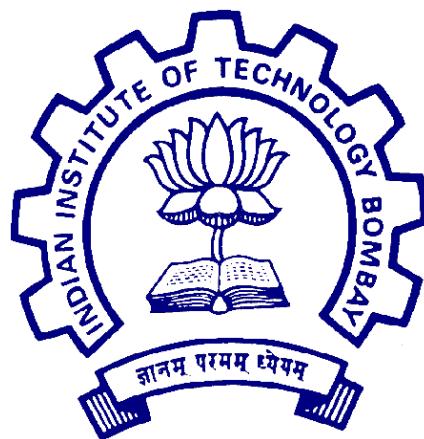


Request for Proposal for Implementation of ERP and Web- based ERP- like Solutions

Volume II - Bidding Terms and Conditions

Indian Institute of Technology Bombay



Disclaimer:

This document contains confidential information about Indian Institute of Technology Bombay (IITB) which is provided for the sole purpose of permitting the bidder to make a proposal. In consideration of receipt of this document, the bidder agrees to maintain such information confidential and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the bidder prior to receipt of such information from IITB or becomes publicly known through no fault of bidder or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to IITB.

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1. Tender Notification

Name of the Project Work	Implementation of ERP and Web-based ERP like-solutions at IITB
Tender No Tender Date	Indent No. 201301078 17 th October 2013
Availability of Tender document	IITB Website www.iitb.ac.in/stores/tender/index.html
No. of Covers	One (1) main cover with six (6) sub-covers
Nature of bid process	<ul style="list-style-type: none"> • Pre-qualification • Three stage technical evaluation • Reverse auction
Tender Fees:	INR 10,000/- (INR Ten Thousand Only/-) in the form of Demand Draft payable to "The Registrar, IIT Bombay" payable at Mumbai (Nonrefundable)
Earnest Money Deposit	INR 20,00,000/- (INR. Twenty Lakhs Only/-) in the form of Bank Guarantee
Issue of Request for Proposal(Tender) documents	17 th October 2013
Email id for clarifications on ERP tender	erptender_response@iitb.ac.in
Last date and time for seeking clarifications on ERP tender through e-mail	28 th October 2013 by 1:00 pm
Date and time of Pre-bid conference	30 th October 2013 at 3.00 pm
Place for Pre-bid meeting	Materials Management Division Indian Institute of Technology Bombay Mumbai – 400076, Maharashtra, India
Date of publication of clarifications on IIT website	15 th November 2013

Last date and time for submission of technical bid	29 th November 2013 up to 1.00 pm
Place of Bid submission	Materials Management Division Indian Institute of Technology Bombay Mumbai – 400076, Maharashtra, India
Bid opening date and time	29 th November 2013 at 3.00 pm
Place of Bid Opening	Materials Management Division Indian Institute of Technology Bombay Mumbai – 400076, Maharashtra, India
Date of communication to bidders who have successfully cleared the Pre-Qualification criteria	06 th December 2013
Date of communication to technically compliant bidders	12 th December 2013
Commencement date and time for Proof of Concept (First Level) demonstration by technically compliant bidders	18 th December 2013 at 10:00 am
Commencement date and time for Proof of Concept (Second Level) demonstration for only those bidders who have cleared First Level	13 th January 2014 at 10:00 am (Tentative)
Date of communication to participate in reverse auction (only to technically qualified bidders)	27 th January 2014 (Tentative)
Reverse auction date and time	31 st January 2014 at 11:00 am (Tentative)
Date of issue of LOI	Will be communicated to the successful bidder
Quoting of Price (s):	Price quoted should be in Indian Rupees
Period of validity of bids	180 days from last date of submission of bid
Address for communication	Deputy Registrar (MMD) Materials Management Division Indian Institute of Technology Bombay Mumbai – 400076, Maharashtra, India

2. Abbreviations / Acronyms

AMC	Annual Maintenance Contract
ASC	Application Software Cell
BCP	Business Continuity Plan
BG	Bank Guarantee
BOM	Bill of Material
CEP	Continuing Education Programme
DR	Disaster Recovery
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
IITB	Indian Institute of Technology Bombay
IRCC	Industrial Research and Consultancy Centre
LD	Liquidated Damages
MISEC	Management Information System for Educational Campuses
MMD	Materials Management Division
NDA	Non-Disclosure Agreement
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
PHO	Public Health Office
PO	Purchase Order
POC	Proof of Concept
PQ	Pre-Qualification Criteria
QIP	Quality Improvement Programme
RFC	Request for Clarification
RFP	Request for Proposal
SI	System Integrator

3. RFP Structure

The content of this RFP has been documented as a set of two separate volumes explained below.

Volume I: System Integration Services and Solution Scope

Volume I of RFP intends to highlight all details with respect to functional and technical requirements of the ERP solution along with the necessary scope of work for implementing the solution that IITB deems necessary to share with the potential bidders.

Volume II: Bidding Terms and Conditions

Volume II of RFP intends to mention all information that may be required by the potential bidders to understand the evaluation criteria, commercial terms, bid process details, etc to thereby participate in the bid process for implementation of ERP solution at IITB.

This document is Volume II.

4. Bidding Process

Prospective System Integrators (SI's) are referred to as "Bidders" in this document.

4.1 Instructions to Bidders

4.1.1 Eligible Bidders

Please refer to the mandatory qualification criteria mentioned in Section 5 of this document. Only qualified bidders will be allowed to participate in the bid.

4.1.2 Ethical Standards

Bidders are expected to observe the highest standard of ethics during the procurement and execution of this contract. In pursuit of this policy, IITB will reject a proposal for award if it determines that the bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the contract.

By signing the bid-form, the bidder represents that for the software it supplies, it is either the owner of the Intellectual Property Rights in the software or that it has proper authorization and / or license from the owner to offer them. Any willful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other legal remedies that IITB may take in this regard.

Further, the bidder assumes complete responsibility for their responses against the functionality fitment of IITB requirements as stated in the FRS documents by signing the bid-form. Any variation found during the course of the evaluation / engagement shall be considered as a fraudulent practice which is liable for forfeiture of the EMD and PBG without prejudice to other legal remedies that IITB may take in this regard.

4.1.3 Cost of Bidding

The Bidder shall bear all costs associated with the preparation, submission and evaluation of its bid and IITB will in no case be responsible or liable for these costs.

4.1.4 Documents Accompanying the Bid

The bid will consist of following two parts mentioning the tender number and date.

- Part I: Pre-Qualification forms, Tender fees and EMD
- Part II: Technical Bid

Part I shall consist of

- All the Pre-Qualification forms as mentioned in Annexure IV – Formats for Bid Submission (**refer Article 6**).
- Earnest Money Deposit - INR 20,00,000/- (INR. Twenty Lakhs Only/-) in the form of bank guarantee as mentioned in Annexure IV – Formats for Bid Submission (**refer Article 3**).
- Tender Fees - INR 10,000/- (INR Ten Thousand) in the form of demand draft payable to “The Registrar, IIT Bombay” payable at Mumbai (Nonrefundable).

Part I shall not contain any price information.

All the relevant forms and documents submitted along with Part I should be signed by an authorized person holding Power of Attorney to act on behalf of the Bidder and / or ERP / 3rd party OEM partner as applicable.

Part II shall consist of

- All related forms (**Articles 1, 2, 7, 8, 9, 10, 11, 12, 16**) as mentioned in *Annexure IV – Formats for Bid Submission*.

- Integrity Pact document as per ***Article 2***.
- Signed copy of Tender Document (all pages to be signed and stamped).
- Acceptance to all terms and conditions as per format specified in ***Article 15***.

Part II shall not contain any price information.

All the relevant forms and documents submitted along with Part II should be signed by an authorized person holding Power of Attorney to act on behalf of the bidder and / or ERP / 3rd party OEM partner as applicable.

4.1.5 Sealing and Marking of Bids

- The bidder shall seal the original Part I and Part II documents in two separate envelopes each containing the document specified in ***Section 4.1.4***, and shall mark the envelopes as “ORIGINAL BID – PART I (Indent No.201301078)” and “ORIGINAL BID – PART II (Indent No.201301078)”.
- The bidder shall also seal the duplicate copies of Part I and Part II in two separate envelopes each containing the document specified in ***Section 4.1.4***, and shall mark the envelopes as “DUPLICATE COPY – PART I (Indent No.201301078)” and “DUPLICATE COPY – PART II (Indent No.201301078)”.
- The bidder shall also seal the soft copy of Part I and Part II in two separate envelopes and shall mark the envelopes as “SOFT COPY – PART I (Indent No.201301078) ” and “SOFT COPY – PART II (Indent No.201301078)”.

- The main outer envelopes shall
- a) consist of the above six (6) envelopes each with seal and stamp of the bidder organization; and
 - b) be addressed to IITB at the address given in the **Section 1 (Tender Notification)**; and
 - c) be marked as “Implementation of ERP and Web-based ERP-like solutions at IITB – Indent No. 201301078, dated 17th October 2013”; and
 - d) mention the statement “DO NOT OPEN BEFORE 29th November 2013 at 3pm” i.e. the date and time of bid opening mentioned in the **Section 1 (Tender Notification)**; and
 - e) bear the seal and stamp of the bidder organization indicating the name and address of the bidder so that the bid can be returned unopened in case it is declared “not fit to be opened”.

If the main outer envelope does not satisfy the requirements as per clause a, b, c, d and e above, IITB will assume no responsibility for the bid's misplacement or premature opening.

In case of any variation between the hard copy and the soft copy of the bids as submitted by the bidder, hard copy version will prevail over the soft copy.

4.1.6 Tender Fees and EMD

- The Bidder shall furnish as part of its bid, Tender Fees and EMD for an amount as mentioned in Section 1 (Tender Notification), which shall be interest free.
- Tender Fees of INR 10,000/- (INR Ten Thousand Only/-) in the form of demand draft payable to “The Registrar, IIT Bombay” payable at

Mumbai. This will be non-refundable.

- Earnest Money Deposit of INR 20,00,000/- (INR. Twenty Lakhs Only/-) shall be in the form of a Bank Guarantee in favor of “The Registrar IIT Bombay” as per **Article 3**.
- Any bid not accompanied with the prescribed Tender Fees and EMD, shall be rejected by IITB as non-responsive.
- EMD of unsuccessful bidders will be returned/ refunded within 30 (thirty) days after finalization of the tender.
- EMD of the successful bidder will be returned / refunded when the bidder has signed the contract agreement and furnished the required Performance Bank Guarantee (security deposit).
- EMD may be forfeited if a bidder
 - withdraws its bid during the period of bid validity (180 days from the last date of bid submission); and / or
 - deviates from its already submitted FRS response as part of technical bid; and / or
 - In the case of the successful bidder, if the bidder fails to
 - sign the contract in accordance with requirements of IITB; and / or
 - furnish Performance Bank Guarantee in accordance with Section 8.5 in this document.
- Forfeiture of the EMD shall be without prejudice to any other legal remedies that IITB may take in this regard.

4.1.7 Language of Bid

The bid as well as all correspondence and documents related to the bid shall be in English.

4.1.8 Deadline for Submission of Bids

Bids must be received by IITB at the address specified in the **Section**

1 (Tender Notification), and not later than the date and time stated in the tender document. IITB may, at its discretion, extend this deadline for submission of bids in which case all rights and obligations of IITB and bidders will thereafter be subject to the deadline as extended.

4.1.9 Late Bids

Any bid received by IITB after the bid submission deadline prescribed by it in **Section 1 (Tender Notification)**, and not pursuant to **Section 4.1.8**, is liable to be rejected.

4.2 Bid Opening Process

4.2.1 Pre-Bid Meeting

The pre-bid meeting would be conducted to facilitate an initial interaction between IITB and bidder(s) as per the date and time proposed in **Section 1 (Tender Notification)**. All the queries shall be submitted in the prescribed format (**Article 4**), as per the proposed date and time in the **Section 1 (Tender Notification)**.

4.2.2 Opening of Bids by IITB

- Part I and Part II of the tender will be opened on the same day as mentioned in **Section 1 (Tender Notification)**.
- There should only one person from bidder organization to attend the bid opening.
- Bidder's authorized representative may attend the bid opening meeting and shall sign in a register / document prepared by IITB, as proof of attendance.
- Bidder shall submit an authorization letter nominating their representative for attending bid-opening as per **Article 5**.

- The bid received without relevant documents is liable to be rejected.

4.2.3 Preliminary Examinations of Bids

- IITB will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order.
- Any bids found to be non-responsive to any criteria specified in the bidding documents will be rejected by IITB and shall not be included for further consideration.

4.2.4 Clarification on Bids

During the bid evaluation, IITB may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be via email as mentioned in ***Section 1 (Tender Notification)***.

5. Pre-qualification Process

5.1 Pre-qualification Criteria for Bidder

Criteria related to Incorporation of the Firm, Legal Entity

- The bidder should be a company registered in India under the Companies Act, 1956 with a registered office and operations in India. The company should be operational in India for at least last five financial years immediately prior to the date of RFP as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies, India. Documentary evidence should be enclosed.
- The bidder should have an office and a development centre in India.

Criteria related to Government Regulation

- The bidder should not have been black listed by IIT Bombay, Govt. of India or NASSCOM. A self-declaration in this regard shall be provided by bidder as per the format specified (refer **Article 6b**).

Criteria related to Quality of Service Delivery

- The bidder should have been assessed for a Capability Maturity Model Integration (CMMi) Level 5. The assessment should be valid as on the last date of bid submission. In case of expiry of current assessment within nine months, the bidder shall provide a certificate from the Software Engineering Institute (SEI), USA auditor that reassessment for the same or higher level is commenced. The bidder shall ensure the assessment for the first year after the contract is commenced.

Criteria related to Financial Viability

- The bidder should have a combined annual India turnover of not less than INR. 500 Crores for the last three financial years immediately prior to the date of RFP as evidenced by the audited accounts of the organization. Out of the total annual turnover of the organization, at least INR. 150 Crores should be from IT services for each of the last two years immediately prior to the date of RFP.
- The bidder organization should be a profit making organization in each of the last three financial years immediately prior to the date of RFP as evidenced by the audited accounts of the organization.
- The bidder organization should have a positive net worth for the last three financial years immediately prior to the date of RFP as evidenced by the audited accounts of the organization. Net worth is defined as sum of shareholders capital, Reserves and Surplus.

Criteria related to Experience in Providing System Integration Services

- The bidder should have system integration experience of successful end-to-end implementation (covering following functional areas – Finance, Grants and Funds management, Investments, Budgeting and Forecast, Project Management, Student Life Cycle Management, Academics, Procurement and Materials Management, Human Resource Management, Payroll, Security, Document Management Systems, etc. with online approvals across these applications) on the proposed ERP product in at least one higher educational / academic institutions during the last five years immediately prior to date of RFP in India / globally, each institution having a minimum student capacity of 5000 students undertaking full time courses in resident university.
- The bidder should have system integration experience of successfully

implementing integrated ERP application with Finance, Procurement and Payroll in Govt. / Public Sector undertaking in India in the last five years immediately prior to date of RFP.

- The bidder should have a team of at least 500 ERP consultants on its payroll having experience in implementing all the major modules / solution components of the proposed ERP product collectively.
- The bidder should have at least two domain knowledge experts with minimum five years of experience each in educational / academic institutions.
- The bidder should be a certified ERP service partner of the proposed ERP product.

Criteria related to the ERP OEM Proposed by the Bidder

For the ERP product that the bidder proposes to implement for IITB , the ERP product OEM shall meet the following criteria.

- The ERP product OEM should be a company registered in India under the Companies Act, 1956 with a registered office and operations in India. The company should be operational in India for at least last five financial years immediately prior to the date of RFP as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies, India.
- The ERP product OEM's average annual turnover should be more than Rs. 250 Crores in India for the past three years immediately prior to the date of RFP.
- The ERP product OEM to provide a self-declaration letter with respect to the investment in product development of at least 4 % every year on total annual turnover or 12% on cumulative basis in the last 3 financial years immediately prior to the date of RFP.

- The ERP product OEM to provide a self-declaration letter with respect to the number of authorized implementation partners in India and globally as on the last date of the financial year preceding the date of the RFP.
- The ERP product OEM to provide a self-declaration letter with respect to the future roadmap for Higher Education for the next seven years from the date of the RFP issuance.
- The ERP Product OEM should have at least one authorized training center in India which provides training on the ERP Solution.
- The ERP Product OEM should also have 24 X 7 X 365 days support centre located in India.

Criteria related to the ERP Product Proposed by the Bidder

For the ERP product that the bidder proposes to implement for IIT Bombay, the ERP product shall meet the following criteria.

- The Proposed product should offer all the business functions like – Finance, Grants and Funds management, Investments, Budgeting and Forecast, Project Management, Student Life Cycle Management, Academics, Procurement and Materials Management, Human Resource Management, Payroll, Security, Document Management Systems, etc. with online approvals across these applications in a single integrated application.
- The proposed integrated product should support multiple operating systems.
- The proposed product should be capable of running on multiple leading databases.
- The proposed integrated product should provide wide range of security features such as Authentication, Single Sign-On (SSO),

Authorization and Integrated User management.

- The product should support all legal and statutory taxation requirements for India.
- The proposed ERP product should have a worldwide user base of at least 20,000 users of core business functions. Employee users are not considered as a user for this purpose.
- The proposed ERP product should have been implemented in at least five higher education/academic institutions in India / globally with minimum student capacity of 2000 students undertaking full time courses in resident university, covering areas like – Finance, Grants & Funds management, Investments, Budgeting and Forecast, Project Management, Student Life Cycle Management, Academics, Procurement and Materials Management, Human Resource Management, Payroll, Security, Document Management Systems, etc. with online approvals across these applications in a single integrated application.
- The proposed ERP product should have been successfully implemented in at least three Govt. / Public sectors undertakings in India over the last five years immediately prior to the date of RFP.

Criteria related to Source Codes for ERP / 3rd party Product and / or Any Proprietary Tool

- The bidder will provide all the source codes around any customizations, enhancements, developments, modifications, etc done on the IITB's instance / landscape to meet IITB's requirements.
- IITB at its discretion may also choose to procure the source codes for propriety product (if any) proposed by the bidder. Procurement of such source codes may be anytime during the course of the project.

IITB reserves the right to relax the above mentioned PQ criteria:

- only in cases where adequate responses are not received against “Request for Proposal” as it may deem fit. This however will be subject to appropriate justifications / explanations / documentations as requested by IITB.
- as it may deem fit for bidders who have successfully implemented a comprehensive solution at any of the existing IIT's as comparable to IIT Bombay. This however is subject to appropriate justifications / explanations / documentations as requested by IITB.
- for such open source ERP product vendors as IITB may deem fit subject to:
 - ERP product vendor fulfilling criteria of having installed base of 20,000 users in education sector.
 - ERP product also being used in other leading resident Indian universities offering full time courses.
 - ERP product with identified future roadmap for next five to seven years.

5.2 Pre-qualification Proposal

Bidder shall submit pre-qualification forms as per the following order using all the forms mentioned in **Article 6**.

- 1) Details of the bidder organization
 - This part must include a general background of the bidder organization (limited to 250 words).
 - Details of the organization as per the format provided in the RFP
- Article 6a.** Enclose the mandatory supporting documents listed in format provided in the RFP.

- Declaration on Government Regulation as per the format provided in the RFP **Article 6b**.
 - Financial details of the organization as per format provided in the RFP **Article 6c**. Enclose the mandatory supporting documents listed in format provided in the RFP.
 - Assessment and Certification of the required certification (CMMI Level 5) as per format provided in the RFP **Article 6d**. Enclose the mandatory supporting documents listed in format provided in the RFP.
- 2) Relevant ERP project implementation experience of bidder organization
- Minimum three citations of successful end-to-end implementation of the proposed ERP product as per the format given in the RFP **Article 6e**. Provide details of additional citation projects executed in the last five financial years which is similar to proposed ERP at IITB. Bidders shall also furnish list of ongoing projects with agreed completion dates and likely completion target dates.
 - ERP consultants on the rolls of the bidder as per the format provided in the RFP **Article 6f**.
 - ERP OEM authorization declaration as per the format provided in the RFP **Article 6g**.
- 3) Relevant ERP product information by OEM / bidder
- ERP product information detailing the offered solution as per the format provided in the RFP **Article 6h**.
 - List of worldwide ERP implementations of the proposed ERP product as per the format provided in RFP **Article 6i**.
 - At least five citations of successful implementation of the proposed

ERP product in Universities / Education Institutes / colleges in India / globally as per the format provided in the RFP **Article 6j**.

- Declaration from the OEM on number of implementation partners for Higher Education for the proposed ERP product as per the format provided in the RFP **Article 6k**.

4) Relevant ERP Product OEM Information

- Details of the ERP Product OEM organization as per the format provided in the RFP **Article 6l**. Enclose the mandatory supporting documents listed in format provided in the RFP.
- Financial details of the ERP Product OEM organization as per format provided in the RFP **Article 6m**. Enclose the mandatory supporting documents listed in format provided in the RFP.
- Details of the authorized training center and support center in India as per format provided in the RFP **Article 6n**.
- Authorization letter from ERP Product OEM to have 24 X 7 X 365 days support centre located in India as per format provided in the RFP **Article 6n**.
- Authorization letter from ERP Product OEM to ensure expert advice and support for the implementation services by the bidder is upgrade compatible.
- Authorization letter from ERP Product OEM committing that there are no Government restrictions or sanctions or limitations imposed by the country of the OEM on the end usage of the product (offered by bidder) and shall not have any right to claim inspection of the end-use of the product by IITB.

- 5) Source codes for ERP Product and Proprietary Tools
 - Authorization letter from Bidder to provide source codes for the ERP product and any proprietary tool to IITB as per format provided in the RFP ***Article 16***.

6. Technical Bid Submission and its Evaluation

6.1 Technical Bid Submission

The Technical Bid proposal shall contain the following.

Part 1 – General Bid Information

- This part should include the Technical proposal covering letter (**Article 1**) along with the any general information of the bidder that the bidder would like to provide about the background of the organization (project, people, organization, support center, development center, etc.) and suitability of the bidder's experience for the current project. Optionally, the bidder may provide any suggestions that the bidder may want to render with respect to the approach adopted for the assignment in the light of their expertise or experience from similar assignments.

Part 2 – Proposed Solution

The proposal should contain the details of the solution components proposed along with how each of the solution components would meet the requirements of IITB.

- Solution details including but not limited to the ERP solution, the modules or solution components of the ERP, the other 3rd party solution components required to meet the requirements of IITB, solutions required for running the maintenance and support operations, the solutions / tools required during implementation, support and maintenance phases.
- Functional coverage of the solution.
- Technical coverage of solution (proposed hardware, details pertaining to database, OS, technical architecture, etc.).

- The bill of material for the proposed ERP and 3rd party solution (**Article 7**).
- The details of third party solutions if any, its description and purpose.

Part 3 – Functional Fitment

The bidder should provide details as per the format provided in the RFP ‘Volume I –System Integration Services and Solution Scope’ (Annexure I – FRS documents).

Part 4 – Understanding of IITB’s Requirements and Bidder Experience

The bidder is expected to provide an understanding of the best practices related to implementation in universities / education institutes from their previous experience in ERP solution implementation. The best practices applicable for public sector / government organizations needs to be highlighted which can be adopted at IITB.

Part 5 – Project Methodology

The Technical proposal should contain a detailed description of how the bidder will implement the ERP solution at IITB. It should articulate, in detail, as to how the bidder’s methodology, technical teams, the management expertise and specific capabilities required for the project will be deployed to meet the requirements of IITB as specified in ‘Volume I –System Integration Services and Solution Scope’ of this RFP.

Overall Implementation Methodology

The methodology being deployed by the bidder to implement the ERP solution at IITB needs to be elaborated to bring out the following factors clearly.

- The mechanism to manage the risks of quality and time.
- Objective of the phases in the methodology with detailed approach.
- The mechanisms to ensure all the processes of IITB described in ‘Volume I –System Integration Services and Solution Scope’- Section 4 - Scope of work’ of this RFP are implemented without any change in scope.

Methodology and Expertise in Business Design and Process Design

To be provided as elaborated in scope of work ‘Volume I –System Integration Services and Solution Scope’ of this RFP.

Methodology for Quality Control and Testing of the Configured System

Limit the description of methodology write-up to two pages.

Methodology for Internal Acceptance and Review Mechanisms

The bidders are required to provide details of the acceptance and review mechanisms which will be followed by the bidder during the project implementation (**Article 8**). The bidder is required to provide details on the quality standards for each of the deliverables, the review and correction mechanisms for each of the deliverables, and the acceptance criteria for each of the deliverables. Limit the description to two pages).

Methodology and Approach along with Tools and Processes Provided

To be provided for the purpose of project management and

monitoring, data conversion, data migration, etc to ensure successful implementation at IITB. Limit the description to two pages.

Methodology for Training and Change Management

Limit the description to two pages.

Part 6 – Project Team

The Technical proposal should contain details of the team for implementation, and the profiles of the experts with highlights of their experience as relevant to this project. Bidders shall briefly describe the team roles and responsibilities as per the various phases during the system implementation. The profiles of resources mentioned in RFP ‘Volume I –System Integration Services and Solution Scope’, should be submitted in the format as per **Article 9**. Bidders can propose any additional role and profiles as per their experience in the same format.

Part 7 – Project Governance, Project Plan and Resource Loading

The bidder should give an overview of the project plan, resource loading, the mechanisms for managing the timelines, the mechanism for change management, scope management duly assessing the effort to address the changes in scope if any, assessing the expertise required to address these changes , and configuration control.

- Governance mechanism covering project structure for governance, management, escalation, and issue resolution.
- Detailed project plan as per the format given under **Article 10** with comprehensive list of deliverables along with the timelines. The project plan should clearly indicate the project milestones, the deliverables at these mile stones, and the closing points of these milestones.

- Resource loading as per the format given under **Article 11**. And the mechanism to bring in new members to the team due to attrition or any other reason, instead of the ones suggested in the proposal, judging their competencies against the ones suggested in the proposal.
- Risk management and mitigation plan
- Mechanisms to monitor the project timelines. The key milestones for IITB management review, for corrective actions, for giving go ahead for further actions and for payments.
- Format of deliverables as follows but not limited to
 - Business design
 - Hardware sizing report
 - Hardware BOM
 - Configuration document
 - Functional specification document
 - Technical specification document
 - Customization document
 - End user manual
 - Test cases / scripts
 - Issue log monitoring
 - Training manuals
 - Cut over strategy
 - Data migration strategy
- Change control and estimation: Methodology and recommendations / ownership for change control. If there is any requirement for additional work or changes in scope, the mechanism to assess the need for it and mechanisms to estimate the effort for such work (limit the methodology to not more than 2 pages).
- The change control methodology should address at the least

- Identification and validation of the nature of change
- Estimation of the effort required to carry out the change
- Identification of the expertise required to execute the change
- Escalation mechanism for change control

Part 8 – Support and Maintenance

The bidder should give an overview of the support methodology, resource loading, the mechanisms for managing the support work at IITB, the mechanism for change management, scope management duly assessing the effort to address the changes in scope, if any, assessing the expertise required to address these changes, and configuration control.

- A detailed bill of services offered in the support and maintenance phase as per ***Article 12***.
- Resource loading during warranty period and O&M support phase as per the format in ***Article 11***.
- Methodology for application support (Limit the description to two pages).
- Methodology for incident and problem management (Limit the description to two pages).
- Methodology for change / release configuration management (Limit the description to two pages).
- Methodology for overall service level management (Limit the description to two pages).
- Methodology for helpdesk support. (Limit the description to two pages)

Part 9 – Optional Supplementary Information

Any additional information directly relevant to the scope of services provided in the ‘Volume I –System Integration Services and Solution

Scope 'of the RFP may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response.

6.2 Technical Evaluation Criteria

SR.NO	Evaluation criteria	Overall Technical Weightage
1.	TECHNICAL EVALUATION CRITERIA (Part A + Part B)	70%

Part A – Technical evaluation related to OEM and SI

Evaluation Criterion	
1. OEM Evaluation	
Hardware requirements	Support for leading hardware platforms including Intel, HP, IBM, etc.
Operating system Requirements	Support for leading operating systems including Microsoft, Unix, Linux, etc.
Database requirements	Support for leading databases including Microsoft SQL server , Oracle, DB2, etc.
2. SI criteria	
Organization	No of years of operations
Annual revenue	India ,Global
Project Plan, Methodology and Deliverables with Resource Loading	
Proposed Implementation Team	
Proposed Support Team	

Part B – Technical evaluation related to response to functional requirements specifications, Proof of Concept demonstration, Tools and competence available for data migration

Evaluation Criterion	
1. Functional Evaluation as mentioned in the Annexure I	
A. <u>Functional Requirement as mentioned in Annexure I:</u>	
<p>All FRS documents (Annexure I) are indicative of the nature of work being done by various units at IITB. The successful bidder shall be required to improvise the same at the time of implementation.</p> <p>The bidder shall be provided four options to map IITB's requirements as per their solution capability (viz, Standard ERP, Customized ERP, Third Party, and Not Available). Any responses by the bidder other than the four (4) options mentioned above shall be assigned a zero score.</p>	

Score for each functional requirement will be assigned against the bidder's response based on the capability of OEM / SI to cater to the IITB's requirements.

The bidder has to assume complete responsibility for their responses against the functionality fitment of IITB requirements as stated in the FRS documents. Any variation found during the course of the evaluation/engagement shall be considered as a fraudulent practice which is liable for forfeiture of the EMD and PBG without prejudice to other legal remedies that IITB may take in this regard.

B. Client Reference checks

The bidder has to provide client reference checks in the higher education sector as per **Article 6j**.

C. Previous experience with tools for data migration

Evaluation will be done based on tools available with the bidder and proposed to be deployed for data migration phase. Competence of the bidder in terms of previous experience in managing complex data migration activities will also be considered.

The bidder has to provide client reference checks for data migration tools deployed as per **Article 6j**.

2. Proof of Concept (POC) Demonstration

All bidders, who have technically qualified and shortlisted by IITB, shall be invited for proof of concept demonstration to the IITB technical evaluation committee.

Please refer to demo scripts (as per Annexure II) which need to be demonstrated by bidder(s) to showcase their capability to meet / address IITB specific requirements.

The proof of concept demonstration will be a two-level process.

1) First Level – All the bidders who have technically complied and qualified for First Level demonstration (based on FRS response, OEM and SI evaluation score) shall be invited to present their demo based on the following four scripts.

- Finance and Accounting (budgeting)
- Academics (student admissions)
- Payroll (payroll processing with annual increment)
- Document Management System (online storage, approval and retrieval)

2) Second Level – Only those bidders who have technically cleared the threshold score as set for the First Level demonstration shall be invited for the Second Level demonstration. The Second Level demonstration would include the following six scripts which needs to be demonstrated to the IITB technical evaluation committee.

- Inventory Control and Stores (multiple scenarios of receipts against purchase order)
- Estate management (maintenance plans)
- Estate management (complaints management)
- Finance and Accounts (asset accounting)
- Academics (examination)
- Administration (transport management)

Based on the POC demonstration/s, the IITB technical evaluation team shall evaluate the bidder/s based on their solution mapping capability as per IITB requirements to compute the final rating.

The technical evaluation committee's scoring decision shall be final and binding.

7. Price Bid and its Evaluation

7.1 Price Bid Submission - Reverse Auction

Only those bidders who shall clear the overall technical threshold score as set by IITB shall be invited to participate in the Reverse Auction process.

Bidders shall be requested to quote one single value for a TCO of seven years as part of Reverse auction.

Total Cost of Ownership (TCO) will comprise of the following. (Refer relevant Forms 1 to 15 of Article 13, Annexure IV as applicable.)

Parameters for TCO Computation	Implementation		Support	Operations and Maintenance				7 Year Total
	Y1	Y2	Y3	Y4	Y5	Y6	Y7	
License Cost (OneTime) - Wave 1		X	X	X	X	X	X	
License Cost (OneTime) - Wave 2	X		X	X	X	X	X	
License AMC – Wave 1	X							
License AMC – Wave 2	X	X						
Database Cost		X	X	X	X	X	X	
Database AMC	X							
Hardware Cost		X	X	X	X	X	X	
Hardware AMC	X	X	X					
Operating System Cost		X	X	X	X	X	X	
Operating System AMC	X							
Imp. Service Fees – Wave 1								
Imp. Service Fees – Wave 2	X							
Post Go-Live Imp. Support	X	X		X	X	X	X	
Operations and Maintenance Services (including 3 rd party)	X	X	X					
Source Code charges (if any)								
Middleware Cost (if any)								
3rd party application (One Time)								
3rd party application AMC								
Total								

"X" – The charges may or may not apply for these years (please quote charges as applicable). In case of any additional costs, the bidder needs to highlight the same as per the table above. There should not be any other hidden charges.

The selected bidders shall be required to submit

- a detailed break-up of the price quoted during the Reverse Auction as per the seven year TCO template mentioned above; and
- the relevant forms from 1 to 15 as captured in Annexure IV; and
- quotes for “rate per person month” for additional support in addition to the cost captured in the TCO template above (refer Form 16). This quote shall be excluded for the purpose of TCO computation.

The mode for providing these documents will be communicated separately to these bidder(s).

The price proposal submitted by the bidder should be inclusive of all the items in the bidding document and ensuring that following elements are accounted for.

- The bidder is required to bear the cost of movement of its people from its office to the project sites.
- The bidder is required to ensure that the costing covers all the costs like cost of local travel, food, stay of the project team of the bidder, etc.
- The costing covers all costs incurred during project phases mentioned in ‘Volume I –System Integration Services and Solution Scope’ of the RFP.
- Expenses for the senior executives to attend the review meetings or meeting of the steering committee should be borne by the bidder.
- All the communication costs associated with the project will be borne by the bidder.
- The costs incurred by the project team of the bidder for travel to the other offices and project sites of IITB, or its customers, partners’, etc. for the purpose of the project will be borne by the bidder.

As part of commercial evaluation, the Total Cost of Ownership (TCO) for a period of seven years will be considered.

Providing the quotes for the TCO in manner above in no way binds IITB to award the contract together for all areas under Wave I and Wave II. IITB at its sole discretion reserves the right to either consider / exclude implementation of areas covered under Wave I and Wave II as specified in Volume I – System Integration Services and Solution Scope, while awarding the contract to the bidder.

The bidder shall provide cost of licenses for different types and number of users functional areas for core ERP Solution plus all other third party application licenses. Additionally, the bidder is also required to provide the cost for additional number of licenses for next range of the additional users as per the proposed OEM's licensing policy.

S.No	Process/ Function	Description	No. of Licenses	Cost	Additional License Range	Additional License Cost
1	Student Lifecycle Management	All academic functions	10,000			
2	Inventory management	A single inventory management should be used by all departments/ sections that have a stock of material to manage. Every department can feature as an independent ware-house in the inventory software	50			
3	Asset Management	Considering that the procurement of stock is recorded centrally, a single asset management system should be able to cater to all departments	5			
4	Finance [Across all cash books]	[Personal and Official] Advance requisition [Including employee's / student's advances such as LTC, CPDA, HBA, Vehicle / Computer, PF, TA / DA, purchases, official visits ...] -Advance settlements -Claims and Reimbursements [Payment bill preparation]	30			

		<ul style="list-style-type: none"> -Invoice generation for raising demand to an external party [To be operated by sections who generate revenue] -Annual Maintenance Contracts -Bank reconciliation -Payments related to official purchases (local / international) through Letter of Credit / Wire transfers / bank guarantee, etc. -Student scholarships, fellowships -Preparation of final accounts (statement of accounts to be submitted to ministry) for all cash books 			
5	Human Resources Recruitment	<ul style="list-style-type: none"> - Handling recruitment of staff - The staff being recruited will be for various entities within the institute having their own set of rules and regulations, HR policies, salary components, etc. 	15		
6	Human Resources Payroll and Pension	<ul style="list-style-type: none"> - Handling all inputs related to salary payment of employees and pensioners -The 'employees' set encompasses all people who work for the institute but may have different sources of funding for their salary. 	15		
7	Payroll Processing	<ul style="list-style-type: none"> - No. of employees on IITB payroll 	3000		
8	Human Resources Employee service book management	<ul style="list-style-type: none"> - Managing the following activities centrally for all employees working in the institute <ul style="list-style-type: none"> - promotions, transfers, leaves, dependent details, entitlements, retirement benefits, sabbatical / lien, etc. 	8		
9	Estate Management Town Planning	<ul style="list-style-type: none"> - Centrally managing the campus accommodation details, quarter vacancy and occupation – rules and regulations, rent-roll (i.e. water/electricity and licensee fee charges) 	10		
	Procurement	<ul style="list-style-type: none"> - Centralized indenting, tendering, 	10		

		e-procurement for those indenters who may not wish to use the online portal				
10	Procurement	Indent Creation	650			
11	Project Management	- Handling all activities that are undertaken by the institute in the project mode - IRCC's consultancy and research projects, new construction, or any such activity with a fixed and defined tasks to be done in a stipulated amount of time	30			
12	Complaint Tracking System	- A centralized portal for recording and processing complaints received from all stake-holders of the institute -E.g. electrical / civil complaint by residents of campus, system users requesting for updates / new features in IT system, students complaining about some hostel issues etc.	5			
13	Online [Self-service] Portal	- Portal for all stake-holders of the institute to submit and view their details related to the administrative and financial activities associated with them -E.g. submitting CPDA claim, leave form, purchase reimbursement etc.	3000			
14	Event Management	-Event management related activities	5			
15	MIS for Institute Functionaries	- For Director, DDs, Deans, etc.	20			
16	IRCC	-Sponsoring and Research projects Agency management - Approval for project proposals -MOU, Publications, Licensing, Patents, Internship For faculties / Project In charge	10 650			
17	MMD	- All purchase related back office work, Extra charges associated with purchases (Octroi, local / international purchase formalities) - Amendments in purchase order - Goods Receipt Number	10			

		generation				
18	Estate / PHO / Civil Maintenance	-Electrical and Civil Maintenance - Public Health office	25			
19	Hospital Management	- Counter and appointments - Pathology - Dispensary	1			
20	Guest House Management	- Hospitality management system	1			
21	CEP / QIP	- Handling courses offered under CEP and QIP initiative by the institute	2			
22	Library	- Library management system	1			
23	Cash Section	- Disbursement of payment - Receipts - Cheque preparation	4			
24	Security Section	- KIOSK , Key issue – return - Gate pass, vehicle movement tracking - Duty charts - Key permission - Regular and Biometric ID cards	10			
25	Donations	- Managing pledges, donations, their purposes, management of donations / endowment funds	4			
26	Alumni	- Alumni information and corporate relations	1			
27	Student Placements	- Student placements and tracking	1			
28	Overall Coordination and Meeting Management System	- Overall Coordination and Meeting Management	60			

7.2 Price Bid Evaluation

Technical scoring shall be made public by IITB before the commencement of reverse auction.

Those bidders who clear the technical threshold score as set by IITB shall be eligible to participate in the reverse auction process.

Evaluation of price bid will be based on the relative competitiveness of the bids based on TCO table as shown in Section 7.1. The weightage for this evaluation shall be 30%.

The lowest TCO from reverse auction for seven year duration from any bidder will be rated against the maximum score (30) and then the commercial score for the remaining bidder's will be computed accordingly.

The commercial score so computed out of 30 will then be added with the technical score of the bidders to compute the final overall Techno-Commercial score out of 100.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail.

8. Award of Contract

8.1 Award Criteria

The bidder with maximum total score out of 100 (technical 70, commercial 30) shall be eligible for award of contract. The computation for the commercial score will be based on the TCO quoted for a seven year period (two years imp, one year post Go-live support and four years of operations and maintenance support). The bidders who successfully clear the technical threshold will be eligible for commercial evaluation and the maximum total score out of 100 shall determine the award of contract to the successful bidder. If there is a tie on the total score, the tie shall be broken by the higher technical score. Further, if there is a tie on the technical score as well, the same shall be broken by score of Proof of Concept (POC) demonstration.

8.2 IITB's Right to Accept or Reject Any or All Bids

IITB reserves the right to accept or reject any First (Original) or Updated 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 IITB's such action.

8.3 Notification of Award

Prior to the expiration of the period of updated bid validity, IITB will notify the successful bidder in writing by e-mail within 48 hours followed by registered letter or by telefax, to be confirmed by the bidder in writing by e-mail followed by registered letter or by telefax, that its updated bid has been accepted. If the award is without qualification / condition the notification of award will constitute the formation of the Contract. If the award is made with some qualification / condition, the Contract will be constituted upon the bidder's

acceptance of such qualification / condition.

8.4 Signing of Contract

- After IITB notifies the successful Bidder that its bid has been accepted, and the selected Bidder has sent the Letter of Acceptance (LOA), IITB shall facilitate signing of contract within 30 days of LOA and shall provide the draft Contract agreement within 15 days of issue of LOA.
- Within 15 days from the date of receipt of the draft ‘Contract agreement’ by the bidder, the ‘Contract agreement’ will be signed.
- The effective date of contract shall be the date of signing of contract or 30 days from date of LOA, whichever is earlier.

8.5 Performance Bank Guarantee (PBG)

- Within thirty days after the effective date of contract as specified in Contract Agreement, the successful bidder shall furnish the performance security [Performance Bank Guarantee (PBG)] for an amount equivalent to 10% of the Contract Price in Indian Rupees, and in the form provided in **Article 14**.
- The PBG shall be valid for seven years from the date of issue.
- Failure of the successful bidder to comply with these requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event IITB may make the award to the next lowest evaluated bidder or call for new bids.
- By signing the bid-form, the bidder assumes complete responsibility for their responses against the functionality fitment of IITB requirements as stated in the FRS documents. Any variation found during the course of the evaluation / engagement shall be considered as a fraudulent practice which is liable for forfeiture of the PBG

without prejudice to other legal remedies that IITB may take in this regard.

8.6 Transfer of Bid Document

Bidder who has purchased the bidding documents is not permitted to transfer the bidding documents to any other party for submitting bids on its behalf. Similarly, transfer of bids submitted by one bidder to another bidder is not permissible.

8.7 Compliance with Company Law

The bidder must declare whether the proprietors / partners of the firm / directors of the limited company have any relation with any employee of IITB and if so, the details or the relation thereof must be furnished.

8.8 Exit Clause

IITB shall have the liberty to rescind / terminate the contract by giving one month notice in writing. However, during the pendency of such period, both the parties shall undertake their part of obligations as is required in the award of contract and would discharge their obligations arising out of the award of contract.

Termination for Insolvency

IITB may at any time terminate the work order / contract by giving written notice to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent to execute the project as per timelines and satisfaction of IITB.

8.9 Blacklisting

In case the bidder fails to comply with terms of the contract including the timelines, IITB reserves the right to terminate the contract and blacklist the bidder from participating in any future bidding for IITB.

IITB reserves the right to terminate the agreement in case bidder gets blacklisted by any other Ministry / Department of Government of India / IIT's or State Governments during the course of all the services specified in *Volume I ‘System integration services and Solution Scope’ document*, or if the bidder is convicted in a legal / tax evasion case or on account of any other legal misconduct of the bidder.

9. Payment Terms and Schedule

9.1 Payment Schedule and Milestones

The successful bidder will sign a ‘Service Level Agreement (SLA)’ with IITB covering all the required services.

The payment schedule and milestones are as follows for the services offered by the bidder during the implementation, support and operations and maintenance phase.

Milestones and Payment Schedules

S. No	Payment Milestones for the services component	% Payment of Sub-total for services provided during imp phase (Component A of Pricing Summary)
1	Milestone 1:(Wave 1 + Wave 2) On Approval of Business Blueprint Design	15%
2	Milestone 2: (Wave wise) Conference Room Pilot	15%
3	Milestone 3: (Wave Wise) Completion of End User Training	15%
4	Milestone 4:(Wave Wise) Go-Live and on certification of Go-Live	15%
5	Milestone 5: * Successful completion of Post Go-Live stabilization period and provided no critical / high severity issues are open. • Acceptance certificate by IITB	15%
6	Milestone 6: (Operation and Maintenance Phase) 6.25% per annum paid quarterly and linked to quality of deliverables (SLA as defined in Volume I – System Integration Services and Solution Scope, Section 4.3.5) for a period of four years <i>(The successful bidder will be required to submit a compliance report at the end of every month and a consolidated compliance report at the end of three months based on which these payments would be made on successful acceptance by IITB.)</i>	25%

* Post Go-live support will continue till the end of three years, irrespective of the actual Go-live dates for each wave.

10. General Condition of the Tender Document

10.1 Validity of the Proposal

The proposal submitted shall indicate that it is a firm and irrevocable offer and shall remain valid for a period of not less than 180 days from the last date of proposal submission

10.2 One Bidder One Combination

The bidder shall propose only single best fit ERP-OEM to meet IITB requirements as response to this RFP. Multiple ERP-OEM combinations proposed by the same bidder shall be rejected and the bidder shall be disqualified entirely from participation in the RFP tender.

10.3 Publicity

Any publicity with regard to this response, future contract negotiations and/or subsequent installation, whether in the form of brochures, releases or verbal announcement, may be made only with the prior written consent of IITB. The bidder is not authorized to use IITB's name, IITB's logos, or any information about IITB in bidder advertising or promotional materials, including but not limited to customer lists, and case studies.

10.4 Cost of Responses

The bidder shall be responsible for all costs incurred in connection with the preparation and submission of its response. IITB shall not be liable for any costs incurred by the bidder in responding to this RFP, conducting the product demonstration and final negotiations.

10.5 Discrepancies, Omission and Additional Information

The bidder is responsible for examining this RFP and all addenda. Failure to do so will be at the sole risk of the bidder. This document describes IITB's tentative plans and if any point is unclear, it is the bidder's responsibility to ascertain the true facts and considerations to enable the bidder to properly respond to this RFP in a timely manner. Should the bidder find discrepancies, omissions, unclear or ambiguous content, or should any question arise concerning this RFP, bidder shall notify the IITB contact of such findings and / or questions as per the mentioned timeline for clarification of any queries with regards to this RFP. IITB shall not be responsible for oral statements made by its employees, agents, or representatives concerning this RFP.

10.6 Relationship to the Parties

Nothing herein shall be construed to create a partnership or joint venture by or between IITB and the bidder or to make either the agent of the other. This request for proposal is not an offer by IITB, and no contractual relationship exists between IITB and the bidder on account of IITB's receipt of this information, or the bidder's subsequent submission of a proposal.

10.7 Confidentiality

This RFP and all materials provided by IITB for this purpose, must be considered confidential, and shall not be distributed or used for any purpose other than the preparation of a response for submission to IITB. Disclosure of any part of the information contained therein to parties not directly involved in providing the services / products requested, could result in disqualification and / or legal action. When submitting confidential material to IITB, the bidder must clearly mark it as such. Use of any future IITB references and / or credentials by the bidder shall only be permissible based on written consent from IITB.

10.8 RFP Ownership

The RFP and all supporting documentation / templates including demo scripts are the sole property of IITB and shall not be redistributed without the prior written consent of IITB. Any such violation would be a breach of trust and may, inter-alia cause the bidders to be irrevocably disqualified. The aforementioned material must be returned to IITB when submitting the proposal, or upon request. However, bidders can retain one copy for reference. In case the bidders are not interested in responding to the RFP, the RFP documents and any appendices must be returned to IITB immediately.

10.9 Proposal Ownership

The proposal response and all supporting documentation / templates including demo scripts submitted by the bidder shall be the property of IITB.

10.10 Bid Pricing Information

By submitting the bid, the bidder certifies that

- The bidders have arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition; and that
- the prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP; and that
- no attempt by the bidders to induce any other bidder to submit, or not to submit a bid for restricting competition has occurred.

10.11 Intellectual Property Rights

IITB shall own all intellectual property rights to all software and / or systems developed specifically by the bidder for implementation at IITB.

ANNEXURE IV – FORMATS FOR BID SUBMISSION (SEPARATE DOCUMENT)