



Indian Institute of Management Amritsar

Punjab Institute of Technology, Inside Government Polytechnic Compound, Chheharta, GT Road
Amritsar- 143105, Phone: 0183-2820034

Ref No. RFP/IIMASR/281/2022

Date: 29/07/2022

Sub: - Request for Proposal (RFP) for providing a scheduling solution to IIM Amritsar on the e-Tender portal.

Sir / Madam,

Quotations are invited on IIM Amritsar e-Tender portal for providing scheduling solution to IIM Amritsar. The quotations should be uploaded on the IIM Amritsar e-Tender portal by **12.00 PM on or before 11-Aug-2022** and will be opened on the e-Tender portal on the same day, i.e., **11-Aug-2022 at 12.30 PM.**

1.1. GENERAL GUIDELINES

1.1.1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender will be rejected. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as a token of having accepted all the Terms and Conditions of this Tender.

1.1.2. IIM Amritsar reserves the right:

- a. to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder. The Director, IIM Amritsar does not bind himself to accept the lowest or any tender and reserves to himself the right of accepting the whole or any part of the tender and the Tenderer/Bidder shall be bound to perform the same at the rates quoted.
- b. to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same, without assigning any reason thereof.
- c. to obtain feedback from the previous/ present clients of the tenderer by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the tenderer.

1.1.3. Before submitting the Tender Document to the IIM Amritsar, the bidders may seek clarification(s), if any, during the pre-bid meeting/inspection/through an email.

1.1.4. The successful bidder shall have to submit an undertaking as per Form-1, which will become part of the agreement as per Form-2.

1.1.5. The bidders' performance, as per format at Form-3, for each work completed in the last three years and in progress, should be certified by an authorized person from the concerned organization. Feedback received from the previous/present clients and on the spot assessment/enquiry of/by the IIM designated team will also be evaluated for technical qualification.

1.1.6. If the date of opening of the RFP is declared a holiday, the bids will be opened on the next working day at the same time.

1.1.7. Submission of Bids: The RFP should be submitted in two parts, **Part – I (Technical**

Bid) & Part – II (Financial Bid). The file for Part – I should be super-scribed as "Part – I Technical Bid", and the file for Part – II should be super-scribed as "Part – II Financial Bid". The technical bid and financial bid, along with all the necessary documents as stipulated, is to be submitted online through the eTender Portal on IIM Amritsar's official website (www.iimamritsar.ac.in) only. Bids submitted through any other mode will not be accepted under any circumstances.

1.1.8. Earnest Money Deposit (EMD): The tenderers/ bidders shall be required to submit a refundable EMD of an amount of **Rs.15000/- (Rupees Fifteen thousand only) along with the proposal.**

- a. The EMD will be returned to the unsuccessful tenderers/bidders by the 30th day after the award of the contract.
- b. The EMD will be returned to the successful tenderers/bidders only on furnishing the performance guarantee/bank guarantee, if applicable.
- b. The EMD shall not bear any interest for the bidder.
- c. MSME/NSIC firm will get tender fee exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same.
- d. Tender fee and/or EMD, where applicable, should be deposited online using the payment link (<https://iimamritsar.ac.in/payment/>), and receipts of the same should be uploaded on the portal during the participation along with other required documents. In lieu of bid security/EMD, the bidder has to submit a Bid Security Declaration (Form-4).

1.1.9. RFP fee (non-refundable) of Rs. 1120/- (Rs. One Thousand One Hundred Twenty Only) should be deposited online using the payment link (<https://iimamritsar.ac.in/payment>), and receipts of the same should be uploaded on the portal during participation in the RFP along with other required documents.

1.1.10. Performance Security: The successful tenderer/ bidder will be required to furnish performance security at the rate of 3% (three percent) of the tendered amount in the form of FDR/DD/PBG from scheduled bank of India in the name of Director, IIM Amritsar within 15 days of the issuance of letter of acceptance/work order.

- I. It must remain valid for 60 days beyond the date of completion of all contractual obligations.
- II. If the contract is extended, the vendor will have to submit a fresh performance security for the extended period plus 60 days.
- III. It shall be returned within a month after the expiry/termination of the contract only after the discharge of all obligations under the contract and adjustments of outstanding dues against the vendor of any nature against the bills submitted by the vendor or otherwise.

1.1.11. MSME/NSIC firm will get EMD/RFP fee exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same. However, MSME will have to submit a Bid Security Declaration (Form -4).

1.1.12. Authorized signatory: If the Bid is made by or on behalf of a company, incorporated under the Companies Act of 1956, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.

1.1.13. The initial contract period will be for one year that could be extended subject to the approval by competent authority on yearly basis with the same terms & condition of the RFP as mutually agreed upon by both the parties (IIM Amritsar & Contractor)

based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency. The contract shall be automatically expired at the end of contract period (12 months).

1.1.14. Penalty: The vendor should resolve the reported queries, issues and update the portal/information as per the requirements of IIM Amritsar within prescribed deadline, failing which a penalty @ 10 % of the billed amount will be imposed.

1.2. PROCESSING OF RFP

1.2.1. Stage : I Technical Bid - (70% Weightage)

Technical Evaluation: Part I (Pre-Qualification criteria of the bidder, maximum 30 Marks).

The bidders must meet the following pre-qualifying requirements to qualify for the Part II (Presentation of the technical evaluation):

S. No	Particulars	Eligibility Criteria	Proof / Documents	Maximum Marks 30
1.	Experience	The bidders should have successfully completed, minimum three contracts of providing scheduling portal for central/state Govt. organizations/ Institutions in the last three years.	Enclose a list of clients and their testimonials/ experience certificates having client's seal and signature.	4 - 6 contracts -10 Marks
				7 - 10 contracts - 20 Marks
		Out of this, he must have completed services to a central/state Govt. educational institute for at least one (01) year in the last three (03) years.		Above 10 contracts - 30 Marks
		Should be operational in same business for the last three year and should not be blacklisted during last two financial years.	Form - 5	

Note: The bidders who qualify in this stage will be called for an online presentation. Other bidders who have been found technically unqualified will not be considered for further process.

1.2.2. Technical Evaluation: Part II (Presentation and demonstration 70 Marks)

The shortlisted bidders will call for a presentation and demonstration of their product.

The proposed solutions should be following technical functionalities. The technical committee will evaluate the product and give the marks out of 70.

Sr. No	Particular	Maximum Marks
1	The marks will be awarded on the basis of matching the compliance form (Form-6) and our requirements (SOR) at point 1.5.	40
2	Appearance	20
3	Ease of Use	10

The bidders who qualify in this stage will be considered for the financial bid; other bidders who have been found technically unqualified will not be considered for further process.

1.2.3. Stage:II- Financial Evaluation (Financial bid): The Financial Bid should be submitted strictly in the prescribed Form-8 "FINANCIAL BID" and should remain **valid for a minimum of three months.**

- a. Financial bids, which are incomplete and are not submitted in the prescribed form, will be summarily rejected.
- b. The Financial Bid should clearly contain the details (without erasers/overwriting etc.) as mentioned in the form.

The Financial Bid (Tender) of the applicants who have not been qualified in the Technical Bid shall not be considered. Financial bids of only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority letter), who may be present. The decision of the Director of IIM Amritsar in this regard will be final and no requests etc. will be entertained from the bidders.

1.3. SUMMARY OF REJECTION OR DISQUALIFICATION OF BIDS/TENDER

1.3.1. Applications received after the stipulated deadline

1.3.2. Any bid not accompanied by required EMD, Tender fee, tender document, other required documents.

1.3.3. Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.

1.3.4. If any bidder has filled more than one bid.

1.3.5. If unclear, poorly scanned copies are uploaded and received.

1.3.6. Conditional proposal/bid will not be accepted and will be rejected outright.

1.3.7. Canvassing in any form will make the tender liable to rejection.

1.3.8. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document

1.3.9. Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

1.4. SELECTION CRITERIA FOR AWARD OF CONTRACT: The award of contract will be based on Quality and cost-based selection (**QCBS**). The evaluation of Technical and Financial bids will be made as mentioned below. Out of 100 marks, the technical bid will be allotted a weightage of 70% technical score (TS), while the financial proposal will be allotted a weightage of 30% financial score (FS). The technical scores (TS) and financial scores (FS) secured by each bidder will be added with weightages of 70 % and 30%, respectively, and a composite score (CS) will be calculated using the formula:

$$\text{CS} = \text{TS} * 0.70 + \text{FS} * 0.30$$

Bidders will be ranked according to their CS (H1, H2, H3, and so on). Bidder ranked as H1 would be the successful bidder and eligible for the award of work.

However, in the event of a tie at the top position between two or more bidders, the preferred bidder shall be selected on the basis of more technical competence, i.e. bidder with more technical score (TS).

After opening the price bids of the short-listed bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail. However, the Institute

reserves the right to accept or reject any offer without assigning any particular reason whatsoever, and no communication will be entertained in this regard. IIM Amritsar also reserves the right to accept or reject any or all RFPs either in whole or in part or to invite revised price bids or to annul the bidding process at any time before finalization without incurring any liability to the affected bidder. IIM Amritsar does not bind itself to accept the lowest price bid or any RFP and reserves the right of accepting the whole or any part of the RFP, and the bidder shall be bound to perform the same at the rates quoted. The decision of Director IIM Amritsar shall be final and binding.

1.5. SCHEDULE OF REQUIREMENTS (SOR):

1.5.1. Student Management & Distribution

- a. The software should create a centralized database of all students in the various programs at the institution. The student profiles access should be centralized. The PGP Office should be able to search for the student profiles based on various filters like gender, year, term, program etc.
- b. Sectioning- The students are required to be distributed strategically based on demographic factors, regional diversity, gender diversity, work experience etc. The tool should help us to make section distributions as per the varying requirements. These requirements may change from year to year. The software should have the flexibility to change these requirements.

1.5.2. Time- table & Classroom Management

- a. The software should be able to take the courses selected by the students as an input. It should be able to identify the conflicts arising in the students' schedules by course, and create a conflict matrix for the same.
- b. For elective courses with multiple sections, the software should be able to interact with the user to distribute the students among sections in such a way as to minimize class time conflicts.
- c. The software should be able to provide the lists of elective courses that can be run parallel to each other based on the above conflict matrix.
- d. The software should be able to consider constraints in physical infrastructure, like classroom sizes. It should suggest the available classrooms for each particular class depending on the number of students and classroom capacity.
- e. The final output of the scheduler should be producible in Excel and PDF format.
- f. The faculty, students, academic associates and PGP Office staff should be able to see their individual and overall calendars on the software, depending on access rights.
- g. The final output should show the name of the course, faculty name, session number, and the allocated classroom for each session.
- h. The scheduler should be mapped up with all the existing programs of the institution, and should have the capability to add more programs as and when required. Any clashes in faculty/student/academic associate availability across the programs must be flagged by the software. Any session with such clashes should not be allowed to schedule on the software.
- i. The scheduler should have the ability of syncing with the Google calendar of faculties, students and academic associates.

- j. In case of any class rescheduling, the software should send automatic emails and notifications to all concerned stakeholders for that class.
- k. Having a dedicated scheduler app along with the software to send timely notifications about classes to all stakeholders is desirable.
- l. The tool should be able to identify visiting faculty and regular faculty courses separately, and create a database for the same over the years.
- m. It should be able to generate a report on classrooms occupancy for each day and time slot.
- n. It should include separate dedicated days for institute activities like exams, conclaves, corporate events etc. and ensure that no classes are scheduled on such days.

1.5.3. Elective Bidding tool, Selection of Audit courses and program requirement form

- a. There should be a module which can help the student to opt for the elective course(s) of their choice and subsequently check their credit/unit fulfillment requirement in a consolidated form.
- b. The student can submit his audit request & the data will be mapped with the final elective subscriptions.
- c. The institution offers various programs and various types of elective courses within each program. There are various restrictions on the type of electives and number of electives that students may choose in each term for each program. The software should ensure that each student meets the term-wise and overall elective course requirements for their respective program. If any student fails to meet such requirements in any term, the software should immediately raise a flag for the same to enable prompt corrective action.
- d. Online demonstration of the system, Hands-on training and students support ticketing system should also be provided.
- e. Access to Database/Code shall be restricted only to IIM Amritsar authorities.
- f. Backup of data shall be recorded on a regular basis.

1.6. QUERIES & RESPONSES

Queries related to the stated above should be submitted at purchase@iimamritsar.ac.in only till **04-08-2021, 05:00 pm**. Queries submitted after due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.

UNDERTAKING

(To be submitted along with un-priced bid)

To

The Director,
Indian Institute of Management, Amritsar
Punjab Institute of Technology Building,
Inside Government Polytechnic Campus,
Polytechnic Road, PO: Chheharta, G.T. Road
Amritsar - 143105

Sub: Providing Services for IIM Amritsar for 12 months

Sir,

Having examined the details given in notice inviting quotation for the above work, I / we hereby submit the qualification application documents (Technical Bid) and the RFP (Financial Bid) for the work duly filed.

1. I / we hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
 2. I / we have furnished all information and details necessary for deciding our eligibility to be qualified for taking part in the tendering process for the work. We have no further information to supply.
 3. I / we also authorize the Director, IIM Amritsar or his representative to approach individuals, firms and corporations to verify our competence and general reputation.
1. I / we submit the following certificates in support of our suitability, technical knowhow and capability for having successfully completed following works.
 2. I/We hereby undertake that I/We have completely understood the terms & conditions of the RFP.
 3. I/We further undertake to ensure all compliances of the RFP conditions. Any non-compliance may be construed as deficiency in the performance of the contract. If such non-compliance is noticed IIM Amritsar/owner is at liberty to take action in line with the RFP conditions including penalty/termination of the contract.

I am / we are aware that the RFP documents (Financial bid) will not be opened if I am / we are not qualified to take part in the tendering process.

Your faithfully,

Signature(s) of the applicant(s)

Name :
Designation:
Date of submission:
Seal:

AGREEMENT

This agreement made on this between the Indian Institute of Management Amritsar through their Director on one part (hereinafter refer to as IIM Amritsar).

And

..... (Hereinafter referred to as the Contractor which expression shall include his heir, executors, administrators and assigns) of the other part. Whereas the IIM Amritsar is desirous of giving a contract for providing the in the Institute and whereas have offered to provide the same on the terms and conditions stated in the RFP document and hereafter stated.

Now it is hereby agreed by and between the parties.

1. The following documents shall be deemed to form part of the agreement and the contractor agrees to the terms and conditions given in these documents and ensure full compliance to them.
 - a. Declaration(Form-2a), Indemnity bond(Form-2b), Undertaking(Form-2a) submitted by the Contractor
 - b. The Work order issued by IIM Amritsar bearing No.....Dated
 - c. RFP Number.....dated.....
 - d. And, Subsequent letter(s) issued to contractor.

2. Terms and Conditions

- 2.1. The Contractor hereby agrees with the client to render service in conformity to the provisions of this agreement.
- 2.2. **Commencement and termination:** That the agreement will come into force with effect from and shall barring unforeseen circumstances. The initial contract period will be for one year that could be extended on a yearly basis with the same terms & condition of the RFP as mutually agreed upon by both the parties (IIM Amritsar & Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency.
- 2.3. That the agreement may be terminated by either party by giving one month's notice to the other.
- 2.4. That under the circumstances given below, the Institute shall have the right to terminate the contract without notice, in addition to other remedies as available under the law.
 - 2.4.1. For committing a breach of any of the terms and conditions of this agreement by the Contractor, he will further be liable to pay the damages as assessed by the arbitrator.
 - 2.4.2. Contractor shall in no case lease, transfer, sublet, assign/pledge or sub-contract its rights and liabilities under this contract to any other agency.
 - 2.4.3. The Contractor being declared insolvent by a competent court of law.

3. **Arbitration:** In the event of any question or dispute or difference arising under this agreement or in connection therewith, the same **would be referred to the Arbitrator**

whose decision shall be final and shall not be called in question. The Director of IIM Amritsar will appoint an Arbitrator with the mutual consent of both the parties (Contractor and IIM Amritsar).

- a. The arbitrator may from time to time with the consent of all the parties extend the time for giving and publishing the award.
- b. Subject to the aforesaid provisions, the Arbitration and Conciliation Act, 1996 and the rules made thereunder and any modification/amendments (2015,2019) thereof from the time being in force shall be deemed to apply to the arbitration proceedings. All disputes and arbitration under this agreement shall be subject to the jurisdiction of the Court of Law (Amritsar, Punjab)

IN WITNESS WHEREOF we set our hands on

FOR & ON BEHALF OF THE PROPRIETOR

FOR & ON BEHALF OF THE INDIAN
INSTITUTE MANAGEMENT,
AMRITSAR

(CONTRACTOR)

(Authorized Signatory)

Witness

Witness

1.

1.

2.

2.

Address:

Performance Report by the clients for contracts completed

1. Name of the work & Location
2. Scope of work
3. Agreement No.
4. Tendered Cost
5. Value of work done
6. Date of Start
7. Date of completion
 - a. Stipulated date of completion
 - b. Actual date of completion
8. Amount of compensation levied for delayed completion, if any
9. Name and address with telephone no of Officer to whom reference may be made
10. Remarks (indicate whether any show cause notice issued or Arbitration initiated during the progress of work)
11. Performance report based on quality of work, time management and resourcefulness:

Very Good / Good / Fair

Sign & seal of Authorized official of the organization

Mobile No.

BID SECURITY DECLARATION

I/We hereby declare that

1. I/We will not withdraw or modify our bid during period of validity
2. I/We will deposit performance security, if applicable.
3. I/We will sign the agreement as per the specified schedule

If above is not abide by me/us, IIM Amritsar may suspend/blacklist us for three years to participate in their tendering/bidding/registration processes.

Name, Signature and seal of the authorized bidder

CERTIFICATE

(To be provided on the letterhead of the firm)

I hereby certify that the above firm/agency neither blacklisted by any Central/State Government/ Public Undertaking/Institute nor is any criminal case registered/ pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above agency may be summarily terminated and the firm blacklisted.

Authorized Signatory Date:

Name: Place: Designation: Contact No.:

Seal

General Compliance Form

S. No.	Description	Compliance (Yes/No)
1	The software should create a centralized database of all students in the various programs at the institution. The student profiles access should be centralized. The PGP Office should be able to search for the student profiles based on various filters like gender, year, term, program etc.	
2	Sectioning- The students are required to be distributed strategically based on demographic factors, regional diversity, gender diversity, work experience etc. The tool should help us to make section distributions as per the varying requirements. These requirements may change from year to year. The software should have the flexibility to change these requirements.	
3	Time- table & Classroom Management	
4	The software should be able to take the courses selected by the students as an input. It should be able to identify the conflicts arising in the students' schedules by course, and create a conflict matrix for the same.	
5	For elective courses with multiple sections, the software should be able to interact with the user to distribute the students among sections in such a way as to minimize class time conflicts.	
6	The software should be able to provide the lists of elective courses that can be run parallel to each other based on the above conflict matrix.	
7	The software should be able to consider constraints in physical infrastructure, like classroom sizes. It should suggest the available classrooms for each particular class depending on the number of students and classroom capacity.	
8	The final output of the scheduler should be producible in Excel and PDF format.	
9	The faculty, students, academic associates and PGP Office staff should be able to see their individual and overall calendars on the software, depending on access rights.	
10	The final output should show the name of the course, faculty name, session number, and the allocated classroom for each session.	
11	The scheduler should be mapped up with all the existing programs of the institution, and should have the capability to add more programs as and when required. Any clashes in faculty/student/academic associate availability across the programs must be flagged by the software. Any session with such clashes should not be allowed to schedule on the software.	
12	The scheduler should have the ability of syncing with the Google calendar of faculties, students and academic associates.	
1	In case of any class rescheduling, the software should send automatic emails and notifications to all concerned stakeholders for that class.	

14	Having a dedicated scheduler app along with the software to send timely notifications about classes to all stakeholders is desirable.	
15	The tool should be able to identify visiting faculty and regular faculty courses separately, and create a database for the same over the years.	
16	It should be able to generate a report on classrooms occupancy for each day and time slot.	
17	It should include separate dedicated days for institute activities like exams, conclaves, corporate events etc. and ensure that no classes are scheduled on such days.	
18	Elective Bidding tool, Selection of Audit courses and program requirement form	
19	There should be a module which can help the student to opt for the elective course(s) of their choice and subsequently check their credit/unit fulfillment requirement in a consolidated form.	
20	The student can submit his audit request & the data will be mapped with the final elective subscriptions.	
21	The institution offers various programs and various types of elective courses within each program. There are various restrictions on the type of electives and number of electives that students may choose in each term for each program. The software should ensure that each student meets the term-wise and overall elective course requirements for their respective program. If any student fails to meet such requirements in any term, the software should immediately raise a flag for the same to enable prompt corrective action.	

FINANCIAL BID (30% WEIGHTAGE)**FORMAT TO QUOTE THE PRICE**

S.NO:	Item	Amount in INR
1	Annual Subscription Charges Per Student	
	Total	
	GST @ ___%	
	Grand Total	

***The Annual subscription will start with effect from the date of GOLIVE.**

The formula for Bid Calculation:

$$\text{Total} = (0.7 * \text{Technical Bid}) + (0.3 * \text{Financial Bid})$$

Note:

Bid/Offer Rates must be valid for three months beyond the date of opening of bids. Offer/rates must remain the same if the service is extended further as needed by the Institute subject to satisfactory performance.

Supplier Signature, Name and Stamp