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# IIMB ERP: INVITATION FOR BIDS FOR NEW ERP PROCUREMENT, IMPLEMENTATION & MANAGED SERVICES

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IIMB/ERP/PQ/2020-21/01

FEBRUARY 7, 2020  
INDIAN INSTITUTE OF MANAGEMENT, BANGALORE  
Bannerghatta Road, Bangalore

## General instruction

This Letter of Invitation document is not transferable. Please note that we will only consider proposals where the product vendor takes the total responsibility for entire project including software product, product maintenance, implementation and support for first seven years. We will enter into agreement/contract for all these only with the product vendor.

## Disclaimer

The information contained in this Letter of Invitation Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of Indian Institute of Management Bangalore (hereinafter "IIMB") or by any of their employees or advisors, shall be subject to the terms and conditions set out in this Letter of Invitation Document and all other terms and conditions subject to which such information is provided.

This Letter of Invitation Document is not an agreement and is not an offer or invitation by the IIMB to any parties other than the Applicants who are qualified to submit the Bids ("Bidders"). The purpose of this Letter of Invitation Document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This Letter of Invitation Document does not purport to contain all the information each Bidder may require. This Letter of Invitation Document may not be appropriate for all persons, and it is not possible for the IIMB, their employees or advisors to consider the investment objectives, financial situation and needs of each Bidder who reads or uses this Letter of Invitation Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Letter of Invitation Document and where necessary obtain independent advice from appropriate sources. The IIMB, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Letter of Invitation Document. The IIMB may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Letter of Invitation Document.

## Confidentiality

Information in this RFP is completely confidential and must not be circulated to any other parties in any form without consent and approvals from IIMB.

## Important Dates

#	Activity Description	Date
<b>1</b>	<b>Announcement</b>	
1a	Advertise/announce in IIMB Website, Central Procurement Portal and publish on MHRD portal	7 <sup>th</sup> February 2020
<b>2</b>	<b>Pre-Qualification</b>	
2a	Last date for submission of queries Send queries to: <a href="mailto:Vikram.subramanyam@iimb.ac.in">Vikram.subramanyam@iimb.ac.in</a>	14 <sup>th</sup> February 2020, 4pm IST
2b	Last Date for Submission  <b>Submit online through MHRD portal</b> ( <a href="https://mhrd.euniwizarde.com/">https://mhrd.euniwizarde.com/</a> ) Registration fees as per MHRD portal norms	24 <sup>th</sup> February 2020, 4pm IST
	Intimation of Pre-Qualified Bidders	28 <sup>th</sup> February 2020
<b>3</b>	<b>Technical Round: Only those applicants that satisfy the pre-qualification criteria will be invited for this round (Qualified bidders will be called for limited tender)</b>	
3a	Issue of detailed technical and financial documents	3 <sup>rd</sup> March 2020
3b	Last Date to furnish pre-bid queries	10 <sup>th</sup> March 2020, 4pm IST
3c	Pre-bid meeting	13 <sup>th</sup> March 2020, 6pm IST
3d	Issue of corrigendum/addendum (if any)	17 <sup>th</sup> March 2020
3e	Last date for submission of technical bid	20 <sup>th</sup> March 2020, 4pm IST
3f	Presentations by Bidders	23 <sup>rd</sup> March 2020, 6pm IST
3g	Intimation of qualified bidders for Financial Round	16 <sup>th</sup> March 2020
<b>4</b>	<b>Financial Round</b>	
4a	Last date for submission of Financial bid  Submission of Financial Bid with MHRD Portal ( <a href="https://mhrd.euniwizarde.com/">https://mhrd.euniwizarde.com/</a> ) Registration fees as per MHRD portal norms	23 <sup>rd</sup> March 2020, 4pm IST
4b	Opening of online closed e-bids	24 <sup>th</sup> March 2020
	<b>Bid should be submitted online through MHRD portal (<a href="https://mhrd.euniwizarde.com/">https://mhrd.euniwizarde.com/</a>)</b>	

### Tender Document Queries:

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to: [Vikram.subramanyam@iimb.ac.in](mailto:Vikram.subramanyam@iimb.ac.in)

### Bidding Portal Technical Details:

Please refer to Section: **Procedure for Submission of E-Tender** for technical details on bidding procedure.

### Bidding Portal Technical Support Queries:

Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is **011-49606060, 23710092, 23710091, Gagan 8448288987, Ambika-8448288988, Vijay 9113518121/8448288989, Retnajith 9355030607, Rajesh 8448288990, Suriya 8448288994, Farhan 8448288992, Sanjeeth 8882495599**

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## 1. Glossary

#	Term	Meaning
1	ALP	Action Learning Projects: Extra project that EEP participants undertake to complete a programme, only on request of their company. There is additional fee component charged for ALP.
2	AMC	Annual Maintenance Contract
3	AMS	Application Management Services
4	AP	Accounts Payable
5	AR	Account Receivables
6	AR&D	Alumni Relations and Development
7	Billdesk	Payment gateway vendor
8	CAT Vendor	A vendor who conducts CAT exams and provides CAT applicant results
9	CBS	Course Bidding System - A system outside the ERP where students from different programmes bid for electives
10	CCS	Comprehensive Concern Study
11	CDS	Career Development Services (Placements Office)
12	CGPA	Cumulative Grade Point Average
13	CM	Cash Management
14	CRN	Course Reference Number - a number used to refer to the combination of course and term
15	DA	Disability (students with disability)
16	DAC	Dissertation Advisory Committee (For Doctoral Programme - previously known as FPM)
17	DCP	Deficit Credit Point (DCP) - calculated when a student has achieved less than a certain grade in any course/subject in a programme. For a student to progress from one term to another, there are DCP-based criteria that the student has to meet.
18	E-Collect	A mechanism to reconcile payments made to the bank by customers (students, corporates etc.) in the Accounts Receivable using virtual account numbers.
19	EEP	Executive Education Programmes
20	EEP Custom (EEPC)	Executive Education Programmes - Custom Programme
21	EEP International	Executive Education Programmes - International
22	EEP LDP (EEPL)	Executive Education Programmes - Long Duration Programme
23	EEP SDP (EEPS)	Executive Education Programmes - Short Duration Programme
24	E-Nidhi	A portal built at IIM Bangalore on the ERP system to spin off payment pages and registration pages on demand. It is used to create these pages for various ad-hoc conferences and events that the various departments within the institute conduct.
25	EOL	Extra-Ordinary Leave
26	EPGP	Executive Post Graduate Programme in Management, Two year full-time MBA programme
27	ERP	Enterprise Resource Planning
28	FA	Fixed Assets
29	FCF	Faculty Contribution Fund
30	FCRA	Foreign Contribution Regulation Act
31	FDF	Faculty Development Fund

32	FDP	Faculty Development Programme: blended-fashion online/face-to-face course conducted for faculty.
33	FOAPAL	Current Chart of Accounts structure: Fund, Organization, Account, Program, Activity, Location
34	FPM	Fellow Programme in Management, 5 year Full-time Doctoral Programme
35	GL	General Ledger
36	IMR	IIMB Management Review (IIMB Journal)
37	IRB	Internal Review Board: reviews research requests
38	LOP	Loss of Pay
39	LTC	Leave Travel Concession
40	NSR Pre-Doc	NS Ramaswamy Pre-doctoral, 1 year full-time certification programme
41	ODS	Office of Disability Services
42	PGP	Post Graduate Programme, Two year full-time MBA programme
43	PGP (O)	Post Graduate Programme - Overseas
44	PGPBA	Post Graduate Programme (Business Analytics), 2 year full-time Master of Business Administration (Business Analytics) (MBA(BA))
45	PGPBA (O)	Post Graduate Programme in Business Analytics - Overseas
46	PGPEM	Post Graduate Programme in Enterprise Management, Two year MBA (weekend classes)
47	PGPPM	Post Graduate Programme in Public Policy and Management, 1 Year Full time Master of Management Studies (Public Policy) (MMS(PP))
48	R&P	Research & Publications
49	RA	Research Assistant
50	SL	Sabbatical Leave
51	SLA	Service Level Agreements
52	TA	Teaching Assistant
53	TA	Travel Authorization
54	TAMS	Time and Attendance Management System
55	TMS	Timetabling Management System
56	WAT	Written Ability Test

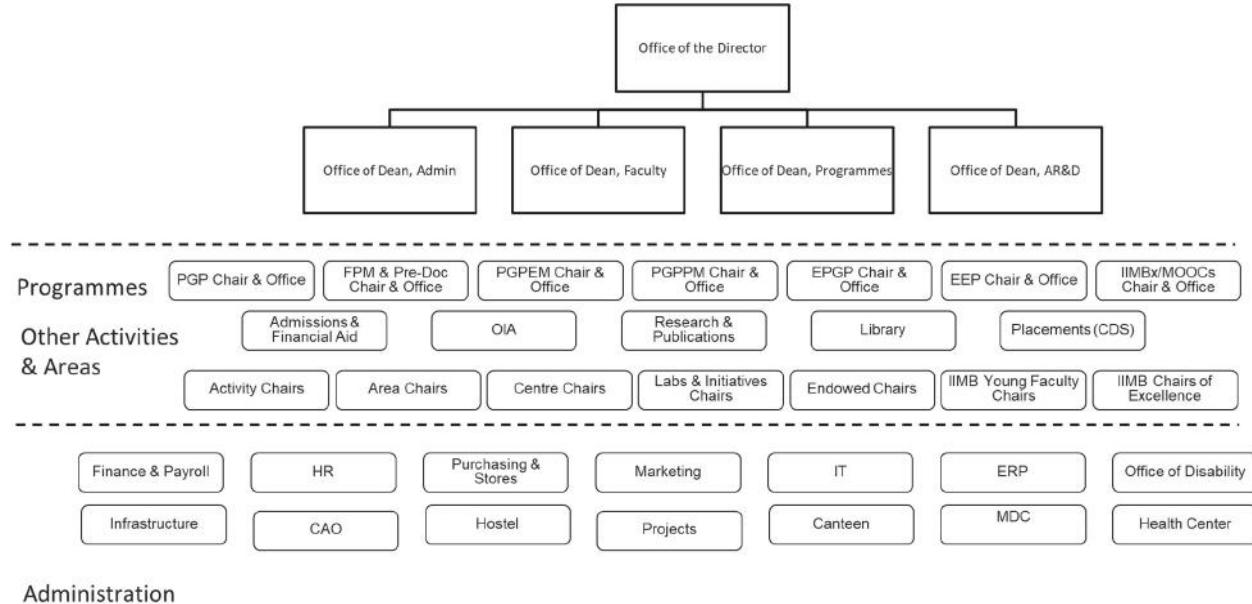
## 2. About the Institute

The Indian Institute of Management, Bangalore (IIMB) established by the Government of India in 1973 as an autonomous Institute, is an internationally reputed institution in the fields of management education, research and consulting. IIMB has had the unique privilege of educating some of the best minds in the country in the last 46 years. Under the **IIM Act of 2017**, IIMB is an Institute of National Importance. IIMB aspires to be among the top management institutions in the world. Our vision is to be a global, renowned academic institution fostering excellence in management, innovation and entrepreneurship for business, government and society. We have a campus in Bangalore on Bannerghatta Road and a proposed campus in Jigani.

## 3. Organization Map

IIMB has over 107 full time faculty members, more than 1200 students across various degree/diploma granting programmes and over 5000 annual Executive Education participants. The

diagram below is a map of the organization that includes the top management, offices and chairs of programmes and other activities and administrative offices.



The above map is neither complete nor finalization of the organization structure to be implemented. It is purely to help get an overview of the various key departments within the organization.

## 4. Academic Programmes

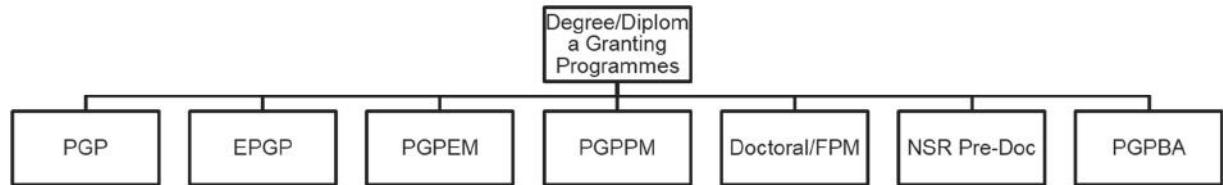
IIMB conducts various programmes broadly classified under:

1. Degree/Diploma Granting Programmes
2. Executive Education Programmes
3. MOOCs (IIMBx)

### 4.1. Degree/Diploma Granting Programmes

IIMB offers 6 degree/diploma granting programmes. They are:

1. Post Graduate Programme in Management (PGP): Two year full-time MBA programme
2. Executive Post Graduate Programme in Management (EPGP): One year full-time MBA programme
3. Post Graduate Programme in Enterprise Management (PGPEM): Two year MBA (weekend classes)
4. Post Graduate Programme in Public Policy and Management (PGPPM): One year full-time Diploma programme
5. Fellow Programme in Management (FPM): Full-time Doctoral Programme (Around 5 years)
6. NS Ramaswamy Pre-doctoral (NSR Pre-doc): One year full-time certification programme
7. Post Graduate Programme in Business Analytics (PGPBA): 2 Year Full-time MBA programme



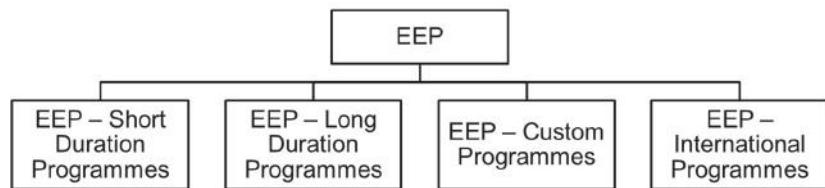
#### 4.2. Executive Education Programmes (EEP)

IIMB offers both Open and Customized programmes. The Open Programmes are either **Short Duration Programmes (SDPs)** or **Long Duration Programmes(LDPs)**.

The **SDPs** are of 3-5 days duration and address some of the issues facing the industry practitioners and/or based on the research interests of our faculty.

The **LDPs** are part-time programmes offered over 2-12 months. They address the needs of Managers for General Management skills or impact specialized skills/knowledge in a niche area such as Business Analytics, Entrepreneurship or Finance.

The participants' diversity in open programmes contributes significantly to cross-learning and provides continuing networking opportunities beyond the classroom. These programmes are held at IIMB campus. A certificate of participation will be awarded by IIMB to participants on successful completion of the programme(s).



#### 4.3. MOOCs (IIMBx)

IIMB started offering massive open online courses (MOOCs) in 2014 through its digital learning initiative, IIMBx, in partnership with edX – a not-for-profit online initiative of Harvard and MIT. Apart from edX, the programme offers courses on its own platform, IIMBx, and SWAYAM.

IIMBx offers MOOCs in all areas of management – data and insights, economics, finance, marketing, people management, operations, and strategy. We also have programs for every kind of learner, ranging from first-generation entrepreneurs to college educators looking to teach better.

The IIMBx programme is founded on the philosophy that everyone – irrespective of financial or regional constraints – should have access to quality education. Led by IIMB faculty, IIMBx uses digital learning tools to enable anytime, anywhere learning in a global classroom. The vision of the IIMBx programme is to use digital learning to enable widespread access to management education.

## 5. Project: Cloud ERP Transformation Project

In order to achieve this vision, IIMB wants an ERP from a stable vendor with experience in the Indian geography and higher education sector to provide an Enterprise System for ‘Higher Education & Research’ on the cloud:

- In an Integrated Application Landscape with ability to integrate with other on-cloud or on-prem applications
- Running on robust processes for core finance/ HR/ student/ faculty/ campus/procurement/ payroll
- Brings in well-defined processes
- Have a scalable approach to build customizations, custom processes and innovations

IIMB has already in place an ERP system that covers Finance, HR, Student life cycle management and various additional custom modules within the ERP. There are also applications outside of the ERP. This section covers the current state application landscape and the expected future state drawing the boundaries of the “ERP”. **As part of this project, it is desired to move all processes, modules, infrastructure and data out of the legacy on-premise ERP and into the new Cloud ERP, so that the legacy on-prem ERP can be decommissioned.**

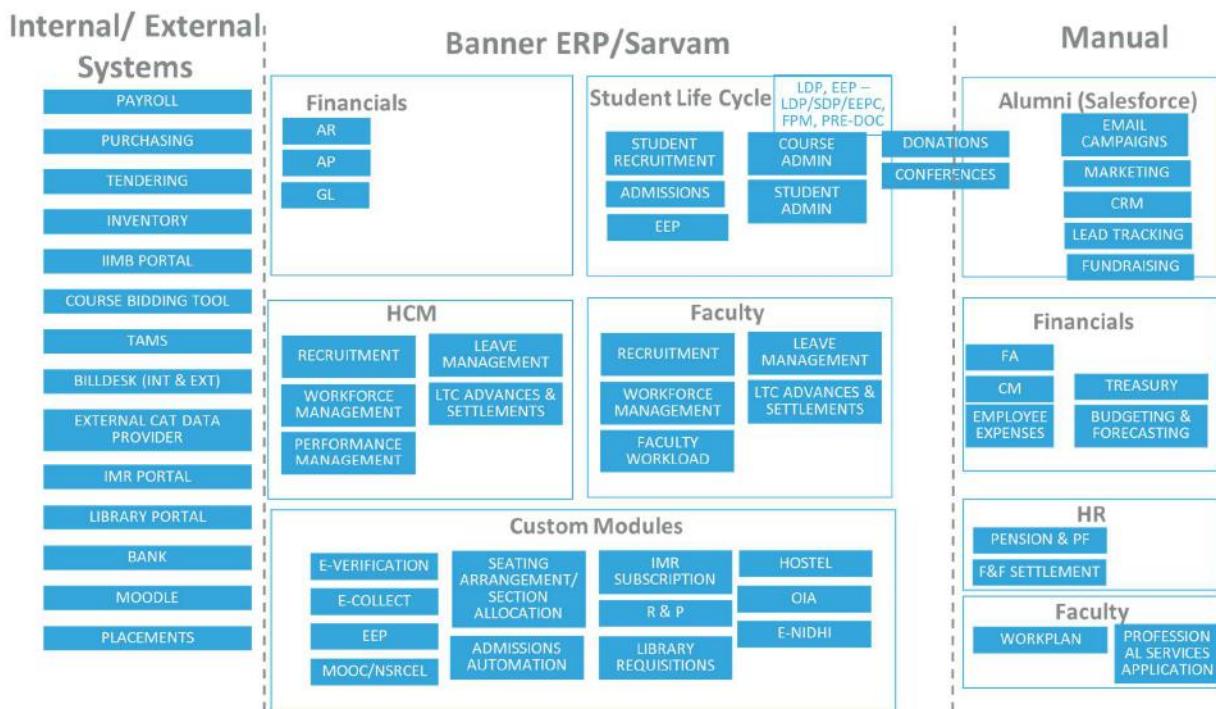
### 5.1. Objective

As part of the strategic vision, the following key objectives need to be realized as part of the project:

- Reliable Financial Reporting and Chart of Accounts that meet reporting internal and compliance requirements
- Integrated Financial, HR and Student/Campus processes including regular programs, executive long duration programs and executive short duration programs, custom programmes and international programmes, both in student-paid model and corporate-sponsored model (partial batch sponsorship model and fully sponsored custom programs).
- Fee payments integration with Billdesk and AR and reconciliation for all payment modes.
- Reporting to enable access to information across student and faculty lifecycle to ease data retrieval for rankings, survey etc.
- Support for multiple locations (campuses)
- A hybrid integration strategy that accommodates on premise and on cloud applications and custom process configuration to support flow of data between ERP and other applications
- A scalable approach to building customizations and innovate quickly.
- Integrated Projects, Procurement, Inventory and Financials

## 5.2. Current State

The current state application landscape at the institute has the ERP covering modules including Financials, HCM, Student Life Cycle, Faculty and other custom modules. The diagram below shows the key functionality running on the ERP and the applications/functionality running outside the ERP. The dotted lines delineate functionalities that lie within the ERP vis-à-vis those that lie outside.



Please refer to Section 6.1 for the detailed listing of interfaces and custom modules on the current ERP. These will be needed on the new ERP as well in addition to the interfaces required between the new ERP's modules for smooth functioning. The vendor is expected to update the list interfaces and custom modules that are required for build.

## 5.3. Expected Future State

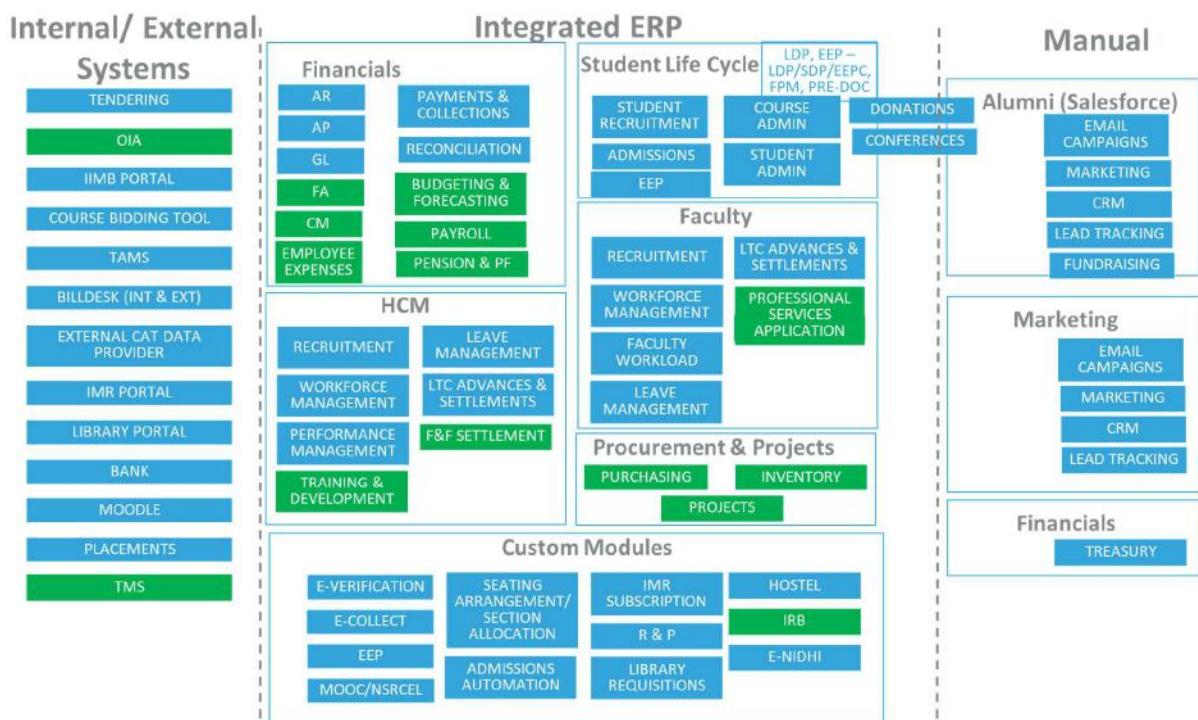
As mentioned earlier, IIMB wishes to deploy a strategic, integrated Enterprise System for 'Higher Education & Research', to bring capability to its Business and Organization strategies replacing its current ERP functionalities with the new ERP and optimizing processes as part of the implementation.

The system will function as a unified portal of IIMB, with common page format / structure for all users. The solution should feature:

- Ability to support Policy, Planning & Operational decisions in areas mentioned in the next section
- Work-flow management
- Role based access and accesses to certain transactions limited to specified physical computer systems
- Audit Trail
- Safe, quick and dependable back-up and restore to overcome mishaps
- Disaster Recovery with geographically separated data centres
- Fly-by-wire multiple category Report generation (Transactional, MIS, Analytical etc.)

- Query tool
- Document Exchange to and from Office productivity tools
- Spreadsheet Data Import/Export of all data
- APIs for process orchestration, application integration and extensions
- Tools for customization/application/process development
- Single Sign-on through Active Directory
- Payment gateway integration and creation of quick template-based payment portal pages
- Cloud Monitoring tools
- Secure HTTP: https/SSL implementation
- Mobility for student experience and faculty experience
- Historical Data Store (for data not being migrated into the new ERP)

This functionality scopes in the future state is represented in the diagram below:



## 6. Business, Management & Operational Requirements

Broadly, the requirements cover the following areas:

- Financials
- HR/HCM
- Student Life Cycle Processes
- Faculty Processes

- Procurement and Projects

**The attachment details the requirements needed and the format for the response of the vendors to those specific requirements. This will be provided during the technical round for those who qualify to participate in the technical round.**

### [6.1. Additional Information on Custom Modules and Interfaces](#)

This section details additional information on custom modules and interfaces that are part of the existing ERP system, to help in sizing infrastructure and platform requirements. The bidders are requested to go through the functionality and determine if these custom modules and interfaces are available out of the box in the proposed ERP, or if they would need to be built. Currently, all interfaces except payment gateway integration are manual, i.e. they are done through file data import/export. For all purposes of future state and technical consideration and financial estimation, the interfaces need to be assumed to automated and run through a subscription-based cloud platform to be provided by the vendor. The bidders are expected to add to the list and estimates, any interface between modules/products being provided as part of the response if these interfaces do not come out-of-the-box.

**The details regarding interfaces and custom modules will be provided during the technical round for those who qualify to participate in the technical round.**

### [6.2. Additional Information for Historical Data Store](#)

Based on the data migration strategy, any data that does not move into the new ERP system will need to be housed in a data store that can be queried by developers to provide reports on historical data to the users.

The following information is to help assess the size of this “query-able” data store:

Data Size: Database size is roughly 217GB, data size is 189.57 GB. Oracle 10g.

In future, there may be a decision for data warehousing and analytics, but these are not in scope for this project.

## 7. Scope of Work

### 7.1. Broad Scope

The scope of work broadly includes:

1. Perform Detailed Requirements Analysis, Gap Analysis, Future State Process Definition & Benefits Realization
2. Developing a blueprint and implementation timeline including the design of a coexistence strategy by interfacing with Legacy software systems, which have not been replaced including:
  - a. Implementation Roadmap
  - b. Change management strategy, training strategy & process expertise to minimize customizations and maximize adoption.
  - c. Proposed Technology Landscape including Infrastructure, Platform and Application
  - d. Proposed Process Implementation including process decomposition to a detailed level including identification of gaps and their resolution as configuration/out-of-the box items and development items (further as front-end/back-end/process extension, customization, report, integration, data migration etc.)
  - e. Integration Strategy
  - f. Legacy Data Migration and Archival Strategy

- g. Reporting and Analytics Strategy
  - h. Extensions and Customizations Strategy including, but not restricted to front-end, back-end and process customizations
  - i. Detailed Project Plan
3. Supplying suitable integrated software systems, that have the proven capability of meeting all requirements
4. Provide and setup the Cloud Infrastructure/Platform and Tools across IaaS, PaaS and SaaS required for IIMB's solution including ERP application, Customizations, Extensions, Reporting, Workflows and Integrations. There is a preference towards mature low code/zero code platforms.
5. Project Management & Governance
6. Process Change Management & Driving Adoption: Adopting / Designing / retaining work processes depending upon their acceptability to the user community, by undertaking Gap analysis between the current work processes and the proposed work processes and documentation of finalized processes including visual process flows.
7. Data Migration and Archival
8. Development of Customizations, Extensions, Integrations, Reporting, Workflows to resolve the identified gaps, including suitable, simple user interfaces to enable smooth transition to the new system to carry out the required work processes
9. Evolving suitable plan for user training and technical training; test data preparation and solution validation; solution acceptance by users; go-live preparation and for going live.
10. Technical & User documentation preparation to reflect the specifics of IIMB's solution
11. Testing Management: Management, documentation and reporting of all testing and test cycles.
12. Evolving policies and procedures for system administration, data archiving, disaster recovery &management
13. Warranty, Maintenance & Ongoing support to enable IIMB to adapt to the system, stabilize it, and make it a dependable tool for deriving continuous business benefits
14. Process and Tools: The vendor is expected to bring in any process and tools expected for full delivery of the scope of work. Should there be a cost involved for the institute to bear, the same should be included in the financial offer.

## 7.2. Specific Scope

### **1. Supply of 'Enterprise System for Higher Education & Research'**

- Supply of 'Enterprise System for Higher Education & Research' Software Product / Package that fully meets IIMB's requirements as stated in the previous section, along with Licenses, Technical & User Documentation
- Third party software, if supplied, should be seamlessly integrated with the supplier's package
- Recommendation and sizing of suitable cloud infrastructure for production & operational systems for efficient running of the software package, as customized for IIMB
- Supply of the highly available cloud infrastructure and platform to support the system and the customizations/extensions.
- Provide suitable performance Service Level Agreements (SLAs) that will meet the requirements of IIMB

### **2. Adoption of Package**

- Prepare detailed phase-wise implementation plan, with the first phase to be completed within 12months of the award of contracts
- Adopt best practices used by leading educational institutions, keeping in perspective change management issues
- Define processes and segregation of duties
- Review and minimize customizations
- Customize the Software product to meet IIMB's requirements, considering best practices followed by reputed institutions in the area of Higher Education & Research
- Retain, or redesign for efficiency, processes that are unique to IIMB, as well as those that pertain to statutory and regulatory requirements; and customize package to achieve this functionality
- Evolve strategies for coexisting with Legacy systems, where they are required to be retained, till the period they are phased out
- Prepare Implementation Project Management plan specifying clearly the deliverables, responsibilities, sign-offs, with strict adherence to delivery dates
- Evolve monitoring mechanism form continuous evaluation of the implementation effort.
- Report weekly project status, risks, actions and decisions and to IIMB's Management
- Training of core team members and different category of users, after getting approval of IIMB for the curriculum
- Equip core team members with capability to become change agents for successful implementation of the solution
- Arrange for one-time data migration from existing system databases, files and manual records, after getting approval of IIMB for the methodology adopted, ensuring data integrity.
- Guide respective users of IIMB in the preparation & maintenance Master data management
- Preparation of comprehensive test data and usage scenarios and anticipated results / outcome, in association with IIMB
- Demonstration of the customized and suitably configured solution to obtain End-User acceptance
- Provide documentation pertaining to Policies, System Administration, Testing, User manuals and operational manual (Softcopies & two sets of hard copies)
- Implement the IIMB solution

### **3. Infusion & Routinization of IIMB solution**

- Evolve Policies and Scripts and demonstrate their effectiveness in respect of:
  - System Administration
  - Cloud Infrastructure & Platform Administration including Performance & Health Monitoring and Management
  - Data & Access Security with single sign on
  - Data Integrity
  - Data Backup
  - Disaster Management & Recovery allowing for geographical separated stand-by nodes
  - Periodic data archival
  - Governance around Development of Integrations, Customizations and Extensions
- Specify performance monitoring parameters and train our operation personnel in measuring performance and fine tuning on an ongoing basis

**4. Warranty and Ongoing Support for the Software product and customization that has been carried out to meet IIMB's requirement**

- Provide Warranty Period/Hypercare Product and Solution Support
- Provide Post Hypercare IIMB's Solution Maintenance, Ongoing Support and Enhancement development (Managed Services) for a period of 6 years (years 2, 3, 4, 5, 6 & 7)
- 2 onsite Full-time developers + DBA/Infra Admin/Cloud Platform Admin for year 2 and year 3.

### 7.3. Implementation Phases

IIMB's Requirement	Phase 1
Finance	Yes
Student Life Cycle Management	Yes
HR	Yes
Procurement	Yes
Projects	Yes
Query-able Historical Data Store	Yes

## 8. Application Users/License Metrics

The section covers the number of application users and license metrics for consideration.

**Note:** These numbers may change (either increase or decrease), hence provide flexibility to increase/decrease users base. Please provide details of incremental costs.

**The details regarding interfaces and custom modules will be provided during the technical round for those who qualify to participate in the technical round.**

## 9. Invitation for Bid

This "invitation for bids" is for acquiring and implementation of Enterprise System for Higher Education &Research integrated business solution for IIMB for the areas mentioned / listed in subsequent sections. Responses prepared in accordance with the procedures enumerated in this document should be submitted to IIMB by the announced deadlines.

### 9.1. Due Diligence

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this document. The bid should be precise, complete and in the prescribed format as per the requirements mentioned. Failure to furnish all information required or submission of a bid not responsive to the Letter of Invitation Document in every respect will be at the Bidder's risk and may result in rejection of the bid. IIMB shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

## 9.2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and IIMB shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## 9.3. Amendment of Document

At any time before the deadline for submission of bids, IIMB may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Letter of Invitation Document by amending, modifying and/or supplementing the same. All prospective Bidders who have received this Letter of Invitation Document shall be notified of any amendments in writing by e-mail and / or post, and all such amendments shall be binding on them without any further act or deed on IIMB's part.

# 10. Instructions to Bidders

## 10.1. Preparation of Bids

### **Language of Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Letter of Invitation Document and / or the bidding process exchanged by the Bidder and IIMB shall be written in English language only.

### **Pre-Qualification of the Bidder and Proposed solution**

An "organization", which is the principal developer and owner of the proposed 'Integrated Enterprise System for Higher Education & Research' solution, ('Software Principal') will bid independently and bring in their Implementation, Maintenance and Ongoing Support Team.

Please note that we will only consider proposals where the product vendor takes the total responsibility for entire project including Software product, product maintenance, Implementation and warranty and post implementation support through seven years from the start of the implementation. We will enter into agreement / contract for all these only with the product vendor.

The bidder or the partner shall not have been blacklisted by any State or Central Government undertaking in India.

Bidder is one who has responded to the Invitation Letter for supply, installation, implementation, testing, integration, commissioning, Maintenance & Ongoing Support of the 'Integrated Enterprise System for Higher Education & Research' Solution. The Bidder shall be responsible for the total project in all its dimensions.

In the event of any additional information required by IIMB other than that specified in the pre-qualification criteria, the Bidder shall duly submit such information within the prescribed time to IIMB. The Bidder shall submit the original Letter of Invitation Document duly signed on each page as a part of the bid. It shall be expressly agreed herein by the bidder that he has read and understood the complete Letter of Invitation.

To qualify as a bidder, the following requirements need to be met:

- The vendor should be an OEM who will own full responsibility of providing the application, the infrastructure, the customization platform and a query-able data store for historical data, all on the OEM-owned cloud, and will own fully responsibility of the implementation. The vendor shall

not sub-contract the implementation of their ERP product (includes Finance, HR/HCM, Projects, Procurement, Student Life Cycle) to other vendors, or use sub-contractor resources for the same.

- The vendor should demonstrate experience in cloud across application, platform and infrastructure.
- The vendor's ERP product suite coverage should include Financials, HR/HCM, Student Life Cycle Management modules etc. Student Life Cycle Management should provide out-of-the-box modules/processes for Admission, Student Registration, Course and Programme Administration, Student Fee Rules Configuration and Collection, Transcript Generation, Certificate Generation etc.
- The vendor's ERP product should have extensibility for India-specific laws such as GST – preferably out-of-the-box, and with reference implementations in India.
- The vendor should have at least 10 installations of ERP in the higher education space (educational institutes with Bachelors and Masters, and/or Doctoral Programmes) inside or outside India, and in each installation, the number of employees should be more than 500 and the full-time student strength should be more than 1000.
- The vendor should have at least one decade of presence within the higher education sector.
- The vendor should have supported Student Life Cycle Management modules and processes for at least a decade.
- The vendor should have an average annual turnover for the last three years through ERP more than Rs. 100 cr.
- The vendor shall have a support centre in India and provide the details.
- The vendor should have a strong partner ecosystem (at least 3 active partners for over 3 years) in India in the academic ERP space. Provide the details.

**No exceptions will be made on the above criteria. Only vendors meeting the above criteria should respond. Those who are found to not meet the criteria will be disqualified immediately.**

**Documents required are mentioned on the Pre-Qualification Response Format.**

## **11. Overall Evaluation Methodology**

IIMB shall evaluate and compare the bids determined to be substantially responsive. Any effort made by the Bidder to influence the IIMB in the evaluation/contract award decision, may result in the rejection of the Bidder's bid. It is IIMB's intent to select the Bid that is most advantageous to IIMB and each Bid will be evaluated using the criteria and process outlined below.

The Technical and Commercial evaluation of Bids shall be carried out by the IIMB using a point system. Only pre-qualified vendors will be eligible to participate in the bidding process.

The Bidding process shall involve:

Prequalification

**Technical Bid:** Only those vendors who pre-qualify will be invited to participate in the technical round.  
**The evaluation method will be published during the technical round.**

**Financial Bid:** Only those who qualify in the technical round will be invited for financial bid. **The evaluation method will be published during the technical round.**

### **11.1. Evaluation of Bids**

Important points to note regarding the evaluation of bids:

- Prior to the detailed evaluation of the Technical Bids, IIMB shall determine whether each bid is (a) complete (b) is accompanied by the required information and documents and (c) is substantially responsive to the requirements set forth in the Letter of Invitation. A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or which limits in any substantial way, inconsistent with the Letter of Invitation, IIMB's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids. In order to reach such a determination, IIMB will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified. IIMB's evaluation in this regard shall be final and binding on the Bidder.
- An important criterion in the evaluation will be the Bidder's demonstrated ability to complete the Project in the given time frame. The workflows / blueprints proposed by the Bidder as a part of the Bid shall substantially assist IIMB while evaluating the Bid Document.
- IIMB shall have the right to call upon the Bidders for a Pre/Post-Bid technical presentation and / or a demonstration of the proposed Business Solution for IIMB wherein the core functionality and workflows shall be presented. IIMB may ask for the demonstration of the Bidders solution by running typical sample scenarios of IIMB's activities. The Bidders are also expected to present their key resources, which will be leading the implementation during the Pre-Bid presentation, whose profiles would be evaluated by the Evaluation committee.
- Based on the results of the Technical evaluation, IIMB shall then proceed to invite bidders who qualify for the Technical evaluation, for the Commercial Bid. The Commercial evaluation will consider the information supplied by the Bidders in the Commercial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in the Letter of Invitation.
- IIMB will make known to the bidders their overall technical scores before the submission of the commercial bid.
- IIMB may at its sole discretion, waive any minor informality or non-conformity or irregularity in a Bid Document, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

### **12. Evaluation Committee**

- Evaluation Committee constituted by the IIMB shall evaluate the Bid Documents submitted by the Bidders.
- Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties. No correspondence will be entertained outside the process of negotiation / discussion with the Evaluation Committee.
- Evaluation Committee will make known to the bidders their overall technical scores before the submission of the commercial bid. Any other information relating to the examination, clarification, evaluation and comparison of the Bid Document and recommendations (if any) shall not be disclosed by the Evaluation Committee to the Bidders or any other persons (other than Officers /advisors of IIMB), not officially concerned with such process.

### **12.1. Technical Bid Evaluation**

All Bid Documents shall be evaluated and scored by the Evaluation Committee based on a point system, assessing each bidder's ability to satisfy the requirements set forth in the Letter of Invitation.

Each Proposal will be evaluated according to the following criteria, but not limited to

- The qualities, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed business solutions.
- Adherence to IIMB's IT Architecture Plans, Information Systems Security Policy, Key Infrastructure Strategy, other strategic dimensions and services incorporated in the proposed solution.
- Bidder's understanding of IIMB's requirements as reflected in the approach presented by the
- Bidder of the solution offered and technology related issues.
- Observations during site Inspections and Management Interviews, if requested by IIMB.
- Bidder's responses to all Letter of Invitation requirements including, but not limited to, data from the Bidder's Proposal, questions and answers, Bidder qualifications, expertise and relevant experience.
- Bidder's demonstrated ability to make available the key personnel at the time of contracting and post key personnel on the project thereafter. The Bidder must propose key staffing plan and must present the key resources during the pre-bid meeting.
- Bidder's expertise in managing complex integrated systems and services and implementing and maintaining proven state-of-the-art technologies.
- Bidder's ability to provide the needed support (installation support, maintenance, training, etc.), references confirming past success in similar projects, use of appropriate technologies and products, ability to provide integrated software solution, etc.
- Bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy and its allocation of sufficient resources to address all aspects of its proposed solution.

### **12.2. Evaluation Framework**

**The evaluation method will be published in the technical round.**

### **12.3. 'Enterprise System for Higher Education & Research' Business Solution**

IIMB will evaluate the excellence of the Business Solution proposed, on the basis of its capability to meet IIMB's Business, Management and Operational requirements. Additionally, the Bidder should specify if they could provide an intelligent integrated business tool, including tools for orchestrating web services into a business process.

#### **Functionality**

IIMB shall give weightage to the quality and fit of the solutions / blue prints /workflows proposed by the Bidder. The Bidder shall respond with the best practices / workflows implemented across the world and shall adopt these if best suited to the IIMB. The Bidder should propose workflows that comply with the legal and statutory requirements. Also,

The proposed solution should have real time integration within the multiple modules of the Enterprise System for Higher Education & Research.

The best practices must be made available within the offered solution in key areas of the IIMB including current and future needs.

An integrated business intelligence tool must be part of the overall solution.

### **Package**

IIMB will evaluate the package based on the following attributes, not limited to:

### **Tools**

Enterprise System for Higher Education & Research software should have System administration tool and development tool to enable MIS, System administration and Customization. The integration components should be natively available as a part of the Enterprise System for Higher Education & Research application/platform and should not be a third party component. If some additional software tools, components or packages are needed to completely meet the functionality requirements, the Bidder should include them in the response to Letter of Invitation.

### **Presentation**

The presentation evaluation criteria will encompass User Interface (GUI/Character), Security facilities, Presentation Manager, Look and Feel, On-Line Help with customization capability, Drill-Down Support and Ad hoc analysis and reporting capabilities.

### **Technology**

The evaluation from the Technology perspective will be based on Cloud Infrastructure Requirements to attain promised performance levels. Architecture should be such that it is interoperable with common platforms. Tools, Workflows, custom build/source Code, Technical and User documentation should be delivered with the standard shipment at no extra cost. Benchmark for online transaction processing and throughput for batch processing and Bandwidth utilization should be provided.

### **Risks**

The Product should have the ability to map the existing unique processes of IIMB. The Bidder should have the ability to manage the Implementation timeframe. Product upgrades should be regularly provided and it should be easily upgradeable by trained persons. Bidder should have at least one support facility in India. Product stability: with a clear-cut road map to continue and improve current Enterprise System for Higher Education & Research and Availability of skills for Enterprise System for Higher Education & Research and its customization. The Bidder shall also provide a detailed Risk Management Plan.

### **External Interface**

The proposed solution must provide an external interface for,

- Data export-import facility
- Data integrity and validation during export-import
- Enabling the integration of the Enterprise System for Higher Education & Research solution with existing applications of IIMB, by making the EAI available within the Enterprise System for Higher Education & Research solution. It should also be possible to expose Enterprise System for Higher Education & Research as web services so that Business Process orchestration can be carried out across systems.

### **People**

The IIMB will evaluate the information submitted by the Bidder with regard to Bidder's proposed team, especially, the Project Manager, the Module Leaders and the team size for all the modules along with

the team's profile, in the response. The Bidder must put forth the best team that has the relevant Enterprise System for Higher Education & Research design and implementation experience, expertise, domain knowledge and the ability to meet the stringent deadlines. The Bidder should note and hereby agrees that the names proposed, once accepted by IIMB, cannot be changed under any circumstances. The Bidder cannot subcontract the work at any stage, without prior expression of approval from the IIMB.

**Bidders' Competence**

Ability to implement large sized projects; Enterprise System for Higher Education & Research market share within India; Enterprise System for Higher Education & Research market share globally; Enterprise System for Higher Education & Research core competency; spending on R & D for the Enterprise System for Higher Education & Research platform.

**Cost**

The Bidder will be evaluated on the total cost of ownership which should cover the Pre-Implementation cost, Product License/Implementation Costs including Application, Platform and Infrastructure, Customization (Blue Prints / Workflows), One time Services components; Post-Implementation cost for Enhancements and Bug fixes; Change Management & Training; Onsite and Online help and System support services, cost to be incurred by IIMB on ongoing support for a period of seven years.

**12.4. Broad Criteria for Technical Evaluation**

<b>Enterprise System for Higher Education &amp; Research Bidder credentials</b>		<b>15%</b>
Evaluation of at least one installation running Higher Education & Research solution proposed for IIMB.	<p>Please provide detailed customer testimonial as a proof of Higher Education &amp; Research solution running live at this customer location. Also enclose the contact name and number in the account.</p> <p>Preferred: Top International B-Schools with both full-time and executive education programs spanning all modules in scope.</p> <p>Clearly mention the products and modules supported whether they are the same as proposed or different.</p>	

Evaluation of Enterprise System for Higher Education & Research installation in India	<p>Please provide the list of customers / contact numbers and list of the modules in each installation.</p> <p>Preferred: IIMs/IITs/top schools in India with both full-time and executive education programs spanning all modules in scope. Where Finance/HR implementation is not available, support with:</p> <ol style="list-style-type: none"> <li>1. Finance implementations in India including GST</li> <li>2. HR and Payroll implementations in governmental/7th Pay Commission Context.</li> </ol> <p>Clearly mention the products and modules supported whether they are the same as proposed or different.</p>	
Enterprise System for Higher Education & Research Market share within India  <b>(The figures provided should be for the Solution proposed at IIMB, if figures are not available then the Bidder would score no points on this evaluation point)</b>	Please provide reports, if any that have been released by independent agencies of repute (Gartner / IDC / Forrester / Frost and Sullivan, Dataquest). Apart from the agencies mentioned, acceptability of others would be decided by the technical evaluation committee	
Enterprise System for Higher Education & Research Market share globally  <b>(The figures provided should be for the Solution proposed at IIMB, if figures are not available then the Bidder would score no points on this evaluation point)</b>	Please provide reports that have been released by independent agencies of repute (Gartner / IDC / Forrester / Frost and Sullivan). Apart from the agencies mentioned, acceptability of others would be decided by the technical evaluation committee	
<b>Methodology and Implementation</b>		<b>20%</b>
Implementation capabilities of the Bidder	Total number of consultants for the solutions proposed in the direct implementation team of the Vendor by Product and Module in India	
Direct Implementation capabilities of the Vendor	Provide the list of customers in India where the vendor has implemented	
<b>Product Features - Fitment, Localization &amp; Road Map</b>		<b>20%</b>

Core solution details	<p>Please explain / show in detail:            Enterprise System for Higher Education &amp; Research Solution Architecture and the ability to meet IIMB's Business, Management &amp; Operational Requirements, including responses to requirements fit from Section 6.</p>	
Localization	<p>Provide documentation that the solution provides localization for the following:</p> <ul style="list-style-type: none"> <li>• First Release date of the localized solution</li> <li>• How many releases till date and</li> <li>• Localization by the Principal or Partners</li> </ul>	
Cloud provision details & data centres	<p>Please specify whether the Principal themselves own the cloud infrastructure/data centre where the applications, platform and infrastructure are hosted. If not, provide the cloud provider details.</p> <p>Please provide the Quality of Service metrics for the components on cloud including, but not restricted to, scalability, security, availability.</p> <p>Provide information on where data is stored across application, platform and cloud infrastructure. If certain applications/subsets of data is to be stored outside India, provide:</p> <ol style="list-style-type: none"> <li>1. Details about security features of data and applications on the cloud, including data-at-rest and data-in-transit. Further, additional details about encryption and security of sensitive data.</li> <li>2. Company/Product Roadmap for bringing in such applications or data to an Indian data centre</li> <li>3. For the period that it is not residing in an Indian data centre, a mechanism to maintain one serving copy of the data.</li> </ol> <p>Provide mechanisms for Automation of Data Backup, Disaster Recovery, Cloning and other cloud operations and best practices available out-of-the-box to leverage.</p>	

Product Upgrades - Ease in Upgrading Product	<p>Please provide details of the upgrade path for all the components of the solution proposed. This should include but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Dates of first release of the components of the solution</li> <li>• Dates/Month of release of upgrades of the components of the solution</li> <li>• Date of the release of the current version of the components of the solution</li> <li>• Date of the next two release(s) of the components of the solution</li> <li>• Will the upgrade to future releases require a major implementation effort?</li> <li>• Are all the custom components as part of solution design upgrade-friendly? If not specify details and effort required to build these components.</li> <li>• Are there upgrade tools available? If yes, please detail out the tools available and whether these are a part of the standard offer or whether IIMB needs to pay/budget for the same</li> </ul>	
Bidder Support - Bidder should have Support Facility within India, specifying support elements which are offered in Standard Support covered in AMC	<p>Please provide relevant ISO and/or CMM certification</p> <p>Please mention the various channels / media / mode through which support can be provided. Which of these are a part of the AMC and which of these is not.</p> <p>Are any Proactive Services included in the AMC Cost?</p> <p>Please provide the locations from which support is rendered.</p>	
<b>Solution Design, Technology, Openness - Integration &amp; Interfacing Capability</b>		<b>20%</b>
<p>Please indicate whether the product/solution has built-in Report Development tools, EAI tools, Process Orchestration Tools, Custom Application Development Tools.</p> <p>If yes, please elaborate whether the same can be used to interface the existing applications.</p> <p>Please indicate whether this is a part of the proposed solution or needs to be purchased separately.</p>	Please provide technical documentation and pricing	
Solution Architecture	<p>Provide the overall solution and technical architecture.</p> <p>Technical details of the application server of the</p>	

	<p>proposed solution; ownership and future roadmap of the same must be included.</p> <p>Please provide the details of the OS and Databases of the proposed solution infrastructure.</p> <p>Please provide technical details on the availability, scalability of the proposed solution. Please provide how the architecture de-couples core ERP operations to run distinctly from the customizations/extensions built.</p> <p>Please provide details of enhanced security features that are part of the proposed solution for application access and features that secure different layers of infrastructure, database, data (at rest and in transit), platform and application should be highlighted, single-sign on with Active Directory, 2-Factor Authentication</p>	
Portal/Microsites Solution for IIMB	<p>Portal Offered should have the ability to offer seamless drill down into any application proposed. Also sign in integration with Active Directory option should be available.</p> <p>Further, ability to generate with zero-coding/low-coding on-demand template-based registration pages with payment integration should be supported.</p>	
Analytics	Pre-built Analytic Content for Enterprise System for Higher Education & Research should be offered as part of the solution.	
Extensibility vs Customization	Please provide the features included in the product to support extensions that do not impact the upgradability of the core product.	
Ease of Data Migration	<p>Provide details about the solution that makes migration of data easy, simple and robust. Provide details regarding how historical data and current data will be migrated.</p> <p>Also provide the features available and ease to extract data for a future migration out of the product suite.</p>	
<b>Implementation &amp; Post Implementation Maintenance &amp; Ongoing Support</b>		<b>25%</b>
Please indicate how committed you are for the successful implementation of the proposed solution at IIMB.	Please provide parameters for Service Level Agreements (SLAs)	

Proposed Manpower for the Project	<p>Manpower deployment plan &amp; resources dedicated to the project</p> <p>Key personnel in the project team and their profile pertinent to the requirements of our Project including the following and any other pertinent supporting information: Primary contact, Solution Architect, Project Manager, Delivery Head and any other key roles that will lead the project.</p> <p>Please include their overall implementation experience and implementation experience in Higher Education sector.</p>	
Process and Tools for better management and delivery of the project Adoption and Change Management	<p>Any additional process and tools recommended as part of the project delivery and how it benefits the delivery and adoption of the solution. Is it brought in at zero cost to the institute?</p> <p>Provide details regarding the approach adopted during implementation to minimize customizations and drive adoption.</p>	
Post-Production Support	<p>Please provide Operating Model, Ticketing System, SLAs, Penalty Clauses. Also, provide the model to enable development of enhancements over year 2 through year 7.</p> <p>2 onsite Full-time developers + DBA/Infra Admin/Cloud Platform Admin for year 2 and year 3.</p>	

## 12.5. Commercial Bid Evaluation

Each of the Commercial bids shall be evaluated on a score of 100(One hundred) points on the basis that points obtained are inversely proportional to the Price quoted and vice- versa. The methodology of scoring will be as follows.

$$\text{Bidder Commercial Score} = 100 \left( \frac{\text{L1 Total Cost of Ownership}}{\text{Bidder Total Cost of Ownership}} \right)$$

## 12.6. Evaluation for Final Selection

**The evaluation method for final selection will be published during the technical round.**

## 13. Documents Constituting the Bid

The bid prepared by the Bidder shall comprise of the following components. The bids not conforming to the requirements shall be summarily rejected.

### **Technical Bid**

The Technical Bid will comprise of a Cover Letter, Bid Proposal Sheet, Performance Statement, Details of Software Development & Maintenance Facilities, Hardware (Cloud Infrastructure & Platform) specifications, incremental IT infrastructure in general, Project Staffing Plan, Undertaking (as given below) and a detailed bill of materials with specifications. Please note that no price schedule should be indicated in the Technical Bid and shall only be quoted in the Commercial Bid. Failure to comply with the same may result in the rejection of the Bid.

### **Commercial Bid**

The Commercial Bid shall comprise of a Cover Letter, Pricing Policy and Module wise Price Schedule duly completed.

### **Undertaking**

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required since no deviation will be acceptable to IIMB.

### **Bid Prices**

#### **Prices in the Price Schedule**

- The Bidder shall quote price in clear terms. Break up should abide by the Format for Commercial Bid. The rates quoted should be inclusive of VAT and all other taxes.
- All prices shall be for delivery of services at IIMB's premises up to the satisfaction of IIMB or their representatives (if any). The aggregated price should be quoted in words also.
- The Commercial Bids should strictly conform to the formats to enable evaluation of bids and special care may be taken that the bids having any hidden costs or conditional costs will be liable for rejection.

#### **Fixed Price**

Prices quoted by the Bidder shall be fixed. No open-ended Bid shall be entertained and the same is liable to be rejected straightaway. Price quoted shall be inclusive of all taxes and duties.

#### **Bid Currency**

Prices shall be quoted in Indian Rupees.

#### **Period of Validity of Bids**

- Bids shall remain valid for 120 days after the date of bid opening prescribed by IIMB.
- In exceptional circumstances, IIMB may solicit the Bidder's consent to an extension of the period of validity.

### **Format and Signing of Bid**

**All bid submissions should be done as per the formats specified on the tender on MHRD portal (<https://mhrd.euniwizarde.com>)**

### **Authentication of Bid**

The original and all copies of the Bid Document shall be type written in indelible ink and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made.

### **Process for Submission of Bids:**

#### **Rejection of Bid**

- Bids submitted by mail will be rejected.
- The Bid Document shall be submitted per requirements specified. Bids submitted by Telex, fax or email shall not be entertained.
- Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.
- Any bid not secured in accordance with the above, shall be rejected by IIMB, without any further correspondence, as non-responsive.

## **14. Details of Bids to be submitted**

### **14.1. Pre-qualification Round Response**

Please refer to the format on the MHRD portal.

### **14.2. Format of Technical Offer**

The offer formats will be provided during the technical round for those qualified to participate in the technical round.

### **14.3. Format of Commercial Offer**

The offer formats will be provided during the technical round for those qualified to participate in the technical round.

## **15. Appendix**

### **15.1. Appendix 1: Required Data for GST Reporting**

This will be provided during the technical round for those qualified to participate in the technical round.

### **15.2. Appendix 2: Data Points for Ranking and Accreditation**

This will be provided during the technical round for those qualified to participate in the technical round.

## 16. PROCEDURE FOR SUBMISSION OF E-TENDER

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the e-Wizard Portal <https://mhrd.euniwizarde.com/>

### 1. REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- c) Bidders to register upon enrolment their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
- d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- e) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

### 2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like organization name, value, location, date, other keywords, etc. to search for a tender published on the Online Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested tenders’ folder.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

### 3. BID PREPARATION

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/PNG, etc. formats.

### 4. BID SUBMISSION

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- c) Bidder to select the payment option as ONLINE to pay the EMD wherever applicable and enter details of the instrument.
  - d) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
  - e) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
  - f) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
  - g) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
  - h) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
  - i) **The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.**
- 5. ASSISTANCE TO BIDDERS**
- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender – [Vikram.subramanyam@iimb.ac.in](mailto:Vikram.subramanyam@iimb.ac.in)
  - b) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is **011-49606060, 23710092, 23710091, Gagan 8448288987, Ambika-8448288988, Vijay 9113518121/8448288989, Retnajith 9355030607, Rajesh 8448288990, Suriya 8448288994, Farhan 8448288992, Sanjeeth 8882495599**
6. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
7. **The bid should be submitted through MHRD portal (<https://mhrd.euniwizarde.com/.>)**