

Tender Document

For Office Automation System (OAS): Change Request, Support and Maintenance in
OAS of
Indian Institute of Technology Mandi, Kamand-175075



Tender No.: IITMANDI/S&P/PUR-248/2021-22/7220-21

Tender date: 08th March, 2022

Last Date of Submission: 30th March, 2022

Indian Institute of Technology Mandi,
Kamand – 175 075, VPO Kamand, District- Mandi (H.P)

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1. Fact Sheet

S. No	Particulars	Details
2	Tender date	08.03.2022
3	Selection Method	Tender will be awarded to the Bidder with the lowest evaluated offer based on the Award Criteria (5.3) mentioned in this RFP (Request For Proposal).
4	RFP issued by	Indian Institute of Technology Mandi, Kamand - 175075
5	Availability of RFP	RFP (Request For Proposal) can be downloaded from www.iitmandi.ac.in
	Tender Fee	Rs. 1,180/- (Tender Fee inclusive GST) in Words Rupees One Thousand One Hundred & Eighty only towards non-refundable tender fee, drawn in favour of "The Registrar, IIT Mandi" payable at Mandi
6	EMD	Earnest Money Deposit of Rs. 5,00,000/- only). Demand Draft in favour of Registrar IIT Mandi, Kamand payable at Kamand from any of the nationalized bank
7	Performance Bank Guarantee (PBG)	3% of the contract value value.
8	Deadline for submission of queries (for Pre-bid clarification)	18 th March, 2022, 05:00 PM IST
9	Pre-bid clarification meeting	24 th March, 2022, 03:00 PM IST
10	Nodal Officer for correspondence and Clarification	hardeepsingh@iitmandi.ac.in & drsp@iitmandi.ac.in
11	Last date of bid submission	30 th March, 2022 till 03:00 PM
12	Opening of Technical bid	31 st March, 2022 at 03:00 PM
13	Technical presentations	Will be communicated if required
14	Listing of technically qualified bidders	To be declared later
15	Opening of Financial bid	To be declared later

No request for extension of any deadline will be entertained.

2. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for change request execution and maintenance of OAS (Office Automation System) detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

2.1. Background Information

Basic Information

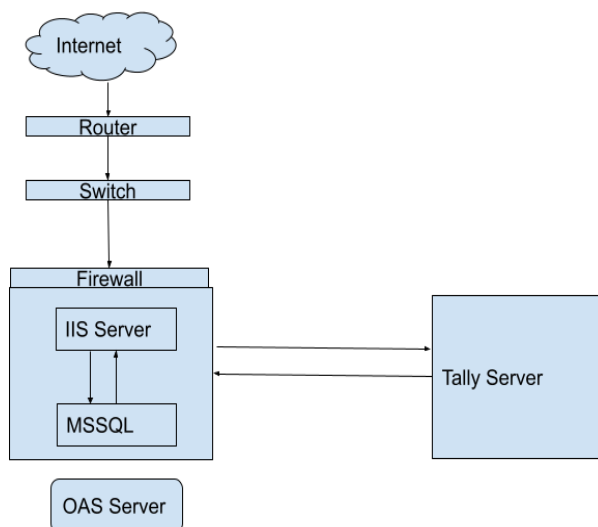
- a) IIT Mandi invites responses (“Proposals”) to this Request for Proposals (“RFP”) from Companies / Agencies (“Bidders”) for selection of “Service Provider”.
- b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

2.2. Project Background

About OAS

IIT Mandi has an ERP system named as OAS (Office Automation System) which helps to automate various Academics and Administrative processes of the Institute. The OAS helps various departments/sections to digitize and assist in various processes.

System Architecture



Key Technologies used in building OAS system

- a) iProof product
- b) .Net Framework version 4.5
- c) MSSQL database

Key function / Features of OAS system

The various modules implemented in OAS are –

Table 1 -

Sr No.	Module Name	Description
1	Academics	This module contains various processes and workflow for like Admission and enrollment (PG & UG), course add /drop, grades upload, scholarship application, case view, PG application and reports for Academic section, faculty and students etc
2	Estate	This module contains various processes and workflow for like Employee Quarter circular, Employee Quarter application, Employee Quarter allotment, Electricity billing process, vacate quarters etc.
3	Administration / HR	This module contains various processes and workflow for like Employee joining, employee case view, employee reporting and reviewing officer updation, leave balance updation, master process for holiday calendar configuration, leave application, rejoining of leave, leave cancellation, No objection certification for employment etc.
4	Stores and Purchase	This module contains various processes and workflow for like master data updation for items, supplier, Purchase committee, Purchase order creation, Payment initiation, Goods receipt note etc.
5	SRIC (Projects)	This module contains various processes and workflow for Sponsored project proposal, consultancy project proposal, seed grant, project staff advertisement approval, application against the advertisement, project staff joining, project staff leave, salary processing request by project staff etc.
6	Hostel and Alumni	This module contains various processes and workflow for Hostel allotment, Mess request by student, Mess allotment, Mess off request by student, Fine impose, Fine appeal, Fine clearance, Hostel vacate, Mess bill generation, Alumni feedback and various reports of Alumni etc.
7	Club Activities	This module contains various processes and workflow for Facilities booking, formation of student club, Event approval, Event settlement, Deactivation of club etc.

8	Placement	This module contains various processes and workflow for Registration of Placement Companies, Registration of Internship Company, Duration Master, Capturing Last Date for Registration, Registration Criteria, Registration Student Details, Release of Offer, Student Resume upload, Student registration for placement and internship etc.
9	Accounts	This module contains various processes and workflow for Temporary advance sanction, imprest sanction, imprest claim, Fees payment, Scholarship payment etc.
10	Health care	This module contains various processes and workflow for IPD Reimbursement, OPD Reimbursement, Medicine Purchase Billing
11	Guest House	This module contains various processes for Guest house booking request, Guest house allotment, guest house billing etc.
12	Tally integration	OAS system is integrated with Tally software for above mentioned modules.

3. Scope of Work

This Scope of Work has been divided into following broad categories -

- Live applications support
- Development of Change Request
- General (Terms and Conditions)

3.1. Live applications support

The bidder shall provide adequately trained Two manpower at IIT Mandi site and one at vendor site.

- Various tickets (of ticket types and priority as mentioned below) would be raised by the stakeholder / IIT Mandi staff pertaining to the modules listed above.
- Various Ticket Types are
 - Bug / Issue - Any defect arising in the software functionality.
 - Enhancement - Any new development with less than or equal to 3 man days effort.
 - Worklog - Any activity which doesn't require development efforts like providing data / report from backend, updating data from backend / UI etc.
 - Change Request - Any new development required in existing functionality which requires more than 3 man days of development effort.
- Various ticket priority is
 - Normal
 - High
 - Urgent
 - Immediate
- Priority would be decided by the IIT Mandi.

- The bidder support staff would be responsible to handle and close all the tickets except Change Request.
- Any change executed as part of Change Request will be part of current AMC support.
- In some cases, the issues would be reported via call, emails text etc. and support team members are required to support those cases as well.
- Complete Tally software support would be required.
- SLA (Service Level Agreement) for various ticket type and priority as follows –

SLA for Support tickets		
Ticket type	Priority	Ticket closure time
Issue / Bug	Normal	Within 2 days
Issue / Bug	High	Within 1 day
Issue / Bug	Urgent	Within 4 hours
Issue / Bug	Immediate	Within 2 hours
Worklog	Normal	Within 2 days
Worklog	High	Within 1 day
Worklog	Urgent	Within 4 hours
Worklog	Immediate	Within 2 hours
Enhancement	Normal	Within 30 days
Enhancement	High	within 20 days
Enhancement	Urgent	Within 15 days
Enhancement	Immediate	Within 7 days

Note - Any deviation to above SLA should be agreed with IIT Mandi.

3.2. **Development of Change Request**

- Development of Change Request (CR) scope includes, development required for any change in the existing functionality having more than 3 Man days efforts.
- For every change, effort estimation will be provided by the bidder and after the approval of IIT Mandi, it will be implemented.
- Bidder will share the man days effort estimation technique with IIT Mandi.
- Bidder team shall explain the CR calculation (with entire bifurcation) to selected team members (as decided by IIT Mandi) as and when required.
- The manpower for CR execution would be at vendor site and bidder would be responsible for allocation / deallocation of the required skillset manpower for a CR.
- Bidder team may be allotted new software development apart from in scope support applications as a change request.
- Bidder should be able to execute multiple parallel change request development.
- Bidder should be able to allot multiple developers for a change request in order to accelerate the delivery of a change request.
- Change Request would be executed as and when required by the IIT Mandi & bidder cannot demand any minimum Change Request work / cost.

- Brief Change Request Life Cycle –

1) Request

1. CR shall be initiated by IIT Mandi and a Change Request document (CRD) would be provided to the vendor having brief requirements of changes.
2. Vendor shall give rough estimate including discovery / requirement phase man days based on Change Request Document received from IIT Mandi and shall submit to IIT Mandi within **4 working days**. However further changes after rough estimation what so ever required shall be mutually decided between vendor and IIT Mandi.
3. IIT Mandi shall approve the rough estimation.

2) Discovery/Requirement & Show and Tell

1. Discovery shall be conducted by vendor resource through telephonic calls/online meeting/email conversation with IIT Mandi and shall be initiated as per availability of IIT Mandi stakeholder **within 4 working days** post approval of rough cost.
2. In exceptional case, if IIT Mandi require vendor resources travel to IIT Mandi location, the below expenses shall be paid by IIT Mandi on submission of proof of travel.
 - a. Economy class Flight (Actual Paid) charges from Vendor office to airport located nearest to IIT Mandi and Return Economy class fares from IIT Mandi to airport located nearest to Vendor office.
 - b. In case IIT Mandi doesn't provide conveyance charges, then actual cab Charges from airport located nearest to IIT Mandi including return cab charges from IIT Mandi airport located nearest to vendor office.
 - c. Guest house accommodation for the resources shall be paid by IIT Mandi for a period of at most discovery phase days (**maximum of 20% of total man days effort of CR**)
3. After Discovery/Requirement session, Actual estimation for a CR shall be done by vendor **within 4 working days** and submit to IIT Mandi for Approval.
4. Discovery/Requirement document shall be prepared by the **vendor (within 7 working days exception to this needs to be pre-approved by the IIT Mandi)**. Each Change Request Document shall have a separate discovery/requirement document. Change Request Document consist of single or multiple CRs.
5. For a CR, based on the complexity or user-understanding, Vendor would recommend for "show and tell session" (Demo of static pages before actual implementation) which should be agreed by IIT Mandi. Once agreed by IIT Mandi, vendor shall include efforts for "Show and Tell" for that CR.
6. Show and Tell Signoff shall be obtained from IIT Mandi. Show and tell costing will be included in discovery/requirement man days.
7. Man days required to demonstrate Show and Tell to IIT Mandi shall **not exceed 10% of total man day's effort** of that CR.
8. Vendor shall give the estimation for CRs related to Tally changes based on Change Request Document.

3) Implementation

1. Vendor will start implementation of CR, from the next day only if it receives CR discovery document signoff & Show and Tell signoff wherever is applicable.
2. On discovery/ Show and tell sign off date, Vendor shall provide the **UAT delivery date within 2 working days** (agreed with IIT Mandi) for a CR.
3. Vendor shall do functional, performance testing before delivery of the CR to IIT Mandi. Vendor shall ensure regression testing so that newly developed code doesn't affect the existing build functionalities. If an existing system is negatively affected by newly developed code, Vendor shall revert back the changes immediately and deploy the corrected code (**within 1 day**) with no additional charges.
4. Based on approval of Man days by IIT Mandi, vendor shall proceed with changes in Tally.

4) UAT (User Acceptance Test) and Training

1. Once development is completed, Training shall be given to IIT Mandi by the vendor Team.
2. UAT shall be performed for a CR by the concerned at IIT Mandi for that CR.

5) Live

1. After successful completion and signoff of UAT, it shall be deployed in the production environment.
2. All CRs which are deployed in live will be part of AMC support and valid till current AMC period without extra charges

- SLA for a change request (CR) is mentioned at various milestones (i.e., Request, Discovery / Requirements, Implementation, UAT and Training) in the change request life cycle above.
- Below template can be used to share the man days effort and costing of a change request by the vendor –

Sr No.	Milestones	Subtasks	Role Involved	Role costing	No Of resources / consultant	Number of Man days effort	Cost
1	Requirements Phase	Requirement Gathering	Manager	As per agreed costing	1		
		Show & Tell / demo	Manager	As per agreed costing	1		
		Requirement Documentation	Developer	As per agreed costing	1		
2	Implementation	Development task 1	Developer	As per agreed costing	1		
		Development task 2	Developer	As per agreed costing	1		
		Development task 3	Developer	As per agreed costing	1		

3	Testing	Testing	Tester	As per agreed costing	1		
4	UAT	UAT deployment	Developer	As per agreed costing	1		
		UAT	IIT Mandi	NA	NA		
		UAT Changes	Developer	As per agreed costing	1		
		Training	Developer	As per agreed costing	1		
		UAT Sign off and Training Sign Off	IIT Mandi	NA	NA		
5	Production	Production deployment	Manager	As per agreed costing	1		
TOTAL							

3.3. General (Terms and Conditions)

- Any patch or change request deployment which requires downtime of the system would be done at weekends on prior approval from IIT Mandi.
- As and when required the demo / training would be given by the vendor team to the IIT Mandi staff / user for the in-scope applications / modules and CR's.
- The vendor team for support (2 onsite i.e., IIT Mandi and 1 offsite i.e., at vendor site) will follow the working days of IIT Mandi.
- Support on weekends / holidays, will be provided by vendor as and when requested by the IIT Mandi.
- Escalation matrix should be shared by the vendor for both support tickets and change request till top level of role hierarchy should be clearly defined.
- Any software installation and or upgrade related to the applications and or modules in scope would be done by the vendor team which includes IIS, SSL implementation, MS SQL, .net framework etc.
- Any hardware procurement and installation pertaining to in scope applications would be done by IIT Mandi and software installation on them would be done by the vendor team. Any new hardware requirements should be given by the vendor well in advance (at least 1 month).
- Software procurement would be done by IIT Mandi and in case the software is procured by the vendor (post approval from IIT Mandi) then the vendor can raise it as Change Request with the bill of software procured.
- Vendor must implement best practices and policies like archiving and purging, backup of critical data or database etc.
- Vendor must recommend the better solution if any for better performance of in scope applications / modules.
- Currently IIT Mandi requires 3 Man Power to support the Live applications but in future if required vendor should be able to provide increased Man Power as requested by the IIT Mandi. The additional man power requirement would be requested by IIT Mandi in advance of 30 days to the vendor.

- The expenses of the two resources working at IIT Mandi site will be borne by the vendor and accommodation at IIT campus will be provided if available with charges as applicable.
- The word “Bidder” when used in the pre award period shall be synonymous with “Vendor” which shall be used after award of the contract.
- The bidder should ensure that knowledge transfer has been done for the smooth transition from the current vendor so that all the modules are working smoothly.
- The bidder should provide named resumes of Project Manager, Solution Architect, developer and support for handover from current IIT Mandi vendor as per Annexure III. It is expected that this team is available to IIT Mandi during proposal presentation if needed.

4. Essential Technical Pre-requisite

Sr. No.	Category	Specific Requirements (Criteria)	Document Required	Compliance (Y/N)	Page No
1	Legal	The bidder must be registered company under 1956 companies' act/society and have registered office and operations in India. Also the company should be operational in India for at least the last five financial years.	a) Attested copy of Certificate of Incorporation (Registration) issued by the Registrar of Companies and Certificate of Shareholding issued by the respective Company Secretary, as applicable. b) Certificate of Commencement of Business issued by the Registrar of Companies.		
2	Legal	The company should have a valid PAN No. and Sales Tax / Service Tax (as Applicable) Registration number.	Attested copies of the Service Tax registration certificate, PF code and PAN.		

3	Legal	The company should not have been black listed or barred from participation in the government procurement activities by any of the departments or organization of government of India / PSU / State Government/Municipal Corporation etc. The company should not be involved in any litigation with any of the departments or organization of Government of India / PSU / State Government/Municipal Corporation etc.	Bidder to provide an undertaking to this effect from the Company Secretary / CEO / CFO.		
4	Organization Qualification	The Bidder should be a profit/surplus making company/society with an annual turnover of at least 5 crores in each of the preceding three accounting years viz. 2020-21, 2019-20, and 2018-19.	Audited financial statements of the company/annual reports for the respective financial years and therefore the financial statements must distinctly describe the revenue heads.		
5	Organization	The bidder should be single point of contact with IIT Mandi and shall be solely responsible for the execution and delivery of work			
6	Organization	Valid ISO 9001 (For Quality Management System) and / or CMM/CMMi Level 3 or higher (Software Development & Customization) certification and /or BS7799 certification.	A certificate issued by the respective certifying agencies		

7	Organization	The bidder must submit Solvency Certificate of at least Rs. 2 Crores or above from Scheduled Commercial Bank. The Certificate should not be older than 12 months.	Solvency Certificate from Scheduled Commercial Bank		
8	IT & Domain Professionals	The bidder shall have at least 50 employees on its rolls to support the manpower skills and services. Out of which minimum 10 employees must have experience of working on ERP system (similar to OAS). These employees must be on role with the vendor for minimum two years.	This shall be evidenced by a Certificate from the authorized signatory of the bidder company. Provide details of the employees having experience of working on ERP (similar to OAS) and duration of working with the vendor.		
9	Bidder Experience	The bidder company shall have experience in the field of software development with technologies .net framework, MSSQL database, IIS server, Tally customization (and integration) and Android applications for a minimum of last 5 years (as of 31st Jan 2022).	a) Copy of work order for providing software development services which is ongoing for the last 3 years. b) List of Clients.		
10	OAS experience	The bidder company should have successfully implemented OAS (Office Automation System) with Tally integration, with at least 3000 users, for at least one Central / State Government/PSU/reputed Institute in India during the last 5 years.	a) Bidders to provide PO/Work and completion certificate. OR b) The bidder should submit the necessary proof/ testimonials in support of the claim.		
11	Bidder Handover	The bidder company should Share detailed Transition plan (handover from current vendor working with IIT			

		Mandi) with timelines and manpower deployments			
12	Bidder Experience and Handover	Resumes: provide named resumes of Project Manager, Solution Architect, developer and support. It is expected that this team is available to IIT Mandi during proposal presentation if needed.			
13	Bidder Manpower availability	The bidder company should be able to do Resource Ramp-up based on IIT Mandi needs			
14	Bidder Technique for effort estimation	Change Request Management – Document for Technique to estimate a change request i.e., a change request work conversion to man days efforts			
15	Bidder undertaking	Undertaking that there are no deviations to the specifications mentioned in the tender either with the technical or commercial bids submitted.			

5. Evaluation of Bids

5.1. Technical Evaluation

- 1 Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and conditions of the tender without any material deviation.
- 2 The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation to demonstrate the technical capabilities and processes/strategies being used & deployed for carrying out the activities listed in the scope of the tender. However, the committee shall have sole discretion to call for discussion/presentation.

5.2. Financial Evaluation

1. The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.
2. The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. IIT Mandi shall inform the date, place and time for opening of the Financial Bid.
3. Financial Bid as per Annexure IV shall be submitted.
4. It should give all relevant price information and should not contradict the technical requisites in any manner.
5. The prices quoted in the Financial Bid should be without any conditions.
6. The price schedule must be filled in completely, without any error, erasures or alterations.
7. The Financial offer shall be on a fixed price basis, inclusive of all taxes.
8. Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, “subject to confirmation before sales”, etc. will be treated as being at variance and shall be liable for rejection.
9. Prices quoted will be firm for the entire period of Contract. All prices to be quoted in **Indian Rupees**, and must clearly state all applicable taxes which must be included in quoted price.

5.3. Final Evaluation Criteria / Award Criteria

1. Contract will be awarded to the bidder whose Financial Bid has been determined to be lowest evaluated offer. Contract value for ascertaining the lowest bidder shall be calculated based on 70% of AMC costing for 3 years and 30% of change request costing for 3 years as detailed in TABLE D of Annexure-IV.
2. Contract may be awarded even if only one bidder qualifies Technical / Financial offer. However, IIT Mandi reserves the right to take appropriate decisions in such case and shall not be binding on the IIT Mandi to award the contract.

6. Important Instructions

1. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing and Deployment into production.
2. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The Bidder should have an in-house quality assurance and product testing team with a robust quality management process that are followed to test and certify the system. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.

4. Testing should not be limited to system features and functionality. The system must be tested for Performance, Security, Usability, High-Availability and Business Continuity.
5. Suitable emergency management plans towards any crisis situations should be maintained by the Bidder.
6. At any time before the submission of bids, IIT Mandi may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
7. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by IIT Mandi.

7. General Information

The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.

All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.

The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

Tender Cost: The bidder should submit a demand draft of **Rs. 1,180/- (Tender Fee inclusive GST) in Words Rupees One Thousand One Hundred & Eighty only** towards non-refundable **tender fee, drawn in favour of "The Registrar, IIT Mandi"** payable at Mandi in a sealed envelope super-scribed as **Tender fee & NIT No. "IITMANDI/S&P/PUR-248/2021-22/7220-21/OAS, dated 08.03.2022"** on or before last date & time of submission of bids. **In the absence of tender fee, bids for evaluation shall not be accepted. NSIC/MSME exemption certificate shall be considered only against EMD (detail as mentioned in S.No.1).**

EMD: Subject to compliance of Response Submission Process the intending bidders should pay along with bids an Earnest Money Deposit of Rs. 5,00,000/- (Rupees Five Lakh Only). The EMD shall be paid by Demand Draft in favor of **"The Registrar, IIT Mandi"**, payable at Mandi. The EMD will not carry any interest.

The EMD submitted by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" issued by IIT Mandi.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- The successful bidder, 3 months after signing of the contract.

- The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 3% of the contract value.
 - The unsuccessful bidders, only after acceptance of the “Letter of Appointment” by the selected bidder.
- ✓ **Note: Both (tender fee & EMD) envelops should be placed in another sealed envelope and address to:**

**“Deputy Registrar, Stores and Purchase”
Indian Institute of Technology Mandi (IIT Mandi),
S & P Section, 2nd Floor, A9 Building, North Campus,
Kamand – 175 075, Distt. – Mandi (H.P), India”**

This envelop having tender fee & EMD should reach on or before last date time of submission of bid.

1. EMD Exemption:

The Institute may accept bids without EMD from those bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the concern Ministry or Department **as Manufacturer**. To claim the exemption, the bidder must be offering goods manufactured by themselves. Exemption will not be granted in case the bidder is acting as an agent for some other vendor.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. IIT Mandi may also independently seek information regarding the performance from the clients.

The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless IIT Mandi calls it for.

Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.

Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

All disputes arising shall be subject to the jurisdiction of appropriate court of Mandi alone and shall be governed by the law of India. IIT Mandi reserves right to award the work/cancel the award without

assigning any reason. In case of differences, if any, the decision of IIT Mandi shall be final. Initially the contract will be for Three years and may be extended further on request of IIT Mandi.

Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

Any disputes arising out of this tender will be subject to the courts in Mandi only

- Even though bidders may satisfy the above requirements, they may be disqualified: If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
- If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

In such cases, IIT Mandi has the right to reject the bid.

The technical bid shall consist of –

- Technical information as desired in prescribed format.
- The financial information as per Annexure IV
- The details of experience of similar works as per Annexure I
- Organizational Structure and information (Details of bidder) as per Annexure II
- Details Of Manpower exclusively associated with this project as per Annexure III

Instruction for Preparation & Submission of bids:

1. Technical Bids should be submitted in PDF format & Financial Bids should be submitted in Excel format.
2. **In case of Financial bids**, a standard BOQ format has been provided in Excel format. Bidders are required to download the BoQ Excel file and fill their financial offer on the same BOQ format. After filling the same, submit it online in Excel format, without changing the financial template format. However, if bidder wants to modify in its financial offer, then bidder can modify.
3. 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 documents may be scanned with 100 dpi with black and white option.
4. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

6. **Kindly add scanned PDF of all relevant documents in a single PDF file like, compliance sheet, OEM/Principle Certificate etc.**
7. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
8. 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.
9. The technical and financial bids should be submitted online through portal <http://eprocure.gov.in/eprocure/app> in original.
10. Each bidder should be marked with the following reference on the top bids submitted online: **"IITMANDI/S&P/PUR-248/2021-22/7220-21/OAS, dated 08.03.2022"**.
11. The printed literature and catalogue/brochure giving full technical details should be included with the technical bid to verify the specifications quoted in the tender. The bidders should submit copies of suitable documents in support of their reputation, credentials and past performance in .pdf format.
12. The rates should be quoted in figures (typed or printed) and cutting should be avoided. The final amount should be in figures as well as in words. If there are cuttings, they should be duly initialed, failing which the bids are liable to be rejected.

General Terms & Condition:

1. While sending rates, the firm shall give an undertaking to the effect that “***the terms/conditions mentioned in the enquiry letter/Tender Notice against which the rates are being given are acceptable to the firm.***” in .pdf format. In case the firms do not give this undertaking, their rates will not be considered.
2. If the supplier/firm is original equipment manufacturer (OEM)/authorized dealer/sole distributor of any item, the certificate to this effect should submit in .pdf format.
3. The quantity shown against the item is approximate and may vary as per demand of the Institute at the time of placing order.
4. Any bids received after **03:00 P.M. on 30th March, 2022**, shall not be considered.
5. The Technical Bids will be opened on **31st March, 2022 at 03:00 P.M.** The date & time for opening of Financial Bids will be informed later on to the technically qualified bidders.
6. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. All tender documents received after the specified date and time shall not be considered.

For any correspondence regarding tenders is on below address:

**“Deputy Registrar, Stores and Purchase”
Indian Institute of Technology Mandi (IIT Mandi),
S & P Section, 2nd Floor, A9 Building, North Campus,
Kamand – 175 075, Distt. – Mandi (H.P), India”**

Validity:

The bid should be valid for acceptance up to a period of 180 Days. The Bidders should be ready to extend the validity, if required without any additional financial implications.

8. Appointment of Successful Bidder

a. Award Criteria

IIT Mandi will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

b. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

IIT Mandi reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals 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 IIT Mandi action.

c. Notification of Award

Prior to the expiration of the validity period, IIT Mandi will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, IIT Mandi may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee.

d. Performance Guarantee

Performance Bank Guarantee of 3 % of the contract value valid for contract period plus 3 months claim period shall be submitted within 15 days from acceptance of the purchase order. PG may be furnished in the form of Bank Guarantee from a Commercial Bank in an acceptable form.

In case the selected bidder fails to submit performance guarantee within the time stipulated, IIT Mandi at its discretion may cancel the order placed on the selected bidder without giving any notice.

IIT Mandi shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or IIT Mandi incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

e. Signing of Contract

After IIT Mandi notifies the successful bidder that its proposal has been accepted, IIT Mandi shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between IIT Mandi and the successful bidder with mutually agreed terms and conditions.

f. Penalty

For Support tickets (Live Modules / processes) – In a month, not more than 10 cumulative tickets should breach SLA defined in scope of work (3.1) and if violated then 0.1% per ticket (total tickets breached the SLA) of one month AMC cost would be imposed maximum till 1 Lakh.

For Change Request – For any violation in SLA defined in Scope of work (3.2) at various milestones of CR execution, 1 % per day delay of total CR cost would be imposed up to maximum of 10% of total CR cost.

g. Time Frame

Support activities, as mentioned in the Project scope will be ongoing.

Development of change requests will be delivered as per the agreed schedule with the IIT Mandi. The vendor will submit the effort estimation and schedule for each change request, for approval to IIT Mandi.

h. Execution of NDA

Non-disclosure Agreement. The vendor should execute the NDA within 30 days from the date of signing of contract.

i. Payment Schedules

Th Payments will be made by the competent authority on quarterly basis, against the bills raised for the completed change request.

Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment.

Payment for the AMC, will be made on the quarterly basis on submission of the bill and satisfactory performance certificate from Advisor, OAS, at the end of the respective quarter.

j. Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, IIT Mandi shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, IIT Mandi shall, without prejudice to

its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

__ "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of IIT Mandi who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of IIT Mandi, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of IIT Mandi in relation to any matter concerning the Project;

__ "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

__ "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

__ "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by IIT Mandi with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

__ "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

k. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or IIT Mandi as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or IIT Mandi shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract. However, IIT Mandi shall make payment for all the services rendered by the bidder till such date of termination of contract.

**Deputy Registrar
Stores & Purchase**

ANNEXURE- I

DETAILS OF SIMILAR WORKS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner of sponsoring organization	Total no of OAS users	Date of commencement as per contract	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officers to whom reference may be made	Remarks	Cost of the Work / Project
1	2	3	4	5	6	7	8	9	10

(Signature of Bidder)

ANNEXURE – II

DETAILS OF BIDDER

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

General Profile of the Company/Firm: -

Name and Address of the Company / Firm With Telephone Nos., Fax, E-mail and Website	
Date of Incorporation	
Offices situated at different locations	
Infrastructure facilities	
Turn over for last three years (Audited Annual Accounts and Annual Reports of three accounting years to be submitted)	
Service Tax Registration Number	
VAT Registration Number	
PAN No.	
Premises / space available in square feet	

Details of Manpower: -	
Technical Personnel available:	
Number of Managers:	

Quality Certificate: -					
Sr.No	Name of the Certificate	Certified By	Year of getting Certification	Whether Certificate is valid	as on date

Awards for products/Services, if any:				
Sr No.	Name	Awarded By	Year of getting Award	Field of Award

Name, address and Telephone Number [Office, Mobile] of the Contact Person to whom all References shall be made regarding this tender:

Telephone:	Office		
	Mobile:	Fax No:	E-mail:
Place:			Signature:
Date:			Name:

Company Seal

Note:

1. In-adequate information could lead to disqualification of the bid.
2. All items should be supported by proper documents.

ANNEXURE IV
FINANCIAL BID

IIT Mandi
Name of work: Office Automation System (OAS) Support for 3 Years (36 Months) and Change Request execution in OAS
Price Schedule
Name and address of the vendor

Support and Maintenance - TABLE A											
Breakup of Prices (in Rupees only)				Lumpsum cost					Total Cost with Tax in INR		
Sr No.	Item Description	Number of resources/consultants	Cost Type	Lump sum cost for Year 1	Lump sum cost for Year 2	Lump sum cost for Year 3	GST Tax	Total Cost with tax for Year 1	Total Cost with tax for Year 2	Total Cost with tax for Year 3	
1	Application Support (at IIT Mandi site)	2	Fixed Cost								
2	Application Support (at Vendor site)	1	Fixed Cost								
Sub Total											
3	Grand Total (AMC cost for 3 Years)							To be filled in Rs			
4	70% of Grand Total (AMC cost for 3 Years)							To be filled in Rs			

Development of Change Request at Offsite (Vendor site) - TABLE B

Sr No.	Item Description	Number of resources/consultants	Man Days	Cost Type	Unit Price
1	Manager	1	1	Fixed	
2	Developer	1	1	Fixed	
3	Tester	1	1	Fixed	

Considering tentative Change Request work for one year of total 246 Man days effort executed at vendor site for evaluation – TABLE C

Sr No .	Milestones	Subtasks	Role Involved	Costing for role (Use TABLE A above)	No Of resources / consultant	Number of days work / Man days effort	Cost in INR	
1	Requirements Phase	Requirement Gathering	Manager	To be filled	1	14	To be filled	
		Show & Tell / demo	Manager	To be filled	1	4	To be filled	
		Requirement Documentation	Developer	To be filled	1	8	To be filled	
2	Implementation	Development task 1	Developer	To be filled	1	50	To be filled	
		Development task 2	Developer	To be filled	1	50	To be filled	
		Development task 3	Developer	To be filled	1	22	To be filled	
3	Testing	Testing	Tester	To be filled	1	73	To be filled	
4	UAT	UAT deployment	Developer	To be filled	1	4	To be filled	
		UAT	IIT Mandi	NA	NA	0	To be filled	
		UAT Changes	Developer	To be filled	1	19	To be filled	
		Training	Developer	To be filled	1	0	To be filled	
		UAT Sign off and Training Sign Off	IIT Mandi	NA	NA	0	To be filled	
5	Production	Production deployment	Manager	To be filled	1	2	To be filled	
6	Total						246	To be filled in Rs
7	Cost of Change Request for 1 year as per Sr no. 6 Total cost						To be filled in Rs	
8	Total Cost of Change Request for 3 years (Sr. No. 7 Total cost *3)						To be filled in Rs	
9	30% of Sr No. 8 Total cost						To be filled in Rs	

Calculation of the contract value for ascertaining the lowest vendor - TABLE D

Calculation of contract value for ascertaining the lowest vendor	Sr No. 4 of Table A in INR	Sr No. 9 of Table C in INR
Rs	To be filled	To be filled
Total in Rs	To be filled	

Note:

1. All the costs should be quoted in Indian Rupees. Bidder has to consider any other incidental charges for e.g., Travel, lodging, boarding etc. to his account while providing the costs above.
2. No escalation of cost will be allowed under any circumstances.
3. No hidden charges will be allowed, if any.
4. Number of working hours per person per day is 8 hrs. (1 person day = 8 working hours)

I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful onsite/offshore support of the project at site.

Dated:

Signature:

Name of Agency:

Company Seal

Full Address: