



INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

PIT Building, Inside Govt. Polytechnic Campus;
Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105
<https://iimamritsar.ac.in/>

INVITATION FOR EXPRESSION OF INTEREST FOR

DESIGN, SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION, MIGRATION, TESTING, INTEGRATION, COMMISSIONING, MAINTENANCE, & ONGOING SUPPORT OF THE 'INTEGRATED ENTERPRISE SYSTEM FOR HIGHER EDUCATION & RESEARCH' ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION INCLUDING SOFTWARE AND LICENSES FOR IIM AMRITSAR

Invitation Number:	IIMASR/NIT/222/2021
Mode of Participation:	Online Only
Date of Issue of Invitation for EOI:	23-04-2021 by 05:00 PM
Last date of receipt of queries: erpcom@iimamritsar.ac.in	30-04-2021 by 05:00 PM
Date of response to queries: https://iimamritsar.ac.in/	04-05-2021 by 05:00 PM
Last date of receipt of EOI:	10-05-2021 by 12.00 PM
Date & Time for Opening of EOI:	10-05-2021 at 12:30 PM
Intimation to shortlisted bidders: https://iimamritsar.ac.in/	17-05-2021 by 05:00 PM
EOI Fee:	Rs. 1500/- (Rupees One Thousand Five Hundred only) exclusive of taxes.
Processing Fee for e-procurement portal of MHRD:	Rs. 2500/- (Rupees Two Thousand Five Hundred only) exclusive of taxes.
Contract Period:	Implementation period plus 60 months from Go-Live

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Abbreviations and Definitions:

Agency	Any firm who is taking part in the first stage of the bidding process conducted by Indian Institute of Management Amritsar (IIM Amritsar) by providing Expression of Interest to this Invitation.
Bidder	Any agency who is shortlisted by IIM Amritsar based on Pre-Qualification Criteria for participating in the second-stage of bidding process.
CPP	Central Public Procurement Portal (e-procurement portal - Government of India)
e-procurement portal of MHRD	The electronic procurement portal handled by MHRD - https://mhrd.euniwizarde.com/
EOI	Expression of Interest submitted by interested agencies for participating in the bidding process for providing ERP solution to IIM Amritsar.
ERP	Enterprise Resource Planning
Financial Bid	The Commercial Bid or Financial Bid that needs to be placed by the shortlisted bidders in the second stage of the bidding process.
HCI	Hyper Converged Infrastructure
IESHER solution	The 'Integrated Enterprise System for Higher Education & Research' ERP solution to be developed for IIM Amritsar.
IIM	Indian Institute of Management
IIM Amritsar	Indian Institute of Management Amritsar
IIT	Indian Institute of Technology
Invitation	The Invitation for Expression of Interest document that is circulated by IIM Amritsar for obtaining Expression of Interest from interested agencies.
MHRD	Ministry of Human Resources Development, currently renamed as Ministry of Education, under the Government of India
NIT	National Institute of Technology
O&M	Operations and Maintenance
OEM	Original Equipment Manufacturer
PQ Criteria	Pre-Qualification Criteria mentioned by IIM Amritsar in the Invitation document for agencies to take part in the bidding process.
QCBS Criteria	Quality and Cost Based Criteria to evaluate the bidders. QCBS criteria for this bidding process will be provided in the techno-commercial tender document.

Technical Bid	The Technical Bid that needs to be placed by the shortlisted bidders in the second stage of the bidding process.
Techno-Commercial Tender	The Techno-Commercial Tender refers to the tender document floated by IIM Amritsar in the second stage of the bidding process, based on which the shortlisted bidders can submit their Technical Bid and Financial Bid.
Vendor	Any bidder who successfully obtains the contract from IIM Amritsar for the implementation of the IESHER solution after the final stage of the bidding process.

Indian Institute of Management Amritsar

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Website: <https://iimamritsar.ac.in/>
GST Number: 03AABTI3832P1ZJ

Email: erpcom@iimamritsar.ac.in
Dated: 23/04/2021

1. Invitation for Expression of Interest:

Indian Institute of Management Amritsar (IIM Amritsar) invites Expression of Interest (EOI) in online mode, from interested agencies (reputed ERP Implementation companies), for the **DESIGN, SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION, MIGRATION, TESTING, INTEGRATION, COMMISSIONING, MAINTENANCE, & ONGOING SUPPORT OF THE 'INTEGRATED ENTERPRISE SYSTEM FOR HIGHER EDUCATION & RESEARCH' ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION INCLUDING SOFTWARE AND LICENCES FOR IIM AMRITSAR.**

Interested parties who meet the pre-qualification criteria mentioned in this Invitation may submit their EOI with all the necessary documents in online mode through the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>) on or before 10.05.2021 12:00 PM.

The Director,
IIM Amritsar

Whilst the information in this Invitation has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither IIM Amritsar, nor its employees, accept any liability or responsibility for the accuracy, reasonableness, or completeness of the information contained in the Invitation, or for any errors, omissions or misstatements, negligence or otherwise, relating to the proposed ERP Project, or makes any representation or warranty, expressed or implied, with respect to the information contained in this Invitation, or on which this Invitation 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.

The information contained in this Invitation is selective and is subject to updates, expansion, revision, and amendment at the sole discretion of IIM Amritsar. It does not, and does not purport to, contain all the information that a recipient may require for the purposes of deciding to take part in this process. Each Agency must conduct its own analysis of the information contained in this Invitation, to correct any inaccuracies therein, and is advised to carry out its own investigation into the proposed ERP 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. IIM Amritsar shall not be responsible for any direct or indirect loss or damage arising out of, or for use of any content of the Invitation in any manner whatsoever.

This Invitation includes certain statements, projections, targets, and forecasts with respect to the Project. Such statements, projections, targets, and forecasts reflect various assumptions made by the management, officers, employees, and experts of IIM Amritsar, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this Invitation is, or should be relied on as, a promise, representation, or warranty. IIM Amritsar shall be the sole and final authority with respect to qualifying a bidding process through this Invitation. The decision of IIM Amritsar in selecting the Agency who qualifies through this process shall be final and IIM Amritsar reserves the right to reject any or all the bids without assigning any reason thereof. IIM Amritsar may terminate the EOI process at any time without assigning any reason and upon such termination, IIM Amritsar shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

2. Background:

Indian Institute of Management Amritsar, herein after referred to as “IIM Amritsar”, is one of the six IIMs set up by the Ministry of Human Resources Development (currently renamed as Ministry of Education), Government of India, in the Union Budget of 2014. Under the IIM Act of 2017, IIM Amritsar is an Institute of National Importance, educating some of the brightest minds of our country.

IIM Amritsar is currently operating out of its transit campus located within the Government Polytechnic Campus, Amritsar, Punjab. The permanent campus for IIM Amritsar, which spread across in about 61 acres, is currently under construction.

IIM Amritsar presently offers various full-time and executive higher education programs in the field of management. With a faculty strength of around 25, IIM Amritsar educate around 600 students annually through their full-time post-graduate and doctoral courses presently. IIM Amritsar also offers executive programs as well as management development programs, in addition to their full-time programs. IIM Amritsar is in its expansion mode and over the next four years, IIM Amritsar expects to increase their strength of students to around 1500 with an overall employee strength of around 150.

IIM Amritsar is planning for the implementation of Enterprise Resource Planning (ERP) System to cater to their administrative, academic, and research needs of the organization. The ‘Integrated Enterprise System for Higher Education & Research’ ERP solution, herein after referred to as “IESHER solution”, is expected to integrate, automate, and streamline various processes and activities that are regularly performed at IIM Amritsar for the smooth operation of the organization. IIM Amritsar requires the IESHER solution to be implemented on their on-premise Hyper Converged Infrastructure (HCI) servers. IIM Amritsar further plans to migrate the IESHER solution along with the servers and all other related infrastructure to their permanent campus in the next two years, subject to completion of the construction project of the permanent campus.

3. Intent of EOI:

IIM Amritsar invites EOI through the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>) from reputed companies established in implementing and providing ERP solutions and services, with proven experience in the delivery of Project Monitoring and Management System, including but not limited to Human Life-Cycle Management, Administration Management, Financial Management, Analytical Dashboards and Visualizations, etc. in the Higher Education Sector. The proposed EOI is for shortlisting interested agencies based on the Pre-Qualification (PQ) criteria mentioned in this Invitation. The shortlisted agencies will be invited to participate in the further bidding process for the IESHER solution implementation. The bidding process will result in the selection of a Vendor for Design, Supply, Installation, Implementation, Customization, Migration, Testing, Integration, Commissioning, Maintenance, and Ongoing Support of the IESHER solution including Software and licenses for IIM Amritsar.

3.1. About EOI

This document constitutes the Invitation for Expression of Interest (EOI) for the selection process of a Vendor for the Implementation of the IESHER solution for IIM Amritsar. This Invitation has been prepared to invite agencies to submit their EOI to implement and maintain the ERP System for IIM Amritsar.

Any queries or request for clarifications related to the Invitation or the procedure must be submitted through email at erpcom@iimamritsar.ac.in by 30.04.2021 05:00 PM and the clarifications will be addressed to all agencies simultaneously.

3.2. Objectives of the Project:

- 3.2.1. Design and implement processes and applications to help IIM Amritsar achieve the required streamlining and automation of various regular activities and processes.
- 3.2.2. Increase the efficiency and improve monitoring and administration for effective decision-making.
- 3.2.3. Develop a single and integrated view of IIM Amritsar's information systems across all functions and locations.
- 3.2.4. Ensure availability of better decision support system and scalability of business operations.
- 3.2.5. Ensure timely collection and availability of relevant information.
- 3.2.6. Reduce paper-based capture and sharing of various types of information

- 3.2.7. Help the authorities at various level in management/monitoring of past, on-going, and future activities.
- 3.2.8. Enable generation of custom reports for various authorities/departments through a customizable reporting system.

4. General Information:

- 4.1.** IIM Amritsar invites sealed EOI from eligible interested agencies for **DESIGN, SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION, MIGRATION, TESTING, INTEGRATION, COMMISSIONING, MAINTENANCE, & ONGOING SUPPORT OF THE 'INTEGRATED ENTERPRISE SYSTEM FOR HIGHER EDUCATION & RESEARCH' ERP SOLUTION INCLUDING SOFTWARE AND LICENCES FOR IIM AMRITSAR.**
- 4.2.** EOI must be submitted in online mode through the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>).
- 4.3.** Any sole proprietor/partnership firm/cooperative society/company with valid GST, PAN, TAN/TIN/Service Tax Registration, and VAT Registration can submit an EOI.
- 4.4. Acknowledgement of Understanding of Terms:** By submitting an EOI, each agency shall be deemed to acknowledge that it has carefully read all sections of this Invitation, including all forms, schedules and annexure, and has fully informed itself as to all existing conditions and limitations. All pages of this Invitation must be signed by the authorized signatory and sealed with the agency's stamp as a token of having read and accepted all the terms and conditions of this Invitation.
- 4.5. Authorized Signatory:** The authorized signatory will be the personnel authorized as per the power delegated under the relevant regulations of the constitution of the agency. Documentary proof for the same should be attached with the EOI.
- 4.6. Language of Proposals:** The proposal and all correspondence and documents shall be written in English.
- 4.7. Amendment to EOI:** At any time prior to the last date for receipt of EOI, IIM Amritsar, may for any reason, whether at its own initiative or in response to a clarification requested by an agency, modify the Invitation document by an amendment. In order to provide agencies reasonable time in which to take the amendment into account in preparing their EOI, IIM Amritsar may, at its discretion, extend the last date for the receipt of EOI and/or make other changes in the requirements set out in the Invitation.

The applicant is required to visit IIM Amritsar website (<https://iimamritsar.ac.in/>) for referring to any changes or amendments that are made in the Invitation, before submitting their EOI.
- 4.8.** IIM Amritsar reserves the right to obtain feedback from previous/present clients of the agencies and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first-hand information regarding the services provided by the respective agencies.

- 4.9. Rejection of EOI:** The application is liable to be rejected if:
- 4.9.1. Not in prescribed formats and not containing all the required details.
 - 4.9.2. EOI is submitted through any other mode other than e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>).
 - 4.9.3. Missing any supporting document(s) with the EOI.
 - 4.9.4. Unclear or poorly scanned documents are submitted.
 - 4.9.5. False or misleading information is submitted.
 - 4.9.6. Missing receipts of payment made against the EOI fee and the Processing fee.
 - 4.9.7. EOI provided is conditional.
 - 4.9.8. Any form of canvassing or unhealthy participation is carried out.
- 4.10.** Submission of false/forged documents will lead to **Rejection of EOI** and **Blacklisting** of the agency for a minimum period of three (3) years from participating in any IIM Amritsar tendering process.
- 4.11. Relationship Disclosure:** All agencies must provide a disclosure document mentioning any relationship the agency or its employees have with any employees or board members of IIM Amritsar.
- 4.12. Right to Terminate the Process:**
- 4.12.1. IIM Amritsar may terminate the EOI process at any time and without assigning any reason. IIM Amritsar makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
 - 4.12.2. This Invitation does not constitute a commitment to conduct procurement, or an offer of a contract, or prospective contract. IIM Amritsar shall not be liable for any costs incurred by any agency in the preparation and submission of information in response to this Invitation.
- 4.13.** In the event of the date specified for EOI receipt and opening being declared as a holiday, the due date for submission of EOIs and opening of EOIs will be the following working day at the appointed time and place.
- 4.14.** The selected organization shall be responsible for complete turnkey operation of the IESHER solution.
- 4.15.** The Operations and Management Support shall be extended not only to IIM Amritsar, but also to its associated stakeholders as per requirements of the system for its effective usage and implementation.
- 4.16.** The selected Vendor will take over the existing Web Application, and other software systems, on an as-is where-is basis and ensure continuance of the updating and smooth

running of the existing software systems through deploying the dedicated resources for software maintenance.

- 4.17. Key Deliverables:** The Vendor shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications.
- 4.18.** An IESHER Solution developed for IIM Amritsar, shall be the property of IIM Amritsar only. IIM Amritsar will have the copyrights of Software, Documents, Information and other elements of the project and, thus, the vendor, or any other third party, cannot use these without due permission from IIM Amritsar.
- 4.19.** The EOI should be kept valid for a period of 120 days from the date of opening of the EOI.
- 4.20.** All qualifying requirements must be supported by documentary evidence.
- 4.21.** Notwithstanding anything stated above, IIM Amritsar reserves the right to review the agencies' capability and capacity to perform the contract and reserves the right to accept or reject any or all EOIs without assigning any reason thereof.
- 4.22. Submission of Queries:** Any queries or request for clarifications related to the Invitation or the procedure must be submitted through email at erpcom@iimamritsar.ac.in by 30.04.2021 05:00 PM. No clarifications to any queries other than the Invitation or the procedure to be followed will be entertained at this stage.
- 4.23. Clarification of Queries:** All clarifications will be addressed to all agencies simultaneously and will be provided on the IIM Amritsar website (<https://iimamritsar.ac.in/>). IIM Amritsar reserves the right to not provide clarifications to any or all queries based on the nature of the queries.
- 4.24. MHRD Portal related Queries:** Agencies are advised to visit the MHRD portal and read the 'Instruction to Bidders' section under 'User Guide' option on the home page of the portal. All queries and clarifications related to the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>) shall be directed to the e-Wizard Helpdesk for necessary guidance. E-Wizard Helpdesk numbers as mentioned in the portal are as follows: 011-49606060, 011-23710092, 9355030602, 8448288980, 9355030617, 9355030630, 9355030629, 8448288984, 8448288981, 9355030613, 9355030620, 9355030623, 9355030610, 9355030608, 9355030604, 9355030611, 9355030606, 8448288982, 8448288985, 8448288986, 8448288987, 8448288988, 8448288989, 8448288992, 8448288991, 9205898220, 8448288994.
- 4.25. Clarifications from Agencies:** To assist in the examination, evaluation, comparison, and post-qualification of the EOIs, IIM Amritsar may, at its discretion, ask any agency for a clarification of their submitted documents. Any clarification submitted by an agency that

is not in response to a request by IIM Amritsar shall not be considered. IIM Amritsar's request for clarification and the response shall be in writing/or through email. If the required clarification is not received in the specified time limit, IIM Amritsar will have rights to reject the bid.

5. Instructions to Agencies:

5.1. Bidding Process: The process of bidding for the selection of a Vendor for providing the IESHER solution for IIM Amritsar will be a **two-stage bidding process** as provided in the General Financial Rules 2017, Department of Expenditure, Ministry of Finance, Government of India.

5.1.1. Stage-I – Expression of Interest: IIM Amritsar invites sealed EOI from eligible interested agencies for providing the IESHER solution for IIM Amritsar. IIM Amritsar shall shortlist agencies who fulfill the pre-qualification criteria for the next stage of bidding process. Pre-qualification criteria is provided in section 6 of this Invitation.

5.1.2. Stage-II – Techno-Commercial Tender: IIM Amritsar will share the tentative functional requirements to the short-listed agencies, who are considered for the second stage. Pre-bid meetings and discussions will be held with the short-listed agencies, herein after referred to as “bidders”, for finalizing the requirements for the IESHER solution. After the finalization of requirements, IIM Amritsar will float the techno-commercial tender for the bidders.

5.1.3. Evaluation of Technical Bid and Commercial Bid: The sealed technical bid and commercial bid will be opened respectively on the specified dates, which will be mentioned in the techno-commercial tender document, and will be evaluated based on Quality and Cost Based Criteria (QCBS). The QCBS criteria and further selection process will be provided in the techno-commercial tender document.

5.2. Submission of EOI: The EOI along with all the necessary documents as stipulated, is to be submitted online through the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>) and should be super-scribed as “Expression of Interest (EOI) for DESIGN, SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION, MIGRATION, TESTING, INTEGRATION, COMMISSIONING, MAINTENANCE, & ONGOING SUPPORT OF THE ‘INTEGRATED ENTERPRISE SYSTEM FOR HIGHER EDUCATION & RESEARCH’ ERP SOLUTION INCLUDING SOFTWARE AND LICENSES FOR IIM AMRITSAR”. EOIs submitted through any other mode will not be accepted under any circumstances.

5.3. Requirements of the MHRD e-procurement portal: All requirements required by the MHRD portal in order to participate in the process of selection of Vendor for IIM Amritsar to provide the IESHER solution shall be met by all agencies. Any expenses that needs to be

incurred shall be borne by the agencies. IIM Amritsar shall not bear any expenses/responsibilities on this regard.

5.4. EOI Fee: Agencies shall be required to deposit a non-refundable EOI fee amounting to **Rs. 1500/- (Rupees One Thousand and Five Hundred only)** exclusive of taxes online through the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>). Proof of payment shall be submitted along with the EOI as a supporting document.

5.5. Processing Fee for e-procurement portal of MHRD: Agencies shall be required to deposit a non-refundable processing fee amounting to **Rs. 2500/- (Rupees Two Thousand and Five Hundred only)** exclusive of taxes online through the e-procurement portal of MHRD (<https://mhrd.euniwizarde.com/>). Proof of payment shall be submitted along with the EOI as a supporting document.

5.6. Name on Contract: The EOI should clearly mention the name of the agency/person who is participating in the bidding process. The contract shall be made with this name if the agency is selected to be the Vendor that will be providing the IESHER solution for IIM Amritsar. Change of name/type/constitution of the agency after submitting EOI will not be entertained.

5.7. Governing Law: The whole process of bidding and contracting shall be governed by and interpreted in accordance with the laws of the Government of Punjab and the Government of India unless otherwise specified in any document. All statutory laws will be applicable to all parties.

5.8. Jurisdiction: The contract made to the selected Vendor shall be operated within the jurisdiction of the courts of Amritsar.

5.9. Conciliation and Arbitration:

5.9.1. Any dispute or difference whatsoever arising between the parties relating to or arising out of the contract shall be settled first by Conciliation in accordance with the Government rules and settlement so rendered between the parties in pursuance thereof shall be final and binding on the parties. Reference to Arbitration shall be made only when the Conciliation has failed.

5.9.2. In case of such dispute or difference, the matter would be referred to the Arbitrator whose decision shall be final and shall not be called in question. The designated official from IIM Amritsar by the Director of IIM Amritsar will be appointed as an Arbitrator.

6. Pre-Qualification Criteria:

- 6.1.** The agency or any of its Directors/Board Members should not have been blacklisted by any Government/Semi-Government Organization/Statutory Body during the last three years.
- 6.2.** The agency submitting the EOI should be the principal developer of an ERP Original Equipment Manufacturer (OEM), or an authorized partner of OEMs who shall participate in the bidding process independently, and will own full responsibility for the execution of the contract as a single point solution provider. The Vendor who succeeds in obtaining the contract through the bidding process shall provide the application that is complete in all its dimensions including the infrastructure, the customization, the platform, and a query-able data storage for historical data, on the IIM Amritsar on-site servers at the Data Centre, and also provide product maintenance, Implementation, Warranty, and Post Implementation Support till completion of the fifth year from the date of Go-Live. The Vendor shall not subcontract the implementation of the ERP solution or any part/module of the same to other vendors, or use sub-vendor resources for the same.
- 6.3.** The agency should have exhibited proven skills and experience in designing, setting up, operating and maintaining ERP solutions in on-premises Hyper Converged Infrastructure (HCI) servers across applications/platforms and infrastructure.
- 6.4.** The agency shall have an office in India having well trained & certified manpower.
- 6.5.** The agency should have at least five (5) years of experience in providing higher education ERP business solutions in India.
- 6.6.** If the agency is an OEM, they should have a strong partner ecosystem with at least five (5) active ERP Implementation partner agencies for the last five (5) years in India. These five (5) partner agencies must be an active partner for each of the preceding five (5) years.
- 6.7.** If the agency is an ERP implementation agency, the agency should have a strong partner ecosystem with at least three (3) OEMs as their active partners for the last five (5) years. The agency must be an active partner with these three (3) OEMs for each of the preceding five (5) years.
- 6.8.** The agency should have at least five (5) completed installations of ERP in the higher education sector (educational institutes with Bachelors, Masters, and/or Doctoral Programmes such as IIMs, IITs, NITs, etc.) over the last five (5) years in India. In each installation, the number of employees in the institute should be more than 125 and full-time active student strength should be more than 750 for institutes in India.
- 6.9.** The IESHER solution is expected to include all the modules mentioned in the tentative functional requirements section 7.3 of this Invitation. Further, the solution must cater to India-specific laws such as GST, etc. Agencies must have proven experience in handling

ERP solutions with requirements similar to the tentative functional requirements mentioned. A self-declaration mentioning the projects with similar requirements as per the prescribed format needs to be enclosed along with the EOI by all agencies.

- 6.10.** The agency must provide certificates from their previous/present clients in the higher education sector mentioning successful and satisfactory completion of ERP implementation for their academic and administrative processes as per the prescribed format.
- 6.11.** The agencies should have successfully completed ERP implementations in the higher education sector over the last five (5) years with a total value of all projects amounting to more than 10 crores.
- 6.12.** The agency should have sufficient manpower in their ERP team to ensure a smooth implementation and support for providing the proposed IESHER solution.
- 6.13.** The agency should have a total turnover of more than Rupees Ten (10) Crores for the last five (5) years through ERP solutions.
- 6.14.** The agency should have a consistent turnover of more than Rupees One (1) Crore for each of the last five (5) years through ERP solutions.
- 6.15.** The agency should be a profit-making company and should not have incurred losses any of the last five (5) years.
- 6.16.** The agency must have ISO 9001:2015 or equivalent certification for quality management services.
- 6.17.** The agency must have ISO 27001:2013 or equivalent certificate for data security.
- 6.18.** Proof for all the pre-qualification criteria listed above must be furnished with the EOI.
- 6.19.** The agency should have a support center in India and details needs to be furnished.
- 6.20.** Copies of ITRs, audited balance sheets, and profit and loss statements for the last five (5) years should be enclosed.

7. Scope of Work

7.1. One-time Implementation

IIM Amritsar envisages to create a comprehensive ERP Solution that is robust and flexible, in Project Monitoring, Finance and Accounts, HR, Payroll, Recruitment, Student Life Cycle Management modules, Store and Purchase, Alumni Relations, Government e-Marketplace (GeM) Portal Integration, IIM Amritsar's Official Website Integration, Library, Placements, Estate, Hostel, Employee residence, Utilities billing, Transportations, etc., dashboard and MIS, which can cater to their operational needs effectively. The implementation of ERP will help IIM Amritsar to achieve the following:

- i. Standardization of processes
- ii. Low dependence on paperwork
- iii. Increase in productivity of processes and personnel
- iv. Availability of ready to use information
- v. Reduction in process turnaround time
- vi. Better customer/ Vendor experience through customer/ Vendor web portals
- vii. Reduction in query calls to IIM Amritsar due to increased availability of online information
- viii. Increased control over all aspects of working of the Institute
- ix. Better reporting mechanism for tracking

The ERP solution will be a single unified information system for IIM Amritsar. The system should have required depth, breadth and flexibility to provide on time information access to all designated users who will operate the respective modules or functionality.

The functionality of ERP solution should be in line with the Government of India Rules and procedures.

7.2. Recurring Services (Annual)

The successful Vendor shall also provide Operations & Maintenance (O&M) for five (5) years to IIM Amritsar for successful running of the proposed ERP solution, after successful design, supply, installation, implementation, customization, migration, testing, integration, commissioning, and Go-Live and stabilization of the aforementioned system. The broad scope of Operations & Maintenance Support shall include the following activities:

- i. Maintenance, bug-fixes and end-user problem resolution
- ii. Upgradations

- iii. Configuration management and Version Control
- iv. Release management
- v. Training & Implementation Support
- vi. Helpdesk Support to Users
- vii. Administration (System, Storage, Security, Database, Backup/restore etc.)
- viii. Weekly & monthly reporting with Project Status
- ix. Documentation

The on-site support team provided to support IIM Amritsar during the five years of Maintenance should also be capable of handling implementations/customizations if required.

7.3. Functional Modules Required by IIM Amritsar (Tentative)

S. No.	Description
1.	System Setup
2.	Courses Management (Academics)
3.	Academic Calendar
4.	Time-table
5.	Teaching plans/ Lessons
6.	Attendance – Along with Integration of Biometric Machines
7.	Employee information
8.	Student Information
9.	Delivery of subjects
10.	Student Lifecycle
11.	Non-curriculum positive and negative activities
12.	Student parent/guardian portal
13.	Desired reports from the applications
14.	Examination
15.	Promotion of students
16.	Desired reports of the applications
17.	Online testing
18.	e-notice
19.	Opinion poll and feedback for the staff and students
20.	e-id cards
21.	Help desk
22.	Faculty, staff and HR
23.	Manpower and recruitment planning
24.	Fee collections
25.	Payroll management
26.	Financial accounting
27.	Department
28.	Stores and purchase
29.	Tendring - Integration with GeM Portal
30.	Assets management

31.	Hostel management
32.	Leave management
33.	Placement management
34.	Facilities management
35.	Library management
36.	Engineering and estate management- with Electricity Bill systems integration.
37.	Document management
38.	SMS/Email triggers
39.	Alumni Management
40.	Printing Management
41.	International Relations (Exchange, Dual Degrees)
42.	Research module
43.	Academic Sub-modules (for different programmers)
44.	Accreditation
45.	IIM Amritsar's Official website Integration
46.	Conferences management
47.	Customized Reporting for Accreditation/Board/Ministry

8. Software Security Assurance

- 8.1.** The selected Vendor shall guarantee security from hackers/unauthorized access.
- 8.2.** The selected Vendor shall have the ISEHER solution reviewed for security flaws by an independent organization or their internal security audit team that specializes in application security, at their expense, prior to delivery to IIM Amritsar and Go-Live. The Internet Security Auditor must be CERT-In empaneled.
- 8.3.** Security reviews shall cover all aspects of the solution provided, including softwares, third-party components, libraries, etc.

9. Supporting Documents List:

- 9.1.** Form I: Authorization Certificate
- 9.2.** Form II: EOI Submission Form
 - 9.2.1. Proof of EOI Fee and Processing Fee Payment
- 9.3.** Form III: General Details of the Organization
 - 9.3.1. Documentary proofs as mentioned in Form III
- 9.4.** Form IV: Self Declaration
- 9.5.** Form V: Financial Details of the Organization
 - 9.5.1. Documentary proofs as mentioned in Form V
- 9.6.** Form VI: ERP Project Experience in higher education institutions
 - 9.6.1. Documentary proofs as mentioned in Form VI
- 9.7.** Form VII: ERP Project Experience in on-premise HCI servers
 - 9.7.1. Documentary proofs as mentioned in Form VII
- 9.8.** Form VIII: Client's Certificate
- 9.9.** Form IX: Relationship Disclosure
- 9.10.** Form X: Partner Certificate (only for OEMs)
- 9.11.** Form XI: Partner Certificate (only for ERP Implementation agencies)

Annexure:

Form I: Authorization Certificate

(To be provided on the letterhead of the agency)

I..... (Designation), the authorized signatory of
M/S..... having its registered
office/principal office at.....do hereby
solemnly affirm and declare as under: -

That I/We also undertake to execute the Agreement as presented by IIM Amritsar and abide by the terms and conditions of the EOI which have been perused and understood by me/us. I/We have gone through the terms and conditions of the EOI and agree and undertake to abide by the same during the term of the contract.

[Kindly attach the proof for the same]

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form II: EOI Submission Form

[Date]

To,

The Director,
IIM Amritsar, Punjab– 143105.

Dear Sir,

Ref: Expression of Interest for DESIGN, SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION, MIGRATION, TESTING, INTEGRATION, COMMISSIONING, MAINTENANCE, & ONGOING SUPPORT OF THE ‘INTEGRATED ENTERPRISE SYSTEM FOR HIGHER EDUCATION & RESEARCH’ ERP SOLUTION INCLUDING SOFTWARE AND LICENCES FOR IIM AMRITSAR.

Having examined the Invitation for Expression of Interest (EOI), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit an EOI along with pre-qualification requirements proposal in response to the Invitation for EOI.

The transaction details for the payment made through the e-procurement portal of MHRD towards the EOI fee and the Processing fee is enclosed herewith:

Transaction Details	Amount	Transaction ID.	Date
EOI Fee (Including Tax)	Rs.		

Transaction Details	Amount	Transaction ID.	Date
Processing Fee (Including Tax)	Rs.		

We have enclosed the list of documents as a separate sheet.

[Please attach the list of documents appended to this EOI as a separate sheet]

I/We hereby declare that my/our EOI is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Yours faithfully,

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form III: General Details of the Organization

Sl. No	Details of the Organization	
1.	<ul style="list-style-type: none"> • Name of the Agency • Name of the Authorized Signatory • Contact Address • Email Address • Telephone No. • Mobile No. • Fax No. 	
2.	Type of company/organization (please tick)	<input type="radio"/> Private Limited Company <input type="radio"/> Public Limited Company <input type="radio"/> Others (specify)
3.	Year of Incorporation:	
4.	Has the company/organization ever been blacklisted by Govt. of India, if No , please attach a self-declaration as provided in form III.	
5.	Number and List of Office Locations in India. <i>List can be provided as a separate sheet if required</i>	
6.	Total number of similar projects executed during the last 5 financial years and the total value of these projects.	Number of projects: Total Value:
7.	Total Number of regular employees working in the ERP Implementation department of the agency.	

[Note: Please attach documentary proof in support of the information furnished above, wherever necessary, duly signed by the authorized signatory on the agency's letterhead]

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form IV: Self Declaration

(To be provided on the letterhead of the agency)

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

I also certify that the above information is true and correct in 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 agency be blacklisted.

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form V: Financial Details of the Organization

	Financial Year	Turnover	Turnover through ERP Implementations	Net Taxable Income	
<i>Bidder's Annual turnover for last five Financial years & Income Tax Returns for the last five financial years</i>	2016-17				<i>Supporting Documents are to be attached along with the Balance Sheet approved by the CA, the IT clearance certificate, and the profit & loss account statement for last five financial years.</i>
	2017-18				
	2018-19				
	2019-20				<i>Turnover through ERP Implementations to be certified by the statutory auditor.</i>
	2020-21				
	Total				

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form VI: ERP Project Experience in higher education institutions (To be submitted separately for each project)

ERP Implementation in higher education institutions [Project – <Project number>]	
Name of the project	
Name of the client	
Contact details of the client	
Description of the project	
Functional scope	
Outcome of the project	
Time taken for implementation of ERP	
Total duration of the project including recurring maintenance	
Total cost of the project	
To be attached:	
<ol style="list-style-type: none"> 1. Client’s Certificate of satisfaction as per the prescribed format 2. Complete details of the scope of the project to indicate relevance to the pre-qualification criteria 	

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form VII: ERP Project Experience in on-premise HCI servers (To be submitted separately for each project)

ERP Implementation in on-premise HCI servers [Project – <Project number>]	
Name of the project	
Name of the client	
Contact details of the client	
Description of the project	
Functional scope	
Outcome of the project	
Time taken for implementation of ERP	
Total duration of the project including recurring maintenance	
Total cost of the project	
To be attached:	
<ol style="list-style-type: none"> 1. Client’s Certificate of satisfaction as per the prescribed format 2. Complete details of the scope of the project to indicate relevance to the pre-qualification criteria 	

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form VIII: Client’s Certificate (To be submitted separately for each Client)

(To be provided on the letterhead of the client)

I....., the authorized signatory of
M/S....., having its premises
at.....do hereby solemnly affirm and declare as under: -

The agency implemented the ERP solution (using
..... platform) at our organization successfully. Our organization is satisfied
with the implementation provided by the mentioned agency. The processes successfully
automated/streamlined through the implementation are listed as follows:

- 1.
- 2.
3. etc.

Our organization is utilizing the provided ERP solution for handling the above-mentioned processes
without any issues for the past years/months.

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form IX: Relationship Disclosure

(To be provided on the letterhead of the agency)

I hereby certify that the above agency or the employees of the agency has(no/below mentioned) family or business relationship with the employees/board members of IIM Amritsar.

Please mention the exact relationship, if any, detailing the nature of the relationship and the parties involved in the relationship.

- 1.
- 2.
- 3. etc.

I/We hereby declare that this relationship disclosure is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form X: Partner Certificate (only for OEMs - Please provide for each partner, at least 5):

(To be provided on the letterhead of the partner's agency)

I/We hereby certify we, M/S....., are an active partner providing implementation and support to clients utilizing the ERP product manufactured by the Original Equipment Manufacturer (OEM) M/S for the last years.

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal

Form XI: Partner Certificate (only for ERP Implementation agencies - Please provide for each OEM partner, at least 3):

(To be provided on the letterhead of the OEM)

I/We hereby certify we, M/S....., Original Equipment Manufacturer (OEM) for the ERP product(s)....., are an active partner of the agency M/S For the last years, who provide implementation and support for client using our ERP product(s).

(Signature of the Authorized Signatory)

Date:

Name:

Place:

Designation:

Contact No.:

Seal