

REQUEST FOR PROPOSAL (RFP) DOCUMENT

APPLICATION SOFTWARE FOR PROCUREMENT AND INVENTORY MANAGEMENT (EXTENDABLE TO HR & FINANCE MODULES)

MARCH 2024



To automate the Procurement & Inventory activities of the Institute through an Application Software based on existing Govt. of India Rules and Regulations.



Indian Institute Of Astrophysics

Indian Institute of Astrophysics
2nd Block, Koramangala, Bengaluru – 560034
Phone : 080 – 22541244 / 1234 / 1363
Email : purchase@iap.res.in / store@iap.res.in

Disclaimer

1. This RFP is issued by Indian Institute of Astrophysics, Bangalore-560034 hereinafter referred to as "IIA" which is an autonomous body under Department of Science & Technology (DST), Government of India (GoI).
2. The purpose of this RFP is to provide the interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by IIA, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.
3. Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Neither IIA, nor its employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions, negligence or otherwise, relating to the proposed Application Software Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.
4. This RFP may not be appropriate for all persons, and it is not possible for IIA, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP.
5. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of IIA. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Application Software Project, the regulatory regime which applies thereto and by and all matters pertinent to this Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. IIA shall not be responsible for any direct or indirect use or damage arising out of or for use of any content of the RFP in any manner whatsoever. IIA will also not entertain any claim for the expenses in relation to all these, including preparation of Bid submissions by the bidders.
6. The RFP does not address concerns relating to diverse investment objectives, financial situation and particular needs of any party, This RFP is not intended to provide the basis for any investment decision and each Bidder must make its/their own independent assessment in respect of various aspects of the techno-economic feasibilities of the project. No person has been authorized by IIA to give any information or to make any representation not contained in the RFP.
7. This RFP is not a Successful Bidder agreement and is not an offer or invitation by IIA to the prospective Bidders or any other party/person. The terms on which the project is to be



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developed and the right of the successful bidder shall be asset out in separate agreements contained herein. IIA reserves the right to reject all or any of the proposals of any Bidder, without assigning any reason whatsoever.

8. IIA may terminate the bid process at any time and without assigning any reason and makes no commitments; expressed or implied, that this process will result in a business transaction with anyone.



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Invitation for online bids (e-tender) in two bids systems, for implementation of Web-based Application Software

Tender Ref. No: RFT/COMP/178/23-24

Date: 25-03-2024

Indian Institute of Astrophysics Bangalore invites online bids (e-tender) in two bids systems, for implementation of Web-based Application Software to automate Procurement & Inventory activities/ functions extendable to HR & Finance modules covering the entire Institute. The bidder should be a company Registered in India under the Companies Act, 1956 with a registered office and operations in India.

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal
<https://eprocure.gov.in/epublish/app> (OR) Our Institute website-
<https://www.iap.res.in/?q=tendersdisplay>

The bid is to be submitted online only through the E-procurement portal of
<https://eprocure.gov.in> (CPP Portal) up to the last date and time of submission of tender.

No manual bids will be accepted. All quotation (both Technical and Financial) should be submitted online through E-procurement portal of <https://eprocure.gov.in/>

Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support - Phone Number +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and E-Mail : support-eproc@nic.in



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GLOSSARY

AMES	Application Maintenance & Enhancement Services
BG	Bank Guarantee
BSD	Bid Security Declaration
CPP	Central Public Procurement
CRP	Conference Room Pilot
EMD	Earnest Money Deposit
EoI	Express of Interest
FAC	Final Acceptance Certificate
FRS	Functional Requirements Specifications
GeM	Government e-Marketplace
IIA	Indian Institute of Astrophysics
MoM	Minutes of Meeting
PAC	Proprietary Article Certificate
PBG	Performance Bank Guarantee
PO	Purchase Order
RFP	Request for Proposal
SO	Service Order
SOP	Standard Operating Procedures
UAT	User Acceptance Test
WO	Work Order



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Chapter-0: INSTRUCTIONS FOR ONLINE BID SUBMISSION

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal
<https://eprocure.gov.in/epublish/app> OR Institute website-
<https://www.iiap.res.in/?q=tendersdisplay>

The bidders are required to submit soft copies of their bids electronically on the <https://eprocure.gov.in/eprocure/app> using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, preparing their bids in accordance with the requirements and submitting their bids online.

More information useful for submitting online bids may be obtained at
<https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>

GUIDELINES FOR REGISTRATION

1. Bidders are required to enrol on the e-Procurement Portal by clicking on “Online Bidder Enrolment” on the e-tender Portal (<https://eprocure.gov.in/eprocure/app>) and follow the guidelines.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.

2. Once the bidders have successfully logged into the portal, they can search for any active tenders/ bids. They can participate in the active bids by clicking on the appropriate links.

PREPARATION OF BIDS

1. Bidders should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

3. Each 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 formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the



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scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificate, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.

5. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

SUBMISSION OF BIDS

1. Bidders should login to the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidders will be responsible for any delay due to other issues.

2. The bidder has to digitally verify and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by IIA Bangalore.

3. Bidder has to upload the duly filled Bid Declaration Form as in Annexure as EMD. In case of non-receipt of Bid Declaration, the uploaded bid will be summarily rejected.

4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided on the e-procurement portal and no other format / document is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

5. 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, opening of bids etc. The bidders should follow this time during bid submission.

6. The uploaded tender documents become readable only after the tender opening by the authorised bid openers.

7. Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal <https://eprocure.gov.in/eprocure/app>), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time



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of submission of the bid with all other relevant details.

8. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

9. **For any clarification in using <https://eprocure.gov.in/> please go through all the documents in the following link:**

<https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>

10. Bidders are also required to be registered as a seller on Government e Marketplace (GeM) portal, in order to participate in the tender on e-Procurement Portal.

11. 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.



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VOLUME - I

Bidding Instructions and General Terms & Conditions



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CHAPTER-1: INVITATION FOR TENDER OFFERS

Indian Institute of Astrophysics invites online bids (e-tender) in two bids systems, from Indian Origin Software Companies/ Application Software Implementing Agencies.

Request for Proposal (RFP) Structure

Contents of this RFP have been documented as a set of two volumes explained below.

Volume I: Bidding Instructions and General Terms & Conditions

Volume I of RFP intends to mention all the 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 Application Software and Web based Application Software -like solutions at IIA.

Volume II: Technical and Functional Requirements, and Scope of Work

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

1.0 ABOUT INDIAN INSTITUTE OF ASTROPHYSICS

Indian Institute of Astrophysics is a premier institute devoted to research in astronomy, astrophysics and related physics. Funded by the Department of Science and Technology, the Institute ranks as a premier institution devoted to research and education of astronomy and physics in the country. The main observing facilities of the Institute are located at Kodaikanal, Kavalur, Gauribidanur and Hanle.

IIA has currently Academic, Technical and Administrative Departments and also handles many Projects. Student Programmes and Training Activities Student programmes at the institute are implemented by the Board of Graduate Studies (BGS). The Ph.D. programme in collaboration with Pondicherry University in Puducherry, and the Integrated M.Tech. - Ph.D. programmes in collaboration with the University of Calcutta in Kolkata are the major academic endeavours of IIA. Apart from these, the institute also trains students through short term programs such as the Visiting Students Program, the Summer School and the Summer Project Program.



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IIA Bangalore has a very vibrant research culture with many Grant-in-Aid projects and labs. It may be noted that the number of Departments and students may vary from time to time.

The Bidders have to understand the functioning of the Institute while preparing their offers. The following are required to be considered:

- a. IIA is a growing organisation.
- b. The number of students, faculty, staff, students, research/project staff, research projects, etc is continuing to grow.
- c. The number of Departments, Sections, Divisions and programmes offered will also continue to grow.
- d. The proposed Application Software should facilitate the smooth creation of new Departments/Sections/Divisions etc. and also should enable smooth functioning, integration and coordination of all units of IIA.
- e. The bidder should either port data from the existing systems or integrate them to the Application Software to be deployed.

1.1 PURPOSE OF THIS DOCUMENT

This document contains Bidding Terms and Conditions. This document is to provide 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 an End-to-End Web- based Application Software for Procurement & Inventory Management extendable to HR & Finance modules for IIA which can be accessed by all the department and section users.

The Bidders are requested to give detailed tender in two bids i.e.,

- a. **Part-I: Technical Bid**
- b. **Part-II: Commercial Bid**

1.2 DATE & TIME SCHEDULE

The timelines for the tender will be as per Table 1.1.

Table 1.1: DATE AND TIME SCHEDULE REGARDING THE TENDER PROCESS

Sr. No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	25 Mar 2024	1600 hrs
2	Last Date for Sending Pre-Bid Queries	08 Apr 2024	1700 hrs
3	Pre-Bid Meeting	15 Apr 2024	1530 hrs
4	Upload of Pre-Bid Clarifications/Corrigendum, if any	22 Apr 2024	1700 hrs
5	Bid Submission Start Date	23 Apr 2024	0900 hrs
6	Bid Submission Close Date	15 May 2024	1700 hrs
7	Opening of Technical Bids	17 May 2024	1100 hrs



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1.3 AVAILABILITY OF TENDER

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<https://www.iiap.res.in/?q=tendersdisplay>

1.4 ELIGIBILITY CRITERIA

The following are the Pre-Qualification criteria:

1.4.1 Eligibility Criteria/ Pre-Qualification for Bidders

- a. The Bidding firm (Prime Bidder) can form a consortium of a maximum of two members for supply of Application Software to automate Procurement & Inventory functions of IIA. Out of the consortium members, the Prime Bidder should be responsible and contact point for Supply, Installation & Commissioning of the software solution including the delivery of services as per this RFP. The Prime Bidder is responsible for total completion of the project and shall be the contact point during the execution of the Project.
- b. The bidder(s) must fulfil the following pre-qualification conditions. Technical bids of bidders fulfilling the following pre-qualification conditions will only be evaluated by the duly constituted Technical Evaluation Committee. Bids not fulfilling the pre-qualification conditions given below will be rejected.
- c. Pre-qualification Criteria for Bidders (Refer Table 1.2)



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Table 1.2: PRE-QUALIFICATION PARAMETERS AND SUPPORTING DOCUMENTS REQUIRED

Criteria	Pre-Qualification Parameters	Documentary Evidence to be attached
Make In India	Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023	Self-Certification in this regard to be submitted in the Technical Bid in the prescribed format as per Annexure XIII.
Company profile of the Bidder	1. The bidder must have average annual turnover of at least Rs.30 Lakhs for the last three completed financial years and should be a profit-making concern for the last three completed financial years.	1. Copies of printed and Audited balance sheets and P&L to be attached for the last three completed financial years (20-21 to 22-23)
	2. The bidder should be a registered company in India as per Company Act, 1956 of India.	2. Certificate of Incorporation from Registrar of Companies (ROC)
	3. Must have its own development and support Centres in India.	3. Certificate from OEM for development and Support Centre details in India
	Relaxation in Past Experience and Annual Turnover to start-ups and Micro & Small Enterprises (MSEs) as per norms, subject to meeting quality and technical specifications.	Any bidder seeking relaxation under Start-up / MSE policy/ Scheme of GoI must enclose all relevant documents/ certificates etc in the Technical Bid for claiming such benefits.
Experience in Application Software Implementation	1. Should have successfully implemented and supported at least 5 similar* Application Software during the last 10 completed financial years each involving Application Software Implementations or e-governance projects of similar nature on Windows/ Linux/ Unix platform in any reputed organisation or Govt. Dept. (Central/State)/CPSU/PSU/State Govt. Enterprise) as on the date of submission of Bid. * <i>Similar indicates implementation of all the following modules:</i> a. Purchase /Procurement b. Material Management / Stores / Asset Management, c. HRMS / Personnel d. Accounts / Finance Out of 5 Application Software contracts implemented and supported:	Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.
	At least one contract of value not less than Rs.24 Lakhs, OR	
	Two projects of value not less than Rs. 15 Lakhs each, OR	
	Three projects of value not less than 12 Lakhs each	



Indian Institute of Astrophysics

Indian Institute of Astrophysics
2nd Block, Koramangala, Bengaluru – 560034
Phone : 080 – 22541244 / 1234 / 1363
Email :purchase@iiap.res.in / store@iiap.res.in

1.5 TECHNICAL BID

Bidders are required to submit their Technical Bid in two (2) parts in separate documents, as under.

1.5.1 DOCUMENT 1'A'

Documents as per Eligibility Criteria in 1.4.1(c) are to be submitted.

1.5.2 DOCUMENT 1'B'

DOCUMENT 1'B' will be opened only on compliance to each of the Eligibility and Pre-Qualification Criteria as per 1.4.1 (c) submitted in DOCUMENT 1'A'.

The DOCUMENT 1'B' shall have the following documents:

- a. Compliance to every clause of Functional and Technical Specifications of the solution, ensuring strict conformity in every respect, in order to avoid ambiguity.
- b. Compliance to Project Timelines and Payment Milestones
- c. Technical documentation that includes:
 - (i) Technical solution being offered providing information, architecture and performance details, etc.
 - (ii) Product brochure/ Technical Specifications/ Data Sheets for the solution being offered.
- d. Response and supporting documents against Technical Evaluation Criteria given in Section 1.9.2 i.e., Parts A to E.
- e. Details about Post Implementation warranty and AMES support.
- f. Compliance to Terms & Conditions & duly filled in Annexure forms to be submitted as per Annexures to this RFP.

1.5.3 BID SECURITY DECLARATION

The Bidders are required to sign a Bid Security Declaration as per **Annexure XII** accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract or submit a Performance Security, they will be suspended for the period of 2 years.

If during scrutiny, it is found that Bid Security Declaration is not annexed, then that bid is liable to