



राष्ट्रीय डिज़ाइन संस्थान
National Institute of Design
मध्यप्रदेश Madhya Pradesh

**Notice Inviting Request for Proposal
For Supply, Installation,
Implementation and support of Enterprise
Resource Planning (ERP) solution
at
National Institute of Design, Madhya Pradesh**

Tender Enquiry No. NIDMP-ERP-01-2020

**National Institute of Design, Madhya
Pradesh An Autonomous Institute under
the DPIIT
Ministry of Commerce & Industry, Government of India
Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) –
462038 Website www.nidmp.ac.in**

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CHAPTER-1 NOTICE INVITING TENDER

Subject: Notice Inviting Request for Proposal for Implementation of Enterprise Resource Planning (ERP) Solutions at National Institute of Design, Madhya Pradesh

1. On behalf of Director, National Institute of Design, Madhya Pradesh (NID MP) online request for proposal (technical and Financial bids) are invited from eligible and reputed Firms/ Agencies for Implementation of Enterprise Resource Planning (ERP) Solutions at National Institute of Design, Madhya Pradesh, as given in schedule of requirement of this tender.

Schedule of Tender

Tender enquiry Number	NIDMP-ERP-01-2020	
Date/ time of release of RFP through e-procurement solution	18-12-2020	04:00 PM
Last Date/ time of submission of queries/observations, if any for clarification through e-mail to cao@nidmp.ac.in	27-12-2020	10:00 AM
Date/ time of pre-bid meeting at National Institute of Design, Madhya Pradesh, Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038 and Pre-Bid Conference (Online Mode)	29-12-2020	04:00 PM
Start date/ time of submission of online bid	17-12-2020	10:00 AM
Last date/ time of downloading bid document	11-01-2021	10:00 AM
Last date/ time of submission of online bid	11-01-2021	04:00 PM
Date/ time of opening of Technical bid	12-01-2021	04:00 PM
Date/ time of opening of Financial bid	Will be notified later	

2. Detailed Technical Specifications, Terms and Conditions, Scope of Work, various format and Performa for submitting the proposal are described in this tender document and its Annexures. All further notifications/ amendments, if any shall be posted on www.eprocure.gov.in only. No separate communication shall be made with individual Bidders.
3. If the date of submitting/opening of the Bid is declared as holiday, then the bids shall be opened on next working day. For any query, please contact on email tenders@nidmp.ac.in or Phone No. 0755-6721002.

-Sd/-
Registrar

Introduction

National Institute of Design, Madhya Pradesh (NID MP) was established by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India as an Autonomous organization in 2016 at Bhopal with aim to creating a design-enabled innovation economy and strengthening design education in the country. The Institute started its academic activities from the academic year 2019-20. The Institute was conferred the status of “An Institute of National Importance” by the NID Amendment Act 2019. Today, the Institute has accelerated its academic activities and infrastructure towards getting recognition as one of the centers of academic excellence in the country.

1.1 Purpose of this Document

The objective of this document is to solicit proposals from the prospective bidders for providing implementation services to implement the ERP. Abbreviation ‘ERP’ includes ERP as well as web-based ERP like products in the sequel.

1.2 Organization Structure and Functions

NID MP is an autonomous institute, under aegis of Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. At the institutional level, NID MP is governed by a Governing Council with a Chairman nominated by the Visitor (the President of India), the Director as a member and the Registrar as secretary. Besides this, there are various persons having specialized knowledge or practical experience in respect of relevant field of Design education, engineering or science nominated by the Government of India as per NID Amendment Act 2019. There are various other authorities as per the Statutes and NID Amendment Act 2019.

For the academic year, there are 164 users (including students/officials/contractual employees) who may use the indented ERP system in the Institute. The number of users would be around 800-1000 in next five years.

CHAPTER-2 INSTRUCTIONS TO BIDDERS

1. DEFINITIONS

- (i) **“NID MP”** means the National Institute of Design, Madhya Pradesh.
- (ii) **“The Bidder”** means an individual firm or Joint Venture or Consortium which participates in the tender and submits its proposal.
- (iii) **“Contractor”** means the Bidder, who, after the complete evaluation process, gets the Letter of Award. The successful Bidder shall be called as “Contractor” in the documents.
- (iv) **“The Letter of Award”** means the issue of a signed letter by NID MP of its intention to award the work mentioning the total Contract Value. The contract shall commence from the date of issuance of Letter of Award.
- (v) **“The Contract”** means the agreement entered into between the Employer and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (vi) **“The Contract Price”** means the price payable to the Contractor by NID MP under the Letter of Award for the full and proper performance of its contractual obligations and ERP Modules Acceptance Test (SAT). Contract Price shall mean as **“Contract Value”** appearing anywhere in the document.
- (vii) **Institute Management Systems (IMS)** means a web-based system having a number of sub modules, using state of the art technology to provide an integrated ERP solution.
- (viii) **“ERP Modules Acceptance Test (SAT)”** is a process to be conducted by NID MP, of testing the contracted services provided by the Bidder at the National Institute of Design, Madhya Pradesh, Bhopal. SAT comprises of Product Acceptance Tests with respect to Technical Specifications and Bill of Materials as specified in this tender, checking the installation and integration of sub- components, and giving Training at the site.
- (ix) **“Services”** means **supply, made functional and installation of Enterprise Resource Planning (ERP) Solution** at NID MP.
- (x) **“NIT”** is the Notice Inviting Tender. It is essentially the Press Notification of the Tender.
- (xi) **“OEM”** - means Original Equipment Manufacturer.

2. BID DOCUMENT

- (i) The process and procedures of bidding, the documents to be uploaded and the various terms and conditions of this tender are provided in the Bid Document. The Bid Documents include

- a) Notice Inviting Tender
 - b) Instructions to Bidders
 - c) General Conditions of Contract
 - d) Special Conditions of Contract
 - e) Scope of work
 - f) Implementation and Technical Specifications
 - g) Other Guidelines for Bidders
 - h) Format of Financial/Technical Bids and Scheme of Evaluation
 - i) Formats and Annexures including Service Level Agreement
- (ii) The Bidder should carefully read all the instructions, terms and conditions, specifications and various forms that are provided in the Bid Document. The tender may be rejected if any or all the information asked for in this document are not furnished along with the tender or if the tender is not responsive with the Bid Document.

3. SUBMISSION OF BID

(i) Both Technical and Financial Bid are to be submitted concurrently duly digitally signed on the Government's Public Procurement Portal 'www.eprocure.gov.in'.

(ii) The online Technical bid (complete in all respect) must be uploaded on the prescribed format in PDF form.

(iii) The online Financial bid (complete in all respect) must be uploaded on the prescribed format in BoQ form.

(iv) The Bidders shall have a valid digital signature certificate for participation in the online tender process. The cost of digital signatures, if any, will be borne by respective Bidders.

(v) All other documents as per requirement of Technical Bid shall be uploaded online through portal website 'www.eprocure.gov.in'. The Bidder shall bear all costs associated with the preparation of his/ her/ its tender document including cost of any clarifications, required by NID MP.

(vi) When deemed necessary, NID MP may seek clarification on any aspect from the Bidders. However, that would not entitle the Bidder to change or cause any change in the price quoted. NID MP may, if so required, ask the Bidder to give presentation for the purpose of clarification on the tender. All expenses for this purpose as also for preparation of documents and other meetings will be borne by the Bidder.

(vii) NID MP will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether the documents have

been properly signed, and whether the tenders are generally in order.

(viii) A tender determined as not substantially responsive will be rejected by NID MP and may not subsequently be made responsive by the Bidder by rectifying the non-conformity.

(ix) NID MP may waive off any minor infirmity or non-conformity in the tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of other Bidders. The decision of NID MP in this regard will however be final and binding.

(x) Bidder shall not be permitted to withdraw his/ her/ its offer or modify the terms and conditions thereof after acceptance of tender. In case the Bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rate, the aforesaid amount of Earnest Money and Security Deposit, will be forfeited by the Institute. Besides this, the Bidder will also liable to be debarred/ blacklisted from participating in the tendering process of NID MP in future or fined.

(xi) Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the Bidders who resort to canvassing in any form or try to influence the process either directly or indirectly shall be liable for rejection by NID MP.

(xii) Tender containing any condition leading to unknown/ indefinite liability is liable to be summarily rejected.

(xiii) Any modification/ corrigendum issued with regard to this tender document shall be uploaded on 'www.eprocure.gov.in' website only. Bidders are, therefore, requested to visit the website regularly till the last stipulated date of submission of the tender for ascertaining any modification/ corrigendum issued in this regard.

(xiv) The tender bid and copies of certificates uploaded by the Bidder in pdf form should be duly signed at the given places, together with initials on every page by the authorized person of the Bidder. Initial/ signature will indicate the acceptance of the tender document by the Bidder.

4. AMENDMENT OF BID DOCUMENTS

At any time, prior to the last date of submission of Bids, NID MP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments.

5. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of the bid. NID MP will, in no case, be responsible or liable for any of the costs, related to

preparation and submission of bid regardless of the conduct or outcome of the bidding process.

6. EARNEST MONEY DEPOSIT (EMD)

In terms of Ministry of Finance, Dept. of Expenditure O.M. No. F.9/4/2020-PPD Dated 12.11.2020, no EMD is being sought from the Bidders. However, all Bidders would be considered to have accepted the condition of NID MP that “if the Bidder withdraws or modifies his/her bid during period of validity, backs out after quoting the rate etc., the Bidder will be suspended from submission of any tender to NID MP for a period of five years & the Firm may also be blacklisted”.

7. BID PRICES

The Bidder shall give the pricing for individual modules and as total composite price inclusive of all applicable levies & taxes i.e. GST, packing, forwarding, freight and insurance etc.

8. DISCOUNTS

The Bidders are informed that discount, if any, should be included in the total price.

9. BID VALIDITY

The bids shall remain valid for a period of **150 days** from the last date of submission.

10. ONLY ONE BID PER PARTY

Each Bidder is permitted to submit ONLY ONE BID irrespective of whether he/ she is the sole Bidder, or the Leader or Member of a duly formed JV or Consortium. In case it is found that any party has uploaded more than one bid for the subject work(s) in any of the above capacities, all bids so uploaded shall be summarily rejected and NID MP shall not entertain any further request/ correspondence in this matter.

11. SUBMISSION OF PROPOSALS

Both Technical and Financial Bid are to be submitted concurrently duly digitally signed on the Government's Public Procurement Portal 'www.eprocure.gov.in'.

12. ELIGIBILITY/ PRE-QUALIFICATION CRITERIA

- (i) Bidder should be a registered company under the Indian Companies Act with at least 10 years of experience in implementing Customized ERP solutions in Educational Institutes NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions/Deemed Universities.
- (ii) Bidder should be registered with the Goods & Service Tax Department and have valid GST registration and carry a valid PAN number.
- (iii) Bidder should have a minimum turnover of Rs. 1 Crore in average for last three financial years (i.e. 2017-18, 2018-19 & 2019-20). Bidder must upload Audited Financial Statements for the mentioned three financial years. Bidder must upload the format attached as Annexure-I duly certified by the Chartered Accountant mentioning

details of turnover for the last three financial Years (i.e. i.e. 2017-18, 2018-19 & 2019-20).

- (iv) Bidder should have successfully developed and deployed customized ERP/Management system for at least five (5) educational institutions out of which three must be a reputed government institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India in the last five years. (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded)
- (v) Bidder should be maintaining or have maintained such management software system in at least three educational institutions out of which two must be a reputed institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India. Bidder must upload certificates / testimonials from these institutions to substantiate success in implementing such projects/ (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded)
- (vi) Bidder should have executed successfully three (3) single contract for more than Rs. 50 Lakhs from similar assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India. Bidder must upload work order and satisfactory completion certificate (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded) in support of its claim.
- (vii) Bidder should have completed/ongoing at least one (01) Cloud based ERP.
- (viii) Bidder should have its own software development facility and should have experience in developing and implementing customized educational Institute management software without direct / indirect involvement of any third party.
- (ix) Bidder should have ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for competency in software development.
- (x) Bidder must have a minimum strength of 30 technically qualified (B. Tech / M. C. A. or equivalent) professionals as on 30/09/2020 on its rolls at its development facility.
- (xi) Bidder should not have been blacklisted for any reason by any government institution/ department in the past three years.

13. TECHNICAL BID

The Bidder will upload the documents along with the Technical Bid as required by Technical Bid Proforma available in Chapter 8 Section II. All Annexure and relevant documents must be uploaded in Pdf format. No marks will be allotted to the bidders who will fail to submit the supporting documents or prescribed annexures required as per technical evaluation scheme as prescribed on Section III of Chapter 8.

14. FINANCIAL BID

- (i) The Financial Bid should be uploaded in the format given in tender document. The Financial bid of the tender will be opened after evaluation of the technical bids and

only such Bidders, whose bids are qualified in technical evaluation, shall be called for opening of their commercial bids. Financial Bid should be filled in only as per unit for which rate is called. Deviation from prescribed unit will cause rejection of the whole tender.

- (ii) The consolidated price quoted shall be firm and final and payable for the work completed/ items delivered & commissioned and shall include all taxes (incl. GST), duties, cartage, labour charges etc. as applicable. Vague offers such as custom duty extra, cartage extra, tax extra etc. shall not be accepted. Any extra taxes, duties, levies not written in the Financial Bid table but written separately at any other place in the bid document shall not be considered and the Bidder shall bear it.
- (iii) If there is a discrepancy in rates between figures and words, the amount lesser amount shall prevail and be considered for financial bid evaluation.
- (iv) The quoted rates will be valid for entire period of contract years as per tender document.

15. GENERAL INSTRUCTIONS TO THE BIDDER

- (i) The cost of preparing proposal, cost involved in technical presentation and during visits to NID MP is not reimbursable.
- (ii) All cutting, overwriting in the proposal should be authenticated by the initials of the authorized signatory. In case of any calculation error, the unit rates shall prevail. The amount will also have to be written in words.
- (iii) Contractor must ensure his/ her establishment in India and in Madhya Pradesh and location mentioned above for post installation services and support.
- (iv) Canvassing in any form will lead to disqualification of the bid.

16. CONFIDENTIALITY

- (i) The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
- (ii) As used herein, the term “**Confidential Information**” means any written information, including without intimation, information created by or for the other party, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or there after enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the

Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

- (iii) At all times during the performance of the Services, the Bidder shall abide by all applicable NID MP security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- (iv) The Bidder shall not disclose to any other party and keep confidential the terms and conditions of this tender, any amendment hereof, and any Attachment or Annexure hereof.
- (v) The obligations of confidentiality under this section shall survive rejection/termination/expiry of the contract for a period of **Three years**.

17. LOCAL CONDITIONS

- (i) Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost. The Bidders are therefore requested to visit NID MP campus at Bhopal to understand the requirement.
- (ii) The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract before issue of Letter of Award as described in the bidding documents. NID MP shall not entertain any request for clarification from the Bidder regarding such local conditions.

18. CONTACTING NID MP

Any effort by a Bidder influencing NID MP's bid evaluation, bid comparison or award of contract decisions shall result in the rejection of the bid.

19. Evaluation of Technical/commercial Bid

- 19.1 Prior to the detailed technical evaluation, the authority of the Institute will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations and meets all the essential criteria. If any bidder does not meet the essential criteria as laid down in this bid document, then his bid will be summarily rejected. No documents will be accepted in support of essential criteria after the last date of submission of bids. Bids without DD of EMD and Tender fee, if otherwise exempted, shall not be considered for technical evaluation. Bidders who meet minimum criteria shall be required to deliver presentation before Tender Evaluation Committee (TEC).
- 19.2 The Technical evaluation will be based on marking system as per Technical evaluation Schedule at Chapter 8 of this tender document. The bidders short-listed by the Institute based on meeting the essential criteria and detailed evaluation regarding satisfying the technical criteria laid down in this tender document may be called for detailed discussions with a team selected for the purpose, at a specified date, time and venue, if needed.

19.3 The Institute officials may visit the premises/organization, where the bidders had implemented that ERP solutions, to ascertain the competence, compatibility and effectiveness of ERP system to be implemented in the Institute.

20. Presentation by Technically qualified bidders

All technically qualified bidders may be asked to present about their technical specifications, their firm's performance and competence in the area of customized ERP solution, Maintenance and after sale services etc. before the Institute's designated Committee.

21. Opening of Financial Bids

- (i) Financial bids of only those Bidders shortlisted by the Tender Evaluation Committee at the end of Technical Evaluation will be opened.
- (ii) NID MP will take the comprehensive cost of the work (inclusive of all taxes, duties and other charges, including GST) as the basis for evaluating the financial bid.
- (iii) The price shall include all charges including taxes and other statutory duties, not specifically mentioned in the specification but essential for successful completion of the project. NID MP shall not entertain any request from the Bidder later for payment of such charges.
- (iv) Any royalties or patents or charges for the use of content, images, third party software etc. that might be required for the work shall not be paid by NID MP. The Bidder shall pay for such claims without putting any financial burden on NID MP and transfer all the ownership/IPR rights to NID MP, including the 3rd party licenses etc.
- (v) In case the Bidder is found to have not included any statutorily required taxes or duties or other charges required for the successful completion of the work in his/ her/ their bid, NID MP may at its discretion reject such a bid as incomplete or deduct such taxes and charges from the price paid to the Bidder.
- (vi) Price Bids of only those bidders who meet the essential criteria and whose technical bid and/or presentation would be found to be eligible and substantially responsive will be opened.
- (vii) The online price Bids of the technically qualified bidders shall be opened by the tender committee where the representatives of the bidders may witness the procedure.

22. Evaluation and Comparison of price Bids:

The Technically qualified bidder quoted lowest offer for implementation of ERP and its maintenance will be selected as successful bidder.

23. Institute's right to accept any bid and to reject any bid or all bids. The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Institute's action.

24. Award Criteria

The Bidder/Company/Firm/Service Provider/ qualified in technical evaluation and presentation stage will be declared successful based on Lowest offered rates.

25. Notification of Award

Prior to the expiration of the period validity, the authority of the Institute will notify the successful Bidder in writing by e-mail, to be confirmed in writing by e-mail/speed post or hand delivered letter, that its bid has been declared qualified.

CHAPTER-3

GENERAL CONDITIONS OF THE CONTRACT (GCC)

1. SPECIFICATIONS

The Products/ERP Solution/ products/ equipment / software supplied under this contract shall confirm to the specifications given in this tender under Technical Specifications and Bill of Material.

2. PERFORMANCE GUARANTEE

- (i) The Contractor shall be required to furnish performance guarantee in the form of unconditional Bank Guarantee/ Demand Draft/ Fixed Deposit issued by a Nationalized / Scheduled Bank in India on the name of “ National Institute of Design, Madhya Pradesh” payable at Bhopal equivalent to **3% of the Contract Value** valid for a period of **40 months** within **15 days** from the date of contract.
- (ii) In case of failure to deposit the above amount of performance guarantee within stipulated time, the EMD deposited shall be forfeited by NID MP.

3. DELIVERY OF ERP SOLUTION AND RELATED DOCUMENTATION

- (i) Delivery, Installation, Implementation of the ERP Solution/ products/ equipment / software along with the related documents specifications given in this tender document are the responsibility of the Bidder.
- (ii) The Contractor shall ensure that ERP Solution/ products/ equipment / software are supplied and installed within the implementation schedule mentioned in the tender document under **Special Conditions of Contract**.
- (iii) The Contractor shall submit all the Software Kits (CDs), License Papers, Warranty Papers and any other relevant documentation related to the supplied products to NID MP along with the supplied ERP Solution/ products/ equipment / software.

4. WARRANTY

- (i) The Contractor is required to provide on-site comprehensive warranty valid for the period of **03 years** for all supplied ERP Solution/ products/ equipment / software from the date of implementation of last module of ERP of each phase.
- (ii) The Contractor shall warrant that all the ERP Solution/ products/ equipment / software supplied under the contract is newly manufactured/ designed and shall have no defect arising out of design, ERP Solution or workmanship or from any act or omission of the Bidder that may develop under normal use of the supplied equipment in the conditions prevailing across the country.
- (iii) The Contractor shall warranty that the services provided under the contract shall be as per the Warranty Service Level Requirements.

(iv) During the warranty, the Contractor shall perform all the functions as enunciated in Scope of Work at no extra cost to NID MP. All the penalty clauses shall be applicable during the period of warranty in case of failure on part of Bidder. The terms and conditions for warranty are given in Scope of Work.

(v) The Contractor shall quote for comprehensive on-site warranty for three years, which shall become effective after the Final Acceptance Sign-off. The cost, including visits of the Engineers, etc., shall be quoted as part of the implementation of ERP. No separate charges shall be paid for visit of engineers or attending to faults/ glitches and repairs or minor customizations.

(vi) Director, NID MP or his/ her authorized representative shall notify the Bidder about any claims arising under this warranty. Upon receipt of such notice, the Bidder shall repair/replace/reconfigure/re-provision the defective equipment or service. Replacement under warranty clause shall be made by the Contractor free of all charges at site including freight, insurance and other incidental charges.

(vii) The Bidder shall at the time of submitting the bid submit the Technical Proposal specifying how the Bidder proposes to carry out repair/ replacement/ reconfiguration/ re-provision under Warranty. The Bidder shall also indicate what spares/ provisions will be kept for immediate replacement. The infrastructure planned to be created by the Bidder to fulfil his/ her obligations under Warranty and his/ her action plan to deal with the various situations arising out of hardware and software faults shall be clearly indicated.

(viii) If the Bidder, having been notified, fails to remedy the defect(s) within the period specified in the Service Level Agreement, the Director, National Institute of Design, Madhya Pradesh or his/ her authorized representative may proceed to take such remedial action as may be necessary at the Bidder's risk and expense and without prejudice to any other rights, which the Director, National Institute of Design, Madhya Pradesh may have against the Bidder under the contract.

5. PAYMENT TERMS

"For module wise Development and Implementation of Enterprise Resource Planning (ERP) Solution, testing, training, and warranty maintenance of software along with hardware items as per tender for 36 months onsite warranty, Payments will be made in Indian Rupees only on

- (i) 50% of total price of each module against successful implementation of the Complete ERP Solution/ products/ equipment / software/accessories/ services of the Enterprise Resource Planning (ERP) Solution and hardware for module at NID MP on the recommendation of the user department; &**
- (ii) 35% of total price against successful functional Installation and integration of different modules of the Enterprise Resource Planning (ERP) Solution and hardware for module at NID MP on the recommendation of the user department; &**

- (iii) **15% of total price against final certification from the user departments after completion of Warrant period of the Enterprise Resource Planning (ERP) Solution for NID MP.**

6. PRICES

The module wise rates and prices quoted by the Bidder shall be fixed for the duration of the contract and shall not be subject to adjustment.

7. NID MP'S RIGHTS

- (i) **NID MP reserves the right to make changes within the scope of the work at any point of time, depending upon prevailing requirement.**
- (ii) NID MP reserves the right not to procure one or more number of modules, for which bids have been invited, depending on the requirement.
- (iii) NID MP reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected Bidder or Bidders on the grounds of NID MP' sanction.

8. TIME SCHEDULE TO COMPLETE THE CONTRACT

- (i) **The Contractor shall complete the assignment within 120 days from the date of issue of Letter of Award.**
- (ii) The Contractor shall ensure that the delivery of ERP Solution/ products/ equipment / software and/or the delivery of the services are in accordance with the time schedules specified in this tender. In case of any deviation from the schedule, NID MP reserves the right to either cancel the Contract and/or recover Liquidated Damages.
- (iii) The Contractor, if faced with problems in timely delivery of services, which have dependencies on the Service Provider and/or NID MP, which are beyond their control at any time before the Final Acceptance Signoff, shall immediately inform NID MP in writing, about the causes of the delay and tentative duration of such delay etc. NID MP, on receipt of such notice, shall analyze the facts at the earliest and may at its sole discretion, extend the contract period as deemed reasonable.
- (iv) Any delay by the Contractor in the delivery of ERP Solution/ products/ equipment / software and/or the services will make the Contractor liable to any or all of the following:
 - a) Forfeiture of Performance Bank Guarantee
 - b) Imposition of Liquidated Damage charges
 - c) Termination of the contract for default. Iv Blacklisting of the Contractor.

9. LIQUIDATED DAMAGES

If the Bidder fails to deliver any or all of the ERP Solution/ products/ equipment /

software or to perform the services within the time period(s) specified in tender, Director, NID MP or his/ her authorized representative shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum deduction is reached, NID MP may consider for termination of the contract.

10. FORCE MAJEURE

- (i) Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.
- (ii) If a Force Majeure arises, the Bidder shall promptly notify NID MP in writing of such condition and the cause thereof. Unless otherwise directed by NID MP, the Contractor shall continue to perform his/ her obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Bidder shall be excused from performance of his/ her obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

11. TERMINATION

- (i) **Termination on expiry of the Contract:** The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless NID MP has exercised its option to extend the Contract in accordance with the provisions, if any, of the Contract.
- (ii) **Termination on account of insolvency:** In the event the Contractor at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then NID MP shall, by a notice in writing have the right to terminate the Contract and all the Contractor's rights and privileges hereunder, shall stand terminated forthwith.
- (iii) **Termination for breach of contract:** A breach by the Contractor of its obligations hereunder and such breach not being rectified by the Contractor within 30 days of receipt of NID MP's notice intimating such breach. Upon termination, the Contractor shall surrender all the data and ERP Solution belonging to NID MP.
- (iv) **Termination for delay:** Contractor shall be required to perform all activities/services as per the terms and conditions mentioned in the tender document. If the Contractor fails to do so, the Contract may be terminated by NID MP by giving written notice unless NID MP has extended the period with levy of Liquidated Damages shall have no financial liability as per tender.
- (v) **Consequences of termination:** Notwithstanding the termination of the Agreement, the parties shall continue to be bound by the provisions of the Agreement that reasonably require some action after such Termination.

(vi) In case of termination of Contract herein set forth, the Contractor shall be put on holiday [i.e. neither any enquiry will be issued to the party by NID MP against any type of tender nor their offer will be considered by NID MP against any ongoing tender(s) where contract between NID MP and that particular Contractor (as a Bidder) has not been finalized] for two years from the date of termination, to such Contractor.

12. ARBITRATION

In case of any dispute following arbitration, clause will apply any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Director, NID MP. The award of the arbitrator shall be final and binding on both the parties to the contract. The place of arbitration shall be at Bhopal only. The expense of arbitration will be incurred by the parties and subject to final award. The Arbitration & Reconciliation Act 1996 and the rules there under, any statutory modification thereof for the time being in force shall apply to the arbitration proceedings under this contract.

13. GOVERNING LAWS AND JURISDICTION

The Agreement shall be governed by the laws in force in India. Any dispute arising in relation to the Agreement shall be subject to the Jurisdiction of the Courts at Bhopal.

CHAPTER-4

SPECIAL CONDITIONS OF THE CONTRACT (SCC)

1. DEFINITION

These conditions given in this **Special Conditions of Contract**, supplement the "Instructions to the Bidders" given in **Instructions to Bidders** & conditions given in **General Conditions of Contract** and in case of any conflict, the conditions given herein shall prevail over those in **Instructions to Bidders** and **General Conditions of Contract**.

2. EQUIPMENT AND SUPPORTING ACCESSORIES /SOFTWARE

All the ERP modules/ equipment / systems / items/ software to be supplied shall conform to the relevant technical specifications as mentioned in **Technical Specifications & Bill of Material** of this document.

3. The proposed software (ERP) should cover all the functionalities for complete automation of an educational institution.

4. ERP MODULES ACCEPTANCE TESTS (SAT)

- (i) NID MP shall carry out all the tests detailed in the Acceptance Test Schedule to be furnished by the Contractor to confirm that the performance of the entire installation satisfies the specification requirements. NID MP reserves the right to include any other tests which in its opinion is necessary to ensure that the equipment meets the specifications.
- (ii) NID MP reserves the right to ask for modifications/additions to the ERP Modules Acceptance Test Procedure at any point of time till the ERP Modules Acceptance signoff of each location.
- (iii) The ERP Modules Acceptance Tests shall cover the intended functioning of the ERP modules with proper integration with other sub-components, modules, applications and software(s).
- (iv) The Contractor shall carry out the ERP Modules Acceptance Tests in the presence and supervision of NID MP or its designated Officer at the site. The Contractor, at its own cost, shall provide the testing of equipment/ instruments/ software programs necessary for performing and demonstrating the ERP Modules Acceptance Tests.
- (v) NID MP or its appointed testing authority shall supervise the tests at each site, as described in the ERP Modules Acceptance Test procedure and performed by the Contractor to confirm that the complete solution at each site satisfies the requirement of specifications including the service performance.

- (vi) The Contractor shall rectify all deficiencies immediately, if found, in the performance of the system as per the requirement during the ERP Modules Acceptance Tests, at no monetary cost to the, NID MP.
- (vii) Any software/ modules or components failing during the acceptance tests shall be replaced free of cost by the Contractor. These replacements shall not be made out of spares supplied by the Contractor as part of supplies under this Contract. This shall also not entitle the Contractor to any extension of completion time.
- (viii) The cost of all test and / or analysis shall be fully borne by the Contractor.
- (ix) The completed installation at all stages shall be subjected to checks and tests as decided by NID MP. The Contractor shall be liable to remedy all of such defects as discovered during these checks and tests and make good all deficiencies brought out. The complete installation/ module shall be taken over finally on successful commissioning in entirety.

5. CONSIGNEE AND SECURITY OF MATERIAL

Security of all material/software in the branch/ office where the work is in progress shall be the Contractor's responsibility and he/ she shall arrange to guard the same from theft/pilferage/vandalism. In the event of any loss, the Contractor shall be responsible for the same. Any stores lost, prior to formally taking over by NID MP, shall be made good by the Contractor at no cost to NID MP.

6. Security Audit and Certifications.

The bidder must carry out technical audit of ERP implementation, at its own cost, through any other certified agency designated by NID MP during Operations & Maintenance period. Based on the findings and recommendations from such audit activities, the bidder shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document. Any deficiencies pointed out after technical audit and agreed by NID MP, shall be rectified by the bidder within time limit. Before go-live, all audit observations should be complied by the Bidder.

CHAPTER-5

SCOPE OF WORK

1. **Scope of Work includes supply, installation, customization, implementation, commissioning and support of Enterprise Resource Planning (ERP) solution. Envisions following objectives from this project:**

Following are the key requirements across business processes at NIDMP. For details on each functions / area of NIDMP refer BROAD FUNCTIONAL REQUIREMENT SPECIFICATION”.

General Scope

Following are the general features required in ERP application.

- Web-based application hosted in the cloud data center.
- Secure web-based access (e.g., https instead of http)
- Access with single sign-on
- Fully configurable and AI powered web-based system
- Supporting bio-metric, internet banking, and smart card inputs
- Capability for continuous improvement and up-gradation
- Configurability through web-interface and client interface
- Provision for decision support mechanism
- Facilitate paperless working
- Workflow based process approval and archival mechanism
- Digital signatures for selected high-level functionaries
- Comprehensive data and application security features
- Adequate security provisions for preventing tampering of the software as well as data
- Archival of information and data
- Provision to define and view rules and regulations of the Institute as per applicable GOI / NIDMP norms
- Provision for role-based access rights
- Provision of interactive validations of data entries
- Provision for data item-based access rights
- Provision for reports generation as per requirements
- Provision of Linguistic support (Hindi) wherever applicable
- The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
- Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).
- System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.

NOTE: Technical Specification of Enterprise Resource Planning (ERP) Solution is included in Scope of Work.

2. SUPPLY, INSTALLATION PRACTICE AND METHOD OF WORK

- 1) The work shall be executed to the highest standards using **best quality software/ manpower/ inputs**. The system design shall use state of the art techniques/tools. The Contractor shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the Contractor to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.
- 2) Supply of all equipment/software with all accessories, paper license software and documentation will be ensured.
- 3) **ERP Hosting: ERP solution must be hosted on Cloud. Bidders must provide Meity, Gol, empaneled cloud service solution for hosting of ERP solution including AMC period, on end to end solution basis. The financial implication of the same may be included in the financial proposal.**

The bidder shall provide the **Cloud Sizing & Bandwidth Requirement of proposed solution. Such sizing shall be viable for total number of users as specified and considering initial 03 years' time span and another (05) years comes with the AMC.** All technical requirements & maintenance on cloud data center are provided by the bidder and **ensure smooth functioning of Enterprise Resource Planning (ERP) Solution.**

Bidder must be responsible for all following layers responsibility of ERP solution at all time 24x7x365 in warranty period as well as AMC period.

1. **Application**
2. **Data**
3. **Runtime**
4. **Middleware**
5. **O/S**
6. **Virtualizations**
7. **Servers**
8. **Storage**
9. **Networking.**

Note: - Bidder must provide provision for disaster recovery. The bidder should ensure that in the event of setting up of a Disaster Recovery environment, no additional cost would be incurred by NID MP on account of ERP software licenses and bolt-in application (if any). bidders must be provided complete backup of ERP solution with database and data, if NID MP required.

The cloud data center provisioned by the Bidder must be scalable and shall allow NID MP to use through a user-friendly interface.

The ERP Solution supplied must include:

- ERP Software.
- Database/ License for Database and any other third-party software license.
- Any System/Application Software (if required).
- Middleware (if required).
- Third party bolt-on software (if required) to provide or grant licenses, as per NID MP requirement.
- Any other software as part of the required solution

The following considerations must be taken for supply of software –

1. The software supplied must be the latest version of the software supplied by the OEM.
2. Beta versions/Open source software version of any software shall not be accepted.

The Bidder shall furnish the requirements and details of system software and details of the supporting software like operating systems, Anti-virus solutions, database solutions and Networking solution etc. The Bidder should also make sure to provide the same for the ERP product.

- 4) Supply and installation of all equipment/software will be carried out in four phases with at least three months' gap between two phases:

S. No	Module	Phase
1	Student Application/ Admission Management	Phase 1
2	Student Data Management	Phase 1
3	Academic Administration & Learning Management System	Phase 1
4	Establishment (HR) Module	Phase 2
5	Payroll Processing	Phase 2
6	Procurement and Inventory Management	Phase 2
7	Infrastructure Management	Phase 3
8	Project Management – Research and Development (R&D)	Phase 3
9	Finance and Accounting	Phase 4
10	Documents Management	Phase 4
11	Committee Management System	Phase 4
12	Event Management System	Phase 4
13	Collaboration Platform	Phase 4
14	Address Book	Phase 4
15	Alumni Management and Corporate Relations	Phase 4

- 5) The completed installation shall be subject to checks at all stages and tests as prescribed in the bid or as deemed necessary by NID MP. The same shall be done by NID MP and the Contractor shall be liable to rectify such defects as brought out by NID MP during these checks and tests and make good all deficiencies at his/ her own cost.
- 6) During the warranty period, modifications in modules as per requirement of NID MP will be carried out free of cost.
- 7) Supply, Installation, Configuration, Customization (as required), Implementation and training of the ERP solution.
- 8) Supply of the ERP product including source code and database licenses for requisite users in line with NIDMP's requirements. Bidder shall deliver one hard and one soft copy of all legal licenses, registration documents, user manuals, technical manuals, and systems manuals.
- 9) Supply of any other software required for successfully implementing and managing the ERP System.
- 10) The Implementation partner should support the ERP Software Product version supplied to NIDMP for a period of 36 calendar months (One year on-site and two-year remote support) from the date of Go-Live. Go-Live date shall be the date of successful implementation of all modules with full integration. Bidders are expected to give detailed information covering each of the above points along with timeframe as part of the proposal.**
- 11) Identification of the customization needs to match with EPI's requirements including addition of new reports, change management and provide necessary documentation including effort required for the same.
- 12) The Implementation Partner shall implement all required upgrades, patches, bug fixes etc. until the end of support period.
- 13) The Implementation Partner will give adequate training at all locations to different personnel at various levels of the organization.
- 14) The Implementation Partner will also cater to necessary change management essential for the implementation of the ERP application.
- 15) The bidder should clearly indicate the Internet Bandwidth, VPN/WAN requirements.
- 16) Data migration will take place from the current system to proposed ERP for the data that is two-year-old. The amount of Data to be migrated is estimated to be around 10 GB.
- 17) In spite of the above, some minimum changes might have to be made to meet the unique operational and business requirements. Such customizations shall be

identified during the 'To- be' stage and will be firmed up during the implementation process and will be executed completely by Implementation Partner. Such customization will be limited to the development of additional forms, reports, graphs and queries.

- 18) EPI shall use the existing standard functionality of the ERP solution as far as possible and shall make all efforts to avoid making any modifications to the software as they affect support of the product and also hinder the future upgrade paths.
- 19) The Implementation Partner will provide support during the period of Warranty and AMC of the ERP and any other software supplied by them.
- 20) The successful Bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed software including licensed utility software and other licensed software. The documents at a minimum should include hard copies and soft copies (two sets each) to be supplied along with ERP product licenses and associated solution software of the

Following:

- Technical manuals.
- Installation guides.
- User manuals.
- System administrator manuals.
- Toolkit guides and Troubleshooting guides.

21. ERP Solution Implementation: The bidder shall be responsible for go-live / realization of the end to end ERP solution as per the functional and technical requirements defined in this ERP document, including the following key activities:

- Project Initiation
- Business Blueprinting
- Technical Solution Design
- System Development
- Testing
- Data Migration
- Trainings and Change Management
- Cutover and Go-Live
- Post Go-Live Stabilization support

22. The Bidder shall ensure integration across modules, with existing NID MP software, and

third- party software. It is expected that the bidder shall follow good programming practices as part of customization and development activities, and leading practices for implementation, both from ERP solution and industry perspective.

23. NIDMP reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the bidder. In case it is difficult to arrive at the reasonableness of these requirements on customization during the implementation, the same shall be resolved through discussions. In case the issue is not settled, the same shall be referred to the Steering Committee and the decision of the Steering Committee is final. NID MP reserves the right to get the Business blueprint and effort reviewed by an external consultant.
24. Customization: All custom developments should be carried out in a controlled and planned manner with adherence to ERP prescribed Coding Standards and Naming Conventions.
25. Bidder shall implement the changes as per the Business blueprint and Technical Design provided by NID MP in order to achieve the desired functionality. However, the same must be tested, accepted and approved by NID MP.

3. COMPREHENSIVE WARRANTY

The Contractor will be required to maintain the installed equipment / software for the period of **Three years** after the successful installation of the system i.e. Go-Live date.

4. WARRANTY TERMS AND CONDITIONS

- (i) The Contractor shall be solely responsible for the maintenance, repair of the whole system/software supplied and integrated. NID MP shall not be liable to interact with any of the partners/ collaborators of the Contractor.
- (ii) The Contractor shall have adequate Technical Support Centre to meet the criteria for fault restoration/faulty unit repair times as mentioned in the **Scope of Work**. The Contractor shall furnish the names, locations, complete postal address, Mobile numbers and email addresses of all Technical Support Centre at the time of signing the Contract.
- (iii) The Contractor shall also provide the name of alternate contact person or Technical Support Centre with address & Mobile numbers and email addresses, which may be contacted by NID MP or its authorized staff for support in case of no response/poor response from the designated Technical support Centre. This, however, shall not preclude from imposing the penalties, if any, as applicable as per the terms& conditions of this tender.
- (iv) Any change in Address, Phone number, Fax Number etc. shall have to be intimated in writing by the Contractor to NID MP.

- (v) Contractor shall ensure that all the Technical support centres are manned by fully competent and responsible Engineers and are capable of attending faults / supporting their engineers at the NID MP.
- (vi) Contractor shall provide, after complete installation, 01(One) Person to ensure smooth functioning of Enterprise Resource Planning (ERP) Solution, to give technical assistance and training.

5. WARRANTY SERVICE LEVEL REQUIREMENTS – SLA

- (i) **Service Hours and Preventive Maintenance:** The Service window for the supplied and installed equipment / software would be 24x7x365.
- (ii) For first 03 years preventive maintenance/ updating of software is to be carried out on 06 monthly basis, or as and when required by NID MP.

(iii) Scheduled Downtime

- a) Scheduled downtime is defined as the period when the softwares are not functioning on account of Holidays.
- b) It will be expressed in Hours.
- c) The maximum scheduled downtime for software would be 4 days every calendar month.
- d) The preventive maintenance would be carried out with a minimum advance notice of 24 hours in writing and subsequent acceptance of the same by NID MP.

(iv) Mean Time to Resolve (MTTR)

- a) MTTR is defined as the arithmetic average of the time taken to attend to resolve the issues logged over a defined period of time.
- b) The Severity Levels for measuring MTTR are provided in the following table:

S. No.	Severity Level
1	High
2	Low

(V) The various Service Level Requirements and related penalties for default are given below:

Parameter	Details	Measurement Criteria	Penalties per day of delay/ per fault/ per occasion
Meantime to resolve (MTTR)	<p>(i) Within 24 hours from the call logging time-for all High Severity events.</p> <p>(ii) Within 48 hours from the time of attending the problem for all Low severity events.</p>	Calculation of fault duration per instance based on complaint reported/logged	<p>(i) For High Severity events, Rs. 2,000/-</p> <p>(ii) For Low Severity events, Rs. 1,000/-</p>

(VI) The Contractor needs to maintain the Service Levels as follows:

- (a) 99% of the times for the MTTR of High Severity Events
- (b) 95% of the times for the MTTR of Low Severity Events

(VII) The penalty will be applicable on per fault basis even if there is a commonality of fault at any point causing full or part failure of services. Penalty will be deducted from the performance guarantee submitted against due execution of the Contract or from the bill amount that is due for payment to the Contractor.

(VIII) After the expiry of Warranty, it shall be optional for NID MP not to enter the contract further with the Contractor. If NID MP is not satisfied with the performance of the Contractor during Warranty it reserves the right to terminate the same during its currency, after giving notice to the Contractor.

(IX) The Contractor has to maintain adequate spares for maintaining the SLA (Service Level Agreement) parameters as mentioned below. Any cost involved to meet the service level requirements specified above is to be borne by the Bidder.

(X) In case the Service Level Requirements are violated continuously for period of one week, NID MP reserves the right to terminate the Contract by giving a written notice to the Contractor.

6. Annual Maintenance Contract (AMC)

(i) **The selected bidder shall have to maintain and upgrade the ERP solution (onsite/remote site) for the period of next five years under the Primary AMC (including cloud hosting) from the date of completion of Warranty period for**

which separate cost as percentage of the cost of ERP Solution (to be quoted in Financial bid format) shall be paid per annum.

- (ii) The services of primary AMC will be mandatory for the successful bidder else the performance security of the bidder shall be forfeited.
- (iii) The selected bidder shall have to maintain and upgrade the ERP solution (onsite/remote site) for the period of next five years under the Secondary AMC from the date of completion of Primary AMC contract (five year) for which 5 % of the cost of ERP Solution or primary AMC cost (whichever is lower) shall be paid per annum to the selected service provider.
- (iv) The secondary AMC charges shall not be more than primary AMC charges quoted by the bidder in any case.
- (v) The Secondary AMC period shall be optional for the bidder, if the Successful bidder is not willing to provide ERP Maintenance services for secondary AMC period, the source code of the ERP solution shall be handed over to the Institute for the maintenance and upgradation of ERP solution.

CHAPTER-6

IMPLEMENTATION PROCESS & TECHNICAL SPECIFICATIONS

1. The ERP Implementation shall be carried out in the following phases

S. No	Module	Phase
1	Student Application/ Admission Management	Phase 1
2	Student Data Management	Phase 1
3	Academic Administration & Learning Management System	Phase 1
4	Establishment (HR) Module	Phase 2
5	Payroll Processing	Phase 2
6	Procurement and Inventory Management	Phase 2
7	Infrastructure Management	Phase 3
8	Project Management – Research and Development (R&D)	Phase 3
9	Finance and Accounting	Phase 4
10	Documents Management	Phase 4
11	Committee Management System	Phase 4
12	Event Management System	Phase 4
13	Collaboration Platform	Phase 4
14	Address Book	Phase 4
15	Alumni Management and Corporate Relations	Phase 4

2. TECHNICAL SPECIFICATIONS OF ERP INSTITUTE MANAGEMENT SYSTEM (IMS)

- (i) The work involves **implementation of ERP or Institute Management System** for complete automation of the Institute such as Administration, Store & Accounts, Admission, Academic, Staff & Student Management, Examination & Hostel Management, Alumina and different Reports required for on-time retrieval of the information asked for.
- (ii) The IMS shall be Browser enabled **WEB based Multi-User and Unicode Supported Multi- Lingual integrated with the existing Biometric Attendance System.**

Module	Phase	Brief Description
Student Application/ Admission Management	Phase - 1	This module shall manage receipt and processing of pre-admission enquiry, student application data, online applications process, and enable approval and rejection of applications and includes filling, submission, scrutiny, verification of admission criteria, approval, or rejection of online application. The admission module shall manage key admission activities such as processing of applicants through various admission stages including registration and admission fees payments, processing of various admission process steps along with verification of student details after admission, generation and printing of admission letters and generation of student identity cards. It shall capture relevant questions and details that an aspirant need to answer and provide as part of the requirements of the institutions. It should also include option of online payment gateways for any fees/registration payment. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)
Student Data Management	Phase - 1	<ol style="list-style-type: none"> 1) The student management module shall help the institute to maintain the student records of all the students admitted into institution and make these details available to students, parents, and other stakeholders. It shall cover generation of provisional and permanent enrolment number of the student, down-loadable format of all required documents like indemnity bond/ undertakings and uploading of documents, course administration, timetable management, scholarships, examinations, course evaluation, Student various fees, Student administration, timetable management, examination management, various certificates like no dues/ bonafide student etc.. from various level, convocation, etc. It shall have a provision to keep record of the basic, academic, and personal details of the students, their 360-degree view of academic performance and all institute interactions, ability to upload student academic and extracurricular documents. 2) This module shall help in creating and managing timetables, marking student attendance. It should have provision for daily and weekly view of timetable, automatic generation of

	<p>timetable based on rules, support for student selected timetable. Provision of Self-service capabilities for students to see the timetable, their attendance with Biometric integration. This module shall have provision for students to apply for leave; view the approval status and leave history through Self Service. The leave workflow shall be configurable based on institute needs. Facility where the approver can approve or reject the request is also needed. While applying for leave, the student shall be able to view the sessions that he/she will be missing, on the academic timetable to capture student attendance is also required.</p> <ol style="list-style-type: none"> 3) This module shall provide a configurable capability to provide all the relevant student information in one place. Student shall be able to view information and also place a request like request for student letters, administrative letters, ID cards, certificates and others. There should be provision for students to apply for a letter and admin to approve or reject. 4) This module shall also support for efficient management of the Discipline related incidents. Support needed for applying disciplinary action, applying fine, restricting access to Library and/or Hostel, generation of Warning/Action letter. 5) This module shall be able to keep the all record of movement of students from 1st year (foundation course) to next year and onwards as per allotment of discipline in next year and thereafter on yearly basis. 6) This module shall provide an configurable capability to custom create student feedback templates. It shall help in configuring and capturing responses of students, faculty, employees, and other stakeholders of the Institutes. It should have support for analyzing feedback responses. <p>Student Fee Management- The Fee Management module shall cater to all types of fees to be paid by the students to the institute. This module shall be designed to be used by the student throughout their respective course of study. This module must be able to generate automatic notifications/reminders etc. and shall have provisions to automatically send them to students and parents through automated emails, automated SMS with Delay payment charges/generation of fee receipts with unique number. Also, it must be fully integrated with accounts management system of the institute. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
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<p>Academic Administration</p>	<p>Phase - 1</p>	<ol style="list-style-type: none"> 1) This module shall comprise: Program Management, Term Management, Curriculum Management, Course administration, Timetable management, Attendance Management, Learning Management System with the provision of online learning/ blended learning, Mid-term evaluation, scholarships, Semester Examinations, Course evaluation, Performance evaluation, grade card, Course timetable management, examination management, etc. convocation, etc. 2) The Examination and Grading module shall have provision to plan, administer, evaluate, and generate the results of students. It shall have support for various types of grading methods to cater the needs of the institute. It should be possible to manage entire examination / Jury cycle from exam roll number/enrolment number generation, registration, and enrolment, till mark sheet /reports card generation. 3) There shall be provision to; <ol style="list-style-type: none"> i. Define Exams/assignments and Configure Exam / Assignment Pattern: Based on institute's specific needs, the exam structure should be completely configurable, in a hierarchical manner. ii. Configure various exam related rules: Different rules regarding processing and adjustment of marks like rules for Grace Marks, Normalization, Eligibility, and Absence. iii. Training: Provision to prepare training courses, training calendars and plans, faculty details, training budget details, capture training attendance, employees feedback about training, maintain training history. iv. Intimation of in-house/external training/workshops/ symposium v. /seminar/ conferences to be organized for various level of officials throughout the year with auto information to all, online permission for registration, permission, outcome and entry in service book and personal records and also in Annual achievement data to be included in annual report vi. Support for online course development and lecture/blog/training sessions development like Moodle, Massive Open Online Courses (MOOCs), Blackboard, Canvas platforms for online courses available for anyone to enroll and all ancillary to support the requirement. vii. Shall be able to develop the plugins for various online open learning management sources like moodle etc.
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		<ul style="list-style-type: none"> viii. Define Grade and Configure Grading Scheme: Shall support quantitative and qualitative grading schemes ix. Copy Coding: Support for copy coding of answer sheets x. Exam Enrolment: Provision for students to register for an exam xi. Faculty Authorization for Marks Capturing: Support to ensure only authorized faculty can capture the marks xii. Student Score/Grade capturing: Capturing the score for batches, session wise and class wise. Support for bulk upload is needed. Provision needed to edit the captured score. xiii. Processing Scores: Support to process the captured marks to arrive at the grade based on the grading scheme. xiv. Customizable Report Card: Ability to create a custom report card as per design and feel approved by the Institute. xv. Managing Student Promotion: Provision to promote or demote a student. Backlog creation to be supported in case a student fails to get the minimum grade. xvi. Publishing results: Declare results based on score. Students shall be able to see the score in their self-service module. <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<p>Establishment Module</p>	<p>Phase - 2</p>	<p>This module shall support complete faculty and non-faculty life cycle management, from recruitment to separation, including career development of employees through promotions, appraisals and tracks the parameters such as induction, leave, attendance, loans, qualification, claims, project research and consultancy (for faculty) training records.</p> <p>This module shall support:</p> <ul style="list-style-type: none"> (i) Recruitment and Employee Maintenance: Complete online recruitment process, with ability for eligible candidate to apply online, online fee payment, screening of applications, issuance of admit card, examination, evaluation, result, joining letter, . Leave and Attendance: Capture of attendance through bio-metric or direct attendance upload Leave management System. (iii) Employee Benefits: Provision to define claims like Medical/newspaper/ Telephone/CEA or various advances and loan. (iv) Training: Provision to prepare training courses, training calendars and plans, faculty details, training budget details, capture training attendance, employees' feedback about training, maintain training history. (v) Intimation of training/workshops / symposium /seminar/conferences for various level officials with auto information to all, online permission for registration, permission, outcome and entry in service book and personal records and also in Annual achievement data to be included in annual report (vi) Performance Appraisal and Promotion: Performance appraisal

		<p>of employees.</p> <p>(vii) Self-service, request, grievances, retirement benefits calculation, nomination</p> <p>(viii) Employee Service Book, Faculty Affairs, Leave Travel Concession, Payroll, Recruitment, Staff Training, etc.</p> <p>(ix) Biometric Integration: Should support recording of employee attendance with biometric systems and integrated with leave and pay module so that attendance/ without pay leave can be calculated automatically. However, the same will be applied with the prior approval of the official have the authority over establishment module.</p> <p>(ii) (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Payroll Processing	Phase - 2	<p>This module shall provide complete payroll processing support. Ability to define salary payments with all other applicable allowances and deductions of taxes/house allotment module. Generate salary slips and mail to employees. Generation of TDS calculation text file to submit online income tax returns. Support for professional tax/TDS calculation, auto reminder to the employees for any default, synchronized with leave management, generation of Form-16, 16 B, yearly Investment declaration. Should be integrated with Employee Management module to take employee attendance to compute payroll. Should be integrated with Finance and Accounting module to direct post salary data.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Procurement and Inventory Management	Phase - 2	<p>This module shall support complete procurement cycle since from indent to payment to vendor and also helps in managing and monitoring inventory across the organization. This shall provide support for managing vendor quotations, automatic generation of purchase request when item inventory goes below the minimum stock. Material code creation, requisition, purchase order, goods receipt, issues to the indenter, maintenance of fixed assets register, returns, scrap sales, depreciated value of fixed asset, end-to-end E-procurement, etc.</p> <p>This shall support;</p> <p>(i) Procurement: Raising purchase requisition, approval process</p> <p>(ii) Creation of Vendor data: - vendor data with all previous purchase order for various Goods & Services with further creation of vendor data entry facility</p> <p>(iii) Purchase enquiry: - Automated purchase enquiry email to selected vendors for their response.</p> <p>(iv) Purchase Order creation and approval and automated reminders to the vendor.</p> <p>(v) Inventory – Support for automated inventory management. Unique identification number of each fixed assets with bar-code reading facility, Goods Receipt Note (GRN), unplanned/cash purchases, indent raising, dispatch of items, stock adjustments, Fixed assets register entry, life cycle of the assets, auto alert facility for replacement of assets which likely to complete its life cycle, records of the AMC of the fixed assets and its management and renewal alert.</p> <p>(vi) (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>

<p style="text-align: center;">Infrastructure Management</p>	<p style="text-align: center;">Phase - 3</p>	<p>This module should map all physical infrastructures of the Institute as per their usage. It should be able to automate the process including availability calendar, booking requests, approvals etc. The module should help increase utilization, reduce downtime, and improve ease of access. This will include: -</p> <ol style="list-style-type: none"> 1) Estate Management – Maintain dimensions and coordinates of available spaces, bookings and room / quarter allocations, generate various notices, recovery of damages, record warranty details of fixtures and fittings, rent roll recovery (electricity, water, license charges), quarter allocation, etc. 2) Asset Maintenance- Material planning, manpower planning, resources and tools planning, Preventive maintenance schedules, indication for renewal, approval of maintenance contracts, generate maintenance work orders, integration of estimates with Schedule of Rates, Measurement Book, etc. 3) Vehicle Fleet Management- Generation of vehicle requisition (official/personal), approval for vehicle requisition, ability to schedule vehicle and drivers , approval of vehicles by vehicle department/In-charge, track and reconcile distribution of fuel cards, track performance of vehicle service provider, allocation of vehicle for personal usage, calculation of charges for personal usage and deduction from salary through pay roll module. 4) House allotment Management- Display of vacant quarters details to all, Quarter inventory list, Online house allotment request submission, allotment list as per eligibility criteria, display of allotment list with wait list, issue of allotment letter, deduction of License fee/Water charges/electricity charges, vacation report, no-dues certificate on vacation of residential accommodation, visitor records etc. 5) Postal Management:- Unique inward number to all inward letters/communications, digitization of letters, online submission to concerned officials for process, Track and monitor all information pertaining to inward, System generated Dispatch number to all outward letters/communication, dispatch tracking through postal online portal, etc. 6) Compliant Management: - Compliant management including lodging of compliant, submission to appropriate authority, Compliant redressal system, confirmation, feedback 7) Right to Information (RTI)- Generation of RTI application receipt number, calculation of RTI application fees, assignment of applications to concerned units / sections / departments, etc., reminder for submission of reply, generate CPIO covering letter, generate appeal orders, document management, etc.
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	<p>8) Security Management: - Maintain database for all residents including non-entitled dependents, casual laborers, security guards, outsourced workers, domestic help, hostel workers, etc. Asset security around generation of gate passes for asset movement, etc.</p> <p>9) Covers ID card generation, allocating names to every room under academic area, monitoring and tracking of room keys issue and return, etc.</p> <p>10) Visitor Management with system generated request from the officials for relatives/guests/visitor with details, issue of gate pass, entry and exit time, vehicle details, area of movement.</p> <p>11) Campus security covering online visitor intimation requests, generation of visitor / contract passes, generation of scanned images, bar code scanner for recording in and out time, etc.</p> <p>12) Hostel/Guest House Management- This module shall support in managing hostel resources, processing hostel requests for students and faculties, tracking student activity, managing resources and rooms within the hostel block (s), management of fees and various charges/fines incurred by students, marking hostel attendance, and maintaining a gate register. Hostel facility information, room allocation and availability management, attendance and visitor records, Hostel fee calculation, Mess bill calculation, collection of fees / fines, etc.</p> <p>13) Guest house facility information, vacant room information, room allocation and availability management, visitor records, Room Rent calculation, collection of rent, Mess bill calculation, collection of fees / fines, generation of online room rent receipt etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
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<p>Finance and Accounting</p>	<p>Phase - 4</p>	<p>This module should support all the Finance and Accounting needs of an institute - general ledger accounting, accounts payable, accounts receivable, taxation, fixed assets, creation and approval of vouchers and invoices. It shall also provide support for various reports related to taxation, ledgers, transactions preparation of reports and annual accounts as per prescribed format.</p> <p>It shall support: -</p> <ol style="list-style-type: none"> 1) General: Data entry through vouchers, various accounting heads, Accounts Receivable, Accounts Payable, Student Fees and Billing, Asset Accounting, Cash / Bank Management, Funds Grants Management, General Ledger, Budgeting and Planning, Student Accounts, etc. 2) Salary Unit- Drawing salary including allowances, bonuses, etc. of employees of all categories –regular, contract, temporary / various advances and settlements / reimbursement of various allowances / retirements and final payments/issue of annual Form 16 / Form 16A / calculation of Lien contribution (LSPC) / payments to external guests/examiners, etc. / pay fixation and arrears payments, annual increment. 3) Retirement Benefits Unit: Payment of retirement benefits i.e. gratuity, pension, family pension, commuted value of pension / leave encashment on retirement, pension revision and payment of arrears due to revision in pay / income tax calculation and issue of Form 16 / preparing budget for pensionary benefits 4) NPS: Registration of employees / transfer of NPS subscription to Specified Financial Institutions subscribers account / final payment of accumulated fund through NSDL 5) BRS: Monthly Bank reconciliation / preparation of final accounts / investment funds in banks / budget preparation 6) Student Accounts Unit: Student fee Management, Scholarship payments, contingency payments for research scholars / student fee collection/refund of fees / student TA-DA advances and settlements, NCC and student gymkhana related expenditure / independent student activities with sponsored funding, Maintaining Entrance Examination Income and Expenditure etc. 7) Stores Accounts Unit: Local purchase through purchase order / imports; payment through telegraphic transfer and through letter of credit, etc. Works Accounts Unit: Payment for construction work bills / maintenance and repair bills / power supply and electrical maintenance works / interior renovation / decoration / design works / public health works, etc. 8) Final Accounts unit: Preparation of final account statements as per uniform format issued by DPIIT. Generate receipts & payments report, Reconcile cash book, bank, & cash balance as on monthly as well as on 31st March every year. Incorporate from sundry creditor registers of each unit of account section towards provision as on 31st March. Create Sundry Debtors register, Create Journal Entry register, consolidate various statement of accounts/reports as required by Authority, Provide depreciation, Preparation of budget/ revised estimate.
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	<p>9) Remittances and Deposits : LIC salary saving scheme, group saving linked insurance, professional tax payments, post office recurring deposit payment, postal life insurance payment, GIS retired members remittance calculation, remittance of TDS collected from employees/Suppliers, Data calculation for monthly/quarterly e-filing of GST TDS (IGST/SGST/CGST), Data calculation for monthly/quarterly e-filing of quarterly e-filing of GST on applicable services, etc.</p> <p>10) Advances to Staff / Staff Welfare Fund: Advances and settlement against HBA/Computer Loan and Staff Welfare Fund, accrued interest on loan, outstanding loan/interest amount, Loan completion certificate, No Dues Certificate, various statement/report etc.</p> <p>11) Post-Retirement Medical Scheme (PRMS): Commencement of PRMS subscription / maintenance of PRMS broadsheet / reimbursement for treatment / statement of accounts / investments.</p> <p>12) Imprest Account, Advances, Direct Purchases: Cash Imprests: Settlement and recoument / general advance and settlement of advances –For direct purchases without PO / direct purchase: Payment to party –(Rate contract vendors and other party payments) / Inter departmental transfers, Advance sanction and settlement, penal interest, auto deduction of pending advance/penal interest from salary of official etc.</p> <p>14) Taxation and Budget: Support for different type of taxes, tax registers, creation and modification of the budgets and to control of operations. Generation of TDS/GST/GST TDS/Professional Tax Registers, Provision for creating a Budget and tracking it, and comparing same with actual expenses.</p> <p>(i) Creation of Chart of Accounts, Opening vouchers for General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR) and ledger wise user access control.</p> <p>(ii) Provision for creation of Journal Vouchers, creation of Purchase Vouchers, Expense Vouchers, Payment Vouchers, and Receipt Vouchers, Creation of Debit and Credit Notes, viewing sales invoices, carrying out inter unit transactions, and clearing customer balances</p> <p>(iii) Security deposits, earnest money deposits, material advances, mobilization advances, etc. / monthly remittances of income tax, work contract tax, professional tax etc./ issue of Form No. 16A for income tax and Form 402 for Work Contract Tax, etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
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Project Management – Research and Development (R&D)	Phase - 3	<p>Creation of project document, project proposal, Manage project payables, project receivables, fund allocations, project code creation, receipt of grants and funds, honorarium advances and settlements, investments, budgets, project monitoring and tracking, project profitability, financial statements, project reports, utilization certificate etc</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Documents Management	Phase – 4	<p>1) Repository of Statutory Documents, Pictures, events, legal documents, tracking of legal enquiry, recording orders against the enquiry, etc</p> <p>2) Annual Report formation- Generation of predefined format of annual report which can fetch data, documents of various events, training, visits of dignitaries, Newspaper clippings, etc. from the all modules as and when required for preparation of annual report.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Committee Management System	Phase – 4	<p>This module should manage setting up and working of various committees that Institute forms. Its key functions should include. Set-up a committee with specific agenda; add/remove internal/external members Schedule meetings, define agenda, capture minutes of a meeting, periodic reminder for meeting, non-submission of reports etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Event Management System	Phase - 4	<p>This module should manage various events conducted by the Institute. It should be able to do the following key activities: Event design & planning, Formation of Committees, allocation of duties, Budgeting, Logistics Planning, Notice / Announcements, Meetings, Invitation / Posters / Brochure, Registrations, Attendance, Speakers, moderators, Summary Report, Feedback, Photographs, Press Coverage</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>

Collaboration Platform	Phase - 4	<p>This module should enable faculty, staff and students with a platform to make formal/informal communication, announcements and start discussion threads. Its features should include:</p> <ul style="list-style-type: none"> (i) Create announcement messages (ii) Birthday/New Joining/Retirement Intimation (iii) Select target audience: faculty, students, staff, batches, single, group, all (iv) Select appropriate medium: SMS, Email, Job Tray Alerts, and others (v) Poll facility to collect audience views/preferences/inputs (vi) Schedule an announcement at a later date & time. (vii) Create a new discussion thread or topic, allow likes/dislikes/comments etc. (viii) Set moderators for a specific forum or topic <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Address Book	Phase - 4	<p>Details of visit of various dignitaries/ guest faculties and other distinguished persons related to activities/mandate of the Institute, their contact number, emails. A complete data bank for sending greetings/ invitations/ communication/ consultation etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
Alumni Management and Corporate Relations	Phase - 4	<p>Automatic fetching of data from student master data from concerned module, creation of unique alumni registration number, Maintaining alumni and corporate directory, recording biographic data, tracking alumni academic / employment history, fund raising, donations, scholarships, etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>

Notes: -

- 1- The ERP must generate reports in a look/feel/format/size as approved by the Institute.
- 2- The dashboard of the ERP must have the facility of graphical indication of the different modules.

CHAPTER-7

OTHER GUIDELINES FOR BIDDERS

1. This Notice Inviting RFP is for procuring an **ERP** or **Institute Management System**, briefly termed as **IMS**, to meet the admissions, academic and administrative functions of the NID MP as defined in this tender document along with services to implement, host and maintain the system. The tender provides Bidders with relevant operational, performance, application and architectural requirements of the system.

2 ORIGINAL TENDER DOCUMENT

NID MP shall retain the tender, and all related documents having terms and conditions, exhibits in originals. Any modification of these, in the Bidder's submission shall attract immediate disqualification.

3 GUIDELINES

By virtue of submitting proposal, Bidders acknowledge that:

- i) This tender is a request to purchase software and professional services required to implement, train existing and new users on the **IMS**, and hosting & maintain services for the system on NID MP Servers. Software firms without an implementation mechanism shall not be considered.
- ii) Proposals are required to cover all modules as enlisted in this tender in the **IMS** to be provided.
- iii) NID MP reserves the right to reconsider any proposal submitted at any stage of the procurement. It also reserves the right to reconsider selected proposals at any time as per additional requirement. Furthermore, the NID MP reserves the right to add, modify or delete functionality (modules and components) until the finalization & signing of the contract.
- iv) NID MP expects to enter into agreement clearly differentiating **IMS**, implementation and training phases.
- v) Pricing must be submitted on a "not-to-exceed" basis. For services under a not- to- exceed arrangement, NID MP compensates the Bidder based on major deliverables to be identified in the development of the statement of work. If there is a residual amount, it shall be retained by NID MP. While, if the costs exceed the ceiling, the Bidder is to finish the work at no additional compensation, unless NID MP does not meet specific assumptions outlined in the proposal.

CHAPTER-8

Section-I

TECHNICAL BID PROFORMA

Sr. No.	Documentary Proof (Self attested)	Details	Page No.
i.	1- Name of the Bidder 2- Type of Bidder (Proprietary Firm/Company/LLP/Partnership Firm) 3- Complete Address 4- Telephone number 5- Official Email id of the Bidder 6- Mobile number of the owner		
ii.	Proof of incorporation/ inception of the Firm/ Company/ Agency	[Upload the document & refer here]	
iii.	Details of infrastructure, persons employed, and number of offices/branches available	[Upload the document & refer here]	
iv.	GST registration number with copy of certificate and Copy of PAN Card	[Upload the document & refer here]	
v.	Document related to experience of minimum 10 years of experience in implementing Customized ERP solutions in Educational Institutes NID/ IITs/ NITs/IIMs/ CFTIs/ Central/State Universities/ Autonomous Educational/ Research Institutions/ Deemed Universities.	[Upload the document & refer here]	
vi.	Document related to development and deployment of customized ERP/Management system for at least five (5) educational institutions out of which three must be a reputed government institution like NID/ IITs/NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in last five years. Bidder must upload Annexure II along with work order and Performance Certification on Annexure VI (for each client) in support of his claim.	[Upload the document & refer here]	

vii.	Document related to maintaining or have maintained such management software system in at least three educational institutions out of which two must be a reputed institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/ Research Institutions in last 5 years. Bidder must upload Annexure II along with work order and Performance Certification on Annexure VI (for each client) in support of his claim.	[Upload the document & refer here]	
viii.	Document related to successfully execution of three (3) single contract for more than Rs. 50 Lakhs from similar assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/ Research Institutions. Bidder must upload Annexure II along with work order and Performance Certification on Annexure VI (for each client) in support of his claim.	[Upload the document & refer here]	
ix.	Document related to successfully completed/ongoing at least one (01) Cloud based ERP.	[Upload the document & refer here]	
x.	Documents related to Bidder's own software development facility and should have experience in developing and implementing customized educational Institute management software without direct / indirect involvement of any third party.	[Upload the document & refer here]	
xi.	Documents related to ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for competency in software development.	[Upload the document & refer here]	
xii.	Documents related to having a minimum strength of 30 technically qualified (B. Tech / M.C.A. or equivalent) professionals as on 30/09/2020 on its rolls at its development facility.		

xiii.	Documents (Annexure I) related to average turnover of minimum Rs 1 crore per year {Copies of IT Returns/ Audited accounts statement of the last three years (2017-18, 2018-19, 2019-20)}	[Upload the document & refer here]	
xiv.	An affidavit (Annexure-VII) duly certified by a Notary that the Bidder has not been blacklisted by any NID/IIT/IIM/CFTI/NIT/PSU or any other Government organization in last three year.	[Upload the document & refer here]	
xv.	Details of Earnest Money Deposit or MSME/NSIC/Start-up Certificate issued by any authority of Government of India.	[Upload the document & refer here]	

All the documents shown above are mandatory in nature and in the absence of above the bids may be rejected.

Signature of the Bidder with seal and date

CHAPTER-8

Section-II

Evaluation Scheme (Three Stage Evaluation)

A. Technical Evaluation Scheme

SL. No.	Description	Criteria for Marks	Min. marks required in each description for Qualifying in Technical Criteria	Maximum Marks
1	Number of years of experience in implementing Customized ERP solutions in Educational Institutes NID/ IITs/ NITs/IIMs/ CFTIs/ Central/State Universities/ Autonomous Educational/ Research Institutions/ Deemed Universities.	1 mark for each year of experience subject to maximum of 15 marks	10	15
2	No. of development and deployment of customized ERP/Management system in Educational Institutions including reputed government institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in last five years.	2 marks for each development/ deployment in Govt. Institutions and 1 mark for other than Govt. Institutions subject to maximum of 15 mark	8	15
3	No. of Contracts for maintaining or have maintained such management software system in at least three educational institutions including reputed government institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in last five years.	2 marks for each ERP Maintenance Contract in Govt. Institutions and 1 mark for other than Govt. Institutions subject to maximum of 10 mark	5	15

4	No. of successfully executed contract for similar nature of assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/ Research Institutions	5 marks for each completed contract each for a value of 50 lakhs subject to maximum of 20 mark	15	20
5	No. of successfully completed similar assignments as Cloud based ERP	6 marks for each completed Cloud based ERP Contract subject to maximum of 12 mark	6	12
6	Bidder's own software development facility and should have experience in developing and implementing customized educational Institute management software without direct / indirect involvement of any third party.	3 marks	3	3
7	Average turnover of minimum Rs 1 crore per year for last three year (i.e. 2017-18, 2018-19 & 2019-20)	3 marks for minimum turnover and 1 mark each for every additional one crore average turnover subject to maximum of 5 marks	3	5
8	ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for competency in software development.	5 marks	5	5
9	Bidders having a minimum strength of 30 technically qualified (B. Tech / M.C.A. or equivalent) professionals as on	5 marks for minimum requirement and 1 mark each for every additional lot of 10 technically	5	5

	30/09/2020 on its rolls at its development facility.	qualified professionals subject to maximum of 10 marks		
1	Firms have its Head Office/Branch Office in Madhya Pradesh	5 marks	0	5
	Total		60	100

Note: - Bidder must upload all the relevant documents as per given formats failing which the marks will not be allowed.

The technical committee will evaluate the proposals on various parameters as detailed above at A based on the duly signed documents submitted in technical bid in .pdf format by prospective bidders. Bidders meeting the eligibility criteria and scoring a minimum mark as prescribed in each description as well as overall minimum of 60 marks out of 100 marks will be declared technically qualified. The evaluation of the technical committee is final and binding. The firms found technically qualified in this stage will be eligible for calling for presentation on next stage.

B. Presentation by Technically qualified bidders for Proposed Project Implementation and Demonstration

All technically qualified bidders, with minimum 60 marks in technical parameters, will have to present about their technical specifications, Innovations, Infrastructure, skilled & experienced Manpower, their firm's performance in the area of Customized ERP services etc. before the Committee. The bidders will have to specify the organizational chart of their Firm/Company/Organization, hierarchy of Managerial Personnel, Level of Management, Qualifications of personnel at managerial level and Qualifications of other personnel. The bidder must specify the qualification and level of expertise of the officials who will be associated with the proposed ERP development and deployment for the Institute. **The presentation shall also include Understanding of Requirements, Proposed Technical Approach, Description of System / Module design for the project and Demonstration of the working version of their similar software with at least 50% to 60 % functioning of the module's requirements as specified in the scope of work.**

The presentation will be evaluated for maximum 50 marks and qualifying marks will be 30 marks. The decision on marks allotted by the committee will be final and unchallengeable.

C. The final evaluation of Technical bid indulging Presentation will be as follows: -

- (i) **60 % weightage to the marks obtained in Technical bid only (A Above)**
- (ii) **40 % weightage to the marks obtained in Presentation only (B Above)**

D. Financial Evaluation Scheme

Financial Bids of qualified bidders, as per above scheme on point no. C, will be opened through CPP portal and evaluated on the basis of following formula: -

The final evaluation of Financial bid will be as follows: -

- (i) 80 % weightage to the Cost of ERP including hosting Cloud services (inclusive of all components)**
- (ii) 20 % weightage to yearly cost of Primary AMC as provided in scope of work**

CHAPTER-9

ANNEXURE-I

FORMAT FOR BIDDER'S ANNUAL TURNOVER

Date: _____

From (Name & Address of the Statutory Auditor)

Sir,

We hereby certify that the average annual turnover of M/s.....(Name of the Bidder) is not Less than Rs. one crore during each of the last three financial years.

Sl. No.	Firm	2017-2018	2018-2019	2019-2020
		Amount	Amount	Amount
1.				

Yours Sincerely,

(Signature of Chartered Accountant)

Name of the Chartered

Accountant: Seal:

SIMILAR WORK EXPERIENCE

Date:

Subject SUPPLY AND INSTALLATION OF ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION AT NID MP

1. We hereby declare and confirm that we, _____ (Name of the Bidder), having registered office at _____ (address) have successfully executed following projects. We are providing the details below:

Sl. No.	Name of the client organization	Purchase Order (P.O) No. & Date of issue of P.O.	Project Value	Brief Scope of Work	Whether the copies of the purchase orders / contracts from the client as required, is uploaded?	
					Yes/No	Pg. No. on the Proposal

Yours Sincerely,

(Signature of Authorized Signatory)**Name and Designation of the Authorized Signatory:****Seal:**

DEVIATION STATEMENT FORMAT

The Bidder is required to provide the details of the deviations of the tender clauses
(in any section of the tender as mentioned in Index) in the following format.

Sl. No.	Section No.	Clause No	Clause Descript	Non-Compliance/ Partial Compliance	Reason

Yours Sincerely,

(Signature of Authorized Signatory)

Name and Designation of the Authorized

Signatory: Name and address of the Bidder

Company:

Seal:

COVERING LETTER

**To,
The Director,
National Institute of Design, Madhya Pradesh
Bhopal, M.P.**

Sir,

1. Having examined the conditions of contract and specifications in the tender document and annexure, the receipt of which is hereby duly acknowledged, we, undersigned, offer to supply and functional installation of **Enterprise Resource Planning (ERP) Solution** along with all accessories for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, if our Bid is accepted, to complete delivery of all the items specified in the contract within the delivery schedule specified in the tender.
3. If our Bid is accepted, we will obtain the unconditional performance guarantee of a Nationalized/Scheduled Bank for a sum 10% of the purchase / contract value.
4. We agree to abide by this Bid for a period of 150 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal Purchase Order of Contract is prepared and a contract is executed accordingly, this Bid together with your written acceptance thereof in your notification of award shall constitute a contract binding on us, subject to terms and conditions mentioned in the tender document.
6. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive and you may reject any bid without assigning reason therefore and you may vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Contract.

Yours Sincerely,

(Signature of Authorized Signatory)

Name and Designation of the Authorized

Signatory: Name and address of the Bidder

Company:

Seal:

SERVICE LEVEL AGREEMENT

<Stamp paper of requisite amount>

Service Level Agreement for Supply and Installation of Institute Management System (IMS) through Enterprise Resource Planning (ERP) Solution at National Institute of Design, Madhya Pradesh (NID MP)

This agreement is made on _____ 2020 between the National Institute of Design, Madhya Pradesh, Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038 hereinafter referred to as “NID MP”,

and

M/s _____, a Firm/ Company/ Agency/ Individual with registered office at _____, hereinafter referred to as “Contractor”,

and both the parties as mentioned above set forth and agree to abide by the following terms of this agreement.

WHEREAS the Contractor has tendered for Supply and Installation of Institute Management System (IMS) through Enterprise Resource Planning (ERP) Solution at NID MP as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the Contractor has deposited with the Tendering Authority the sum of Rs. _____ (Rupee

s

_____ only) as performance security for the fulfillment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

1. The Contractor has accepted the contract on the terms and conditions set out in the tender notice

_____ dated _____, which shall hold good during period of this agreement.

2. Upon breach by the Contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the NID MP to claim damages for antecedent breaches thereof on the part of the Contractor and also to reasonable compensation for the loss occasioned by the failure of the Contractor to fulfill the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the Contractor to the NID MP.

3. Upon the determination of this agreement whether by effluxion of time or otherwise, the said deposit shall after the expiration of two months from the date of such determination be returned to the Contractor but without interest and after deducting there from any sum due by the Contractor to the Government under the terms and conditions of this agreement.

4. This agreement shall remain in force until the expiry of **36 months** from the date of entering into the contract, but the Tendering Authority may cancel the contract at any time upon giving one month's notice in writing without compensating the Contractor.

5. The Tendering Authority may give notices in connection with the contract. In consideration of the payments to be made by the NID MP to the Contractor as hereinafter mentioned the Contractor hereby covenants with the NID MP to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

6. The Tendering Authority hereby covenants to pay the Contractor in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

7. If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Contractor on the amount and at the risk of the Contractor without canceling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.

8. In the event of action to be taken, the Contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

IN WITNESS WHEREOF the parties have caused this Agreement to be executed by the hands of duly authorized representatives on the day, month and year first before written.

Signed:

For and on behalf of National Institute of Design, Madhya Pradesh Witness 1 _____

Authorised Signatory Witness 2 _____

For and on behalf of M/s _____ Witness 1 _____

Authorised Signatory Witness 2 _____

Annexure VI

Format for Performance Certification

(Furnish this information for each individual ERP Contract)

- 1. Name of the Contract and location**
- 2. Agreement no. With date**
- 3. Scope of Contract (copy of P.O.)**
- 4. Annual Contract Cost**
- 5. Date of start**
- 6. Period**
- 7. Amount of compensation/penalty levied, if any**
- 8. Performance Report**
 - I. Quality of the solution deployed -**

a. Good / Satisfactory/ Unsatisfactory

- II. User's satisfaction while deploying and usage: -**

a. Good / Satisfactory/ Unsatisfactory

- III. Successful implementation in terms of completeness and timely accomplishment of the outcome: -**

Good / Satisfactory/ Unsatisfactory

- IV. ERP Maintenance and Support Services after implementation: -**

Good / Satisfactory/ Unsatisfactory

(Signature of the Authorized Authority of the Organization)

Date:

(Official Seal of the Organization)

Annexure VII

Undertaking on affidavit (on non-judicial stamp paper of value Rs 100/-)

It is certified: -

- (a) that the Firm or Partners of the Firm or sole proprietor or Company as the case may be, has never been blacklisted by any organization and the name of the Firm or company has not been changed,
- (b) that there is no police case/vigilance enquiry pending against the Partners of the Firm or sole proprietor or Company as the case may be, and that he/ she/ it has never been punished by any Hon'ble Court;
- (c) that there are 'no dues' pending for payment towards Income tax/GST as on the date of the affidavit.

Signature of the Bidder _____
Name of the Signatory _____
Name of the Firm/ Agency _____
Seal of the Firm/ Agency _____
Place: _____
Date: _____

ANNEXURE-VIII

DETAIL REQUIREMENT OF HARDWARE AND SOFTWARE

The Bidder is required to provide the details of the Hardware and Software required for deployment of ERP on cloud solution: -

Details of Hardware Required: -

Sl. No.	Hardware Details

Details of Software Required: -

Sl. No.	Software Details

Yours Sincerely,

(Signature of Authorized Signatory)

**Name and Designation of the
Authorized Signatory: Name and
address of the Bidder Company:**

Seal: