		Actual Application End Date	
Document generated ?		Actual Application Start Date	

Notes



IGSTC Application

HomeAccountsContactsProposalsReportsDashboardsReviewer Response LineternMore

Proposals

IGSTC-08047

Preview WISER Award LetterRegenerate Application PDFRegenerate Documents to Applicant

Work elements to be completed by Indian	sa. Cum sociis natoef dwq dw dw sswq d swqd dw wqew qw e qwqde wq vf wdefv wdefv f wdef	yearly Call	YEAR-0020
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Question Line Item

QLI-00112

[New Contact](#) [New Opportunity](#) [New Case](#)

Details

Question Line Item Name	QLI-00112	Is Rating Applicable?	✓
Question	Question 1	Is Grading Applicable?	✓
Question Template	WISER 2026	Is Comment Applicable?	✓
Maximum Score	10.00	Proposal Stage	
Is Active	✓		
Yearly Call	YEAR-0020		
Campaign Name For Selected Year	WISER		
Sequence No	1		
Created By	Saqib Shaikh, 10/14/2026, 2:34 AM		
Last Modified By	Saqib Shaikh, 10/14/2026, 2:34 AM		



Question Template

WISER 2026

[New Contact](#)

Related

Details

Question Template Name	WISER 2026	Owner	Saqib Shaikh
Active	✓	Total Questions	1
Yearly Call	YEAR-0020		
Created By	Saqib Shaikh, 10/14/2026, 2:27 AM		
Last Modified By	Saqib Shaikh, 10/14/2026, 2:34 AM		



Yearly Call
YEAR-0020

Related **Details**

Name	YEAR-0020	Owner	Saquib - Test Shaikh - Test
Campaign	WISER	Active	✓
Year	2026	Year old	
Campaign Start Date	1/31/2026, 10:30 AM	Campaign End Date	4/2/2026, 4:00 AM
Second Stage Start Date Time		Second Stage End Date Time	

▼ Industrial Fellowship

PIEF Age Limit		PDIF Age Limit	
PIEF PhD time		PDIF PhD time	
Date of Birth - PIEF		Date of Birth - PDIF	
PhD Enrollment Date - PIEF		PhD Enrollment Date - PDIF	

▼ PECFAR

Pecfar age limit		Result Announcement Date	
Date of Birth - PECFAR		Pecfar Information Text 2	
Pecfar Information Text			



Yearly Call
YEAR-0020

Related Details

Question Line Item (1) [New](#)

Question Line Item Name

[QLI-00112](#)

[View All](#)

Question Templates (1) [New](#)

Question Template Name

[WISER 2026](#)

[View All](#)

Yearly Call History (2)				
Date	Field	User	Original Value	New Value
6/22/2026, 11:34 PM	Campaign End Date	Saquib - Test Shaikh - Test	8/2/2026, 04:00 AM	4/2/2026, 04:00 AM
6/20/2026, 1:17 AM	Campaign End Date	Saquib - Test Shaikh - Test	4/2/2026, 04:00 AM	8/2/2026, 04:00 AM
View All				

Annexure II

FINANCIAL BID

for

bug fixation, functional enhancements and Data mapping alignments in the IGSTC's
Project Management Software on Salesforce Platform and review portal

S No	Description	Amount (INR
1	Professional charges for work specified in Annexure 1	
2	Add: Taxes	
	Total Bid Amount in INR (Amount in words_____)	

While providing the above financial bid, I/We hereby certified that;

1. M/s..... is not Blacklisted and or debarred due to any reasons by any State / Central Government / PSU / Autonomous Body(s) / other organizations on the date of bid Submission and there has not been any work cancelled or reckoned in respect to the poor services/performance rendered by the company. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

Name of authorized person:

Designation:

Signature:

Contact details:

Date & Place:

Company stamp:

Address of Company: