

**INDIAN INSTITUTE OF FOREST MANAGEMENT,
POST BOX 357, NEHRU NAGAR BHOPAL 462 003**
Tel: EPABX :0755-2775716,2773799, Fax: 0755-2772878

E-TENDER NOTICE

IIFM/PURCHASE/TENDERS/2019-20/ERP

Online Tenders (2 Bid system – Technical and Financial) are invited on behalf of Director, Indian Institute of Forest Management, Bhopal from experienced professionals for **Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model ”**, as per specifications indicated in this tender document. The tender documents are available in our website www.iifm.ac.in/tender, <https://moefcc.euniwizarde.com>. or www.eprocure.gov.in. The tender document can be down-loaded from <https://moefcc.euniwizarde.com>. Last date and time for submitting online bid is 14-06-2019 by 1500 hrs. The bid will be opened at 1630 hrs.

(Chief Administrative Officer)

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://moefcc.euniwizarde.com>

REGISTRATION

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://moefcc.euniwizarde.com>) with clicking on the link “Online bidder Registration” on the e-tender Portal by paying the Registration fee of Rs. 2360/- (Including GST) year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded on e- Procurement portal. (<https://moefcc.euniwizarde.com>)

8. Tender Processing Fee Rs. 991/- by Online (Including GST).

Please feel free to contact ITI Helpdesk (as given below) for any query related to e-tendering.

1. Helpdesk landline No: 011-49606060, 2. Dheeraj-9113711647, 3. Mr. Amit Kumar Jha-9999728398

**INDIAN INSTITUTE OF FOREST MANAGEMENT,
BHOPAL**

TENDER DOCUMENT

FOR

**Computerization and
Integration of Operations of
various cells at IIFM in
Software as a Service(SaaS)
model**

Important Dates and Information	
Tender Publish Date	24 th May 2019
Last Date and Time For Receipt of Bids	14 th June, 2019 by 3:00 PM
Date & Time Of Opening Of Technical Bid	14 th June, 2019 at 04:30 PM
Institute's Website	www.iifm.ac.in

Purchase: 2019-20

Date: 24th May 2019

Sub: Computerization and Integration of Operations of various cells at IIFM in Software as a Service(SaaS) model

The Institute proposes for Automation of its Services through **Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model** as per enclosed quotation document and accordingly sealed quotations are invited for as stated in the said document.

The sealed tender is to be sent to Chief Administrative Officer, Indian Institute of Forest Management, Nehru Nagar, Bhopal, in the envelope superscribing **“Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model”** by the end date 14th June 2019 by 3 PM as mentioned above.

Further clarification may be taken from Shri Devadevan, email. deva@iifm.ac.in.

Thanking you,

Yours faithfully,

(Chief Administrative Officer)

Part A: Introduction and General Conditions

Online tenders are invited by the Indian Institute of Forest Management (IIFM), located at Nehru Nagar, Bhopal – 462003 (MP) for **Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model**, as per the details given therein in this Tender Document.

1. Terms and conditions

The terms and conditions governing the Tender are as under:

- i. The tender document may be downloaded from **24th May 2019 to 14th June, 2019** from the website of the institute (www.iifm.ac.in) and <https://moefcc.euniwizarde.com>,
- ii. Tender should be submitted in **two separate sealed covers**. First cover containing, "**TECHNICAL BID**", should provide only technical details as per the requirements in this tender along with literature, pamphlets, drawing etc. The solution as proposed should also be defined under this bid. Second cover containing, "**COMMERCIAL BID**" should provide only Price, as per the Bill of Quantity annexed hereto. **Both the covers should first be sealed separately**, and then both the covers should be kept **in a single sealed bigger envelop**.
- iii. Bidder(s) are required to deposit **Rs. 50,000/- (Rupees Fifty Thousand only)** towards earnest money by way of demand draft in favour of "**Indian Institute of Forest Management**" payable at **Bhopal**. The Earnest Money of unsuccessful bidders will be returned without any interest/Bank commission/collection charges within 90 (Ninety) days from the date of acceptance /finalization of the tender.
- iv. The sealed tenders are to be submitted in prescribed format on your business letter head duly stamped, dated and signed on each page of the tender as unconditional acceptance to the terms prescribed by the Institute therein. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the Bidder/s.

- v. The sealed covers along with Earnest Money Deposit (EMD), duly mentioning on top left hand corner of the sealed envelope, **“TENDER FOR Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model.**
- vi. **Software as a service for IIFM due on 14th June, 2019”** should be **addressed to Chief Administrative Officer**, The Indian Institute of Forest Management and sent at the Institute’s address given above by registered post/speed post and should reach on or before **3:00 PM on 14th June, 2019.** The Institute shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be shall not be entertained.
- vii. The tender(s) shall be opened on **14th June 2019 at 04.30 PM** in the Institute in the presence of Bidder(s) who wish to be present. No separate communication will be sent in this regard. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for opening of the bids will be the following working day at the appointed date, time & venue.
- viii. Non acceptance of any of the terms & conditions as stated in tender document and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid.
- ix. The Bidder(s) are required to study the Institute’s process and complete set-up mentioned in this document while quoting for the proposed Computerization and Integration of Operations of various cells at IIFM in Software as a Service(SaaS) model.
- x. Whenever under this tender / Work Order / Service Level Agreement (SLA), any sum of money is recoverable from and payable by the Bidder / Vendor, the IIFM shall be entitled to recover such sum by appropriating in part or in whole from the security deposit / bank guarantee / earnest money deposit of the Bidder / Vendor. In the event of the security deposit / bank guarantee / earnest money deposit being insufficient, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the Bidder / Vendor or which at any time thereafter may become due to the Bidder / Vendor under this or any other tender / contract with the IIFM. If this sum is not sufficient to cover the full amount recoverable, the Bidder / Vendor shall pay the IIFM on demand the remaining balance.

- xi. The personnel(s) employed / hired / engaged (permanent / regular / casual / contractual / temporarily / daily wager or whatever be the status / name) by the Bidder / Vendor for the execution of work as provided under this Tender, shall not be employee / officer of the IIFM for any purpose. None of such person of the Bidder / Vendor shall have any right to claim anything against the IIFM.
- xii.

2. Eligibility Criteria

- i. The bidder must be a Company registered under the Indian Companies Act 1956.
- ii. The bidder should have been in operation for at least five years as on 1st April, 2019 (Incorporation/ Registration Certificate required).
- iii. The bidder should have an office at Bhopal or open an office at Bhopal within one month of award of contract, failing which the award of contract will be rejected.
- iv. The bidder must have a minimum turnover of at least Rs. 01 crores and positive net worth in each of the preceding three audited financial years (Audited Accounts/Certificate from Auditors required).
- v. The bidder must have a dedicated manpower size of at least 20 technical resources on regular payroll for undertaking ICT project. (Declaration from HR required).
- vi. The bidder must have successfully undertaken at least three (3) Software as a service project for development and implementation projects over the last five (5) years for Government / PSU / Institutions for Higher Education / Universities / Large Corporates. (Copy of work order and sign-off for each of the assignments is required).
- vii. Documentary proof for everything is essential without which the proposal will be rejected. The documents submitted as proof should be self-attested. Technical and commercial evaluation will be done only for the bidders who have submitted EMD and are satisfying the above prequalification criteria.
- viii. Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible.
- ix. Prices quoted in the tender document shall expressly be inclusive of all statutory taxes, fees, cesses, duties, levies, charges, surcharges inclusive of all statutory and other components etc. (net to Institute) for

Computerization and Integration of Operations of various cells at IIFM in Software as a Service(SaaS) model and should be quoted in Part – D. No component of cost / tax shall be paid by the IIFM unless the same is included specifically in the quotations.

- x. Incomplete quotations shall be rejected out rightly. No alterations, amendments or modifications shall be allowed to be made by the Bidder in the Notice Inviting Tenders, Instructions to the Bidders, Contract Form, Conditions of the Contract, Drawings and Specification and if any such alterations are made or any special conditions attached, the tender is liable to be rejected without reference to the Bidder.
- xi. Quotations should be valid for 6 months from the date of opening of Technical Bid.
- xii. Escalation matrix (24 X 7) up to the level of CEO/COO/CIO must be provided with mobile and fixed phone number and email address of all personnel in the matrix.
- xiii. At any time prior to the last date for receipt of Bids, the IIFM, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender. The addendum/corrigendum will be uploaded on the IIFM website. The Bidders are requested to visit the website frequently to check for any amendments.
- xiv. The IIFM may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.
- xv. The whole work included in the Tender shall be executed by the Bidder and the Bidder shall not directly or indirectly transfer assign or sublet the contract / work or any part thereof or interest therein without the written consent of IIFM.

- xvi. In case any work for which there is no specification in the tender, such work shall be carried out in accordance with the directions of the IIFM without any extra cost to the Institute.
- xvii. The aspects to be developed / managed as a part of the Development and Maintenance activity under this project are indicated in the tender document.
- xviii. IIFM reserves the right of accepting the tender in whole or in part without assigning any reason and such decision shall be final. The part acceptance of the tender shall not violate the terms and conditions of the Tender / contract and the bidder shall execute the work at the specified rates without any extra charges or compensation within the stipulated period.
- xix. The acceptance of a tender shall rest with the IIFM. IIFM does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason(s) whatsoever and any notice to Bidder. Non acceptance of any tender shall not make the IIFM liable for compensation or damages of any kind. IIFM further reserves the right to accept a bid other than the lowest or to annul the entire bidding process with or without notice or reasons. Such decisions by IIFM shall be final and bear no liability whatsoever consequent upon such decisions.

3. Security Deposit

- i. The successful Bidder shall be required to give a security deposit of Rs. 2,00,000/- for faithful performance of the Tender.
- ii. The total amount of security deposit shall be Rs. 2,00,000/- (Rupees Two Lakh only), out of which, the EMD of Rs. 50,000/- (Rupees Fifty Thousand only) shall be converted into security deposit and the balance of the security deposit amounting to Rs. 1,50,000/- (Rupees One lakh Fifty Thousand only) shall be provided by the Bidder through an irrecoverable Bank Guarantee from any Nationalized Bank in favor of the **Indian Institute of Forest Management, Bhopal**. No interest will be payable by IIFM on the EMD / Security Deposit, so held. The Bank Guarantee shall be valid for the complete life cycle of the project including maintenance phase. The Bank Guarantee will be submitted by the bidder initially for a period of two (2) years and will be extended afterwards by the bidder on the basis of the

progress of the project. The Bank Guarantee shall be submitted by the bidder within 15(fifteen) days of the award of the work.

- iii. In case of contravention of any of the terms and conditions as stated in the tender documents or if the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of the tender or bidder fails to execute the work as per the Tender/Work Order / SLA or fails to deliver the satisfactory performance during the period of contract, or fails to execute agreed Service Level Agreement (SLA), the IIFM shall have the right to invoke the said Bank Guarantee and shall also forfeit the EMD amount of Rs. 50,000/- (Rupees Fifty Thousand only) being part of the security deposit. Such decision of the IIFM shall be final.

4. Technical Specifications for Software Terms

- i. The software shall be made available in a SaaS Mode (Software as a Service) on a cloud hosted secure server.
- ii. The service provider must have a functioning product for the education sector working satisfactorily in a live environment.
- iii. In the above model, the service provider will develop/customise software, host it on a cloud server, back up data, administer and operate the system, provide support and create and support desktop and mobile applications for a fixed monthly fee (on mutually agreed payment cycle) covering all the above. In the SaaS model, while the software is the intellectual property of the service provider and IIFM will be licenced to use it for the period as agreed in contract, data shall be the property of IIFM.
- iv. Mobile apps (for faculty, students) must be developed for android and iOS. Like the software, mobile apps shall also be the intellectual property of the service provider and IIFM will be licenced to use it for the period of the agreed contract. The apps will be branded with IIFM insignia and shall not carry any advertisements or promotions and shall not pass data or allow access to any third party. The apps shall also take into account accessibility and privacy issues of users seeking only those permissions from users which are necessary to perform stated functionalities for which apps are designed. The apps so developed shall be for exclusive use for bona fide IIFM entities and shall not be operative for any non IIFM related users unless specifically permitted in writing by the designated authority of the institute.
- v. All functionalities, administration and reporting must be available via desktop apps while functionalities pertaining to information, display,

appropriate searches, inputs and alerts should also be available through mobile apps.

- vi. The SaaS service provider shall use open source technologies to the extent possible such that database formats are non-proprietary and that no additional licensing fee for use of third party software or databases or plugins are passed on to IIFM beyond the agreed upon monthly rental.
- vii. Security patches, framework upgrades, version upgrades related to back end software, DBMS etc. and technology compatibility issues shall be handed led by the service provider.
- viii. The service provider shall not disclose / transmit any IIFM data that is shared in the SaaS arrangement to any third party during or after the contract period and will have to sign a non-disclosure agreement to this effect.
- ix. The cloud server/s must be located in India and must have industry standard security with SSL certificate and around 99% uptime assurance from the hosting service. The server shall have appropriate storage and processing power and RAM required to run institutional operations smoothly and without any delay or lag.
- x. The service provider shall be responsible for generating requirements in consultation with designated IIFM personnel of various IIFM cells, software customizations and development, new functionalities, maintenance of code, removal of bugs providing ongoing support and regular data back up and restoration (if and whenever required).
- xi. The service provider must provide an online ticketing system to lodge support requests. The service provider shall also resolve within 1 day, any routine software problems reported by the institute in functioning of the software.
- xii. All payment gateways used in creating fee payment solutions / monetary transactions must be through secure payment gateways

meeting industry standard security and applicable statutory compliances.

- xiii. In the event of termination of contract, all application data shall be duly backed up and provided to IIFM in non-proprietary (open) formats. If the termination of contract is on account of the service provider going out of / exiting the business, the service provider shall provide an escrow deed agreeing to transfer software ownership of the last running installation to IIFM.
- xiv. The service provider shall be responsible for on-boarding IIFM to the software product by migrating data from digital formats (digital documents to be provided by IIFM) to database formats compatible with the use of the said SaaS service and performing any initial set ups/customizations/developments required for commencement and operation of service.
- xv. The service provider shall provide adequate training to IIFM personnel for effectively using the software and mobile apps.
- xvi. The service provider must have a qualified team of professionals having degrees in engineering / computer science and prior experience to implement and support such installations.
- xvii. The service provider will ensure compliance to all IPR related issues and conform to all regulatory provisions enforced by the Government of India. Entire responsibility of ensuring regulatory compliances as per the law of the land will rest with the service provider and IIFM in no way will be responsible for any execution or violation.
- xviii. The quantities indicated in the RFP are tentative and may be increased / decreased at the sole discretion of the Institute and the vendor shall have no right to claim any minimum/definite volume of business.

5. Evaluation of Technical Proposals

- i. The technical proposal submitted as technical bid (para 1(ii)) shall be evaluated first.
- ii. Proposals which are not supported by adequate proof / Supplementary documents or are not accompanied by an EMD will not be evaluated.
- iii. Evaluation of technical proposal will be in two stages:
 - a) Technical evaluation in the light of background information furnished by the bidder (Part-C) of the bid.
 - b) Technical presentation before an expert committee.
- iv. The Evaluation Committee shall evaluate the Technical Proposals only for those bidders who satisfy the pre-qualification/eligibility criteria. The Technical proposals which are unsigned and incomplete shall not be evaluated. The technical proposals will be evaluated on the basis of their responses, applying the evaluation criteria and point system specified in the technical evaluation scoring matrix. Evaluations will be based on documentary evidence submitted by the bidder with respect to prequalification / evaluation / selection criteria. Each responsive proposal will be given a technical mark (TM).
- v. It will be essential for a technical proposal to secure 75% technical marks(TM) to qualify for the second stage of evaluation. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Scope of Work or if it fails to achieve the minimum technical mark i.e. 70%.
- vi. During the process of evaluation of the technical proposal, the bidder who gets a minimum technical mark i.e. 75% (i.e. 30 marks out of 40 marks) will be qualified for making presentation on its Proposal covering understanding of requirement, proposed solution, methodology and work plan, technical team composition, technologies used, existing code base, expertise in mobility solutions, organizational change management and technical support and adherence to delivery time lines. The bidder who achieves minimum technical competence score i.e. 50% (i.e. 30 marks out of 60 marks) in the presentation will qualify for the opening of the commercial bid. The date and time of the

presentation/ interactions will be intimated individually to the qualified bidders.

- vii. Institute shall have the right to assess the competencies and capabilities of the bidder by going through the credentials given in the Technical Bid and on the basis of such credentials, the Institute may reject the candidature of the bidder without assigning any reason and decision of the Institute shall be final. In such case(s) the Financial Bid shall not be opened for that particular bidder.

6. Public Opening and Evaluation of Commercial Bid.

- i. The commercial Bid of only those parties who qualify in the technical scrutiny shall be opened and time and date for opening the commercial bid shall be communicated separately.
- ii. After the technical presentation is completed, the bidders who score a minimum of 50% (i.e. 30 marks out of 60 marks) in the Technical Presentation Evaluation shall be informed in writing about the time and location for opening the commercial bid. Bidder's attendance at the opening of Financial Proposals is optional but it shall be recorded and signed by all present.
- iii. Commercial bids shall be opened publicly in the presence of the bidder's representatives who choose to attend. The name of the bidders whose technical proposal is found responsive (i.e. identified bench mark) shall be read out. The commercial bids of the bidders who meet the qualifying mark as indicated in the RFP shall be then opened, and the prices read aloud and recorded.
- iv. The evaluation of the bids will be based on the Combined Quality and Cost Based Selection (CQCBS) Method.
- v. Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
- vi. Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format given in this RFP shall prevail.

- vii. Scores of the Commercial evaluation would be weighed pro-rata on a scale of 30 with the Bidder with the lowest commercial quote getting 100. These commercial scores would then be added up with the 70% of the score of the technical evaluation (consisting of marks obtained in technical evaluation + marks obtained in technical presentation added together) and the Bidder getting the maximum total score out of 100 would be considered as the successful bidder and called for negotiations, if required.

Formula for Final Bid Evaluation:

The total marks obtained by a bidder in the technical bid shall be allocated 70% of technical weightage and the commercial bids will be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

Illustration 1 (for Technical weightage)

If the bidder has secured 80 marks out of total 100 marks in technical evaluation after following para 5(ii) his/her technical evaluation shall be 56 i.e. $80 \times 70\%$.

The financial evaluation shall be carried out and commercial bids of all the bidder shall be given 30% of the weightage.

The bidder with lowest bid price (L1) shall be assigned full 30 marks (i.e. 30×100 and his total score of the bid shall be as per illustration below:

Illustration 2

If the bidder at illustration 1 is L1 bidder and quoted Rs. 100/- for being L1, then his total value shall be 86 i.e. (56 technical value + 30 commercial value).

The financial scores of the other bidder (i.e. L2, L3 and so on) shall be computed as under and has explained at illustration 3 below:

$$30 \times \text{lowest value (L1 price)} / \text{quoted value (L2 or L3)}$$

Illustration 3

If the bidder at illustration 1 is L2 bidder and he has quoted Rs. 125/-, therefore 30% being the weighted value, the financial score for L2 shall be computed as under:

30×100 (Lowest price L1) / 125 (quoted price L2) = 24 (Financial score)
Therefore, L2 bidder shall have total value of 80 (56 technical value + 24 financial value).

The bidder getting the highest final total marks i.e. total of technical evaluation marks and commercial evaluation marks as enumerated in illustration 2 & 3 above shall be deemed as a successful bidder and shall be considered eligible L1 bidder for further process.

7. Award of Contract

- i. The bidder with the highest score as per the formula given above will be considered for award of Contract.
- ii. IIFM shall award the Contract to the selected bidder by issue of Work Order (WO) and notify all bidders who have submitted proposals after award is accepted by the selected bidder. The selected bidder has also to sign a Service Level Agreement (SLA) and submit security deposit within 10 days of the award of contract.
- iii. The selected bidder is expected to commence the assignment on the date and at the location specified in the WO/ Contract.
- iv. If the selected bidder does not sign the Contract within the stipulated period or does not submit the Security Deposit within time, IIFM shall reserve the right to cancel the WO and either may consider the bidder securing the next higher combined marks for award of the contract or go for fresh tendering.

8. Contract Period

- i. The period of the contract shall be initially for three (3) years from the effective date of Service Level Agreement (SLA). If Bidder / Vender's performance is not found satisfactory, the IIFM may terminate the agreement by giving 3 months' notice. Decision of the IIFM in this regard shall be final.
- ii. After the initial term, the IIFM reserves the right to its sole discretion to extend the contract for another one-year at a time subject to maximum five (5) years with the annual cost escalation between 8 to 10% of the monthly service fee quoted by the bidders on the same terms and conditions in writing as per

mutual understanding between the parties. The SLA will be applicable for development, implementation and maintenance phases. Project will only be deemed as complete on completion and implementation of all entities. Bidder / Vendor shall have no right or claim for the extension of the contract in any circumstances and decision of the IIFM shall be final and absolute.

9. Time - Essence of Contract

The time allowed for completing the work under tender / SLA and handing over the same shall be of the essence of the Contract and shall be strictly observed by the Bidder / Vendor. The Work shall proceed with due diligence until Final Completion. For delay, Bidder / Vendor shall be liable to pay penalty and/or liquidated damages as decided by the IIFM and such decision of the IIFM shall be final.

10. Termination

IIFM without prejudice to any other remedy and rights, reserves the right to cancel / terminate the tender / Work Order / Service Level Agreement (SLA) in whole or in part by giving at least seven days' prior written notice thereof in case Bidder / Vendor fails to honour his bid / Work Contract / SLA or found guilty for breach of condition /s of the tender documents / Work Order / Service Level Agreement (SLA) or negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by such Bidder / Vendor or by its employees, staff, agents, representatives etc. or by any other person directly or indirectly employed by him.. In such case of termination, the IIFM will have the right to put in place any other agency for carrying out the remaining work. Any extra expenditure shall be adjusted from Bank Guarantee / Security Deposit and / or shall be recovered from the Bidder / Vendor.

The IIFM will reserve the right to cancel / terminate the tender / Work Order / Service Level Agreement (SLA) in whole or in part for its convenience at any time for any reasons, by giving the Bidder / Vendor at least seven days' prior written notice thereof. However, the notice period may be extended by mutual agreement till alternate arrangements are made. Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by the parties during the period of termination notice and the same must be satisfied before the tender / Work Order / Service Level Agreement (SLA) is cancelled / terminated.

In such cancellation / termination the tender / Work Order / Service Level Agreement (SLA) / or curtailment of the work by the IIFM, the Bidder / Vendor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived by it from the execution of the work in full,

but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of cancellation / termination of the tender / Work Order / Service Level Agreement (SLA) and of any alterations having been made by the IIFM in the original specification or the designs and instruction which shall involve any curtailment of the work contemplated. However, the IIFM shall pay the Bidder / Vendor such portions of the Work as are due and properly invoiced under the provisions for final payment for Work performed prior to termination. In no event, shall the total payments made to the Contractor exceed the Contract Price.

Blacklisting

The IIFM without prejudice to any other remedy and rights, reserves the right to blacklist the Bidder / Vendor for a suitable period in case he fails to honour his bid / Work Order / Service Level Agreement (SLA) or found guilty for breach / violation / contravention of terms(s) and condition(s) of the tender / Work Order / Service Level Agreement (SLA) or negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by Bidder / Vendor or by its staff, agent, employee or officer etc. or by any other person directly or indirectly employed by him. However, such blacklisting will be based on principle of natural justice and will be only after offering service provider full opportunity for explaining his situation.

11. Force Majeure

Notwithstanding anything else contained in this Tender, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war declared and undeclared) provided however that any delay by the service provider of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the service provider concerned.

12. Confidentiality

Bidder / Vendor shall not use or disclose any Confidential Information of the IIFM except as specifically contemplated herein. For purposes of this Tender "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons

who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

13. Indemnity

The Bidder shall indemnify, defend and hold and keep indemnified, the IIFM from and against all actions, suits, decree proceedings, claims, damages, compensations, costs, expenses, liabilities and demands brought or made against the IIFM in respect of any matter or thing done or omitted to be done by the Bidder / Vendor or its employees, workmen, representatives, agents, servants or suppliers in the execution of or in connection with the Work or the Bidder's performance under this Tender and against any loss, compensations or damage to the IIFM in consequence of any action or suit or proceedings being brought against the Bidder or its employees, workmen, representatives, agents, servants or suppliers for anything done or omitted to be done in execution of the Work under this Tender, including but not limited to non-compliance with the applicable laws, rules, regulations and directions, orders etc. of the government and local authorities, not obtaining the relevant licenses and permits, infringing any patents rights.

14. Arbitration

In case of any dispute, difference, claim and demands arising under or pursuant to or touching or in relation to this tender, the authorized official of the Three Professional Bodies and the Bidder shall address the same for mutual resolution, failing which the matter shall be referred for the arbitration to the sole Arbitrator to be appointed by the Director, IIFM, Bhopal. The Arbitration proceedings shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. The cost of the Arbitration proceedings shall be shared equally by both the parties. The award of the sole arbitrator shall be final and binding on both the parties. The venue of such arbitration proceedings shall be at Bhopal. All disputes arising out of this tender are subject to the jurisdiction of Courts in Bhopal.

For any details / clarifications, Shri Devadevan, Incharge Computer Centre email: deva@iifm.ac.in) may be contacted.
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Date: 23rd May, 2019

(Chief Administrative Officer)

Part B: Scope of Work

Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model

SCOPE OF WORK IN BRIEF (DETAIL IN ANNEXURE)

Broad scope of the project is as follows:

Scope of Work

IIFM, through this service agreement, wants to build a computerization programme for the institute that aims to incrementally transform IIFM as a digitally governed institution.

The work shall require computerization and seamless integration of all activities of the following IIFM cells and units. The activities to be computerized shall be identified by IIFM task heads of cells / designated IIFM officers and implemented by the service provider as per the following phased timelines:

Sl. NO	IIFM Unit / Task	Incremental Timeline for Computerization of Key Activities
1.	Admission (All aspects of admission process)	6 Weeks
2.	Academic (All aspects of academic process) (PGDFM / PGDSM Cell / M.Phil /FPM/Certificate Courses)	12 Weeks
3.	Portal Website first stage Integration with Current IIFM Website	6 weeks
4.	Internal Instant Communication System	6 Weeks
5.	Court Case	6 Weeks
6.	Business Accounting for Fee Payments	6 Weeks
7.	Placement & Summer Internship (All aspects of placement and SI process)	12 Weeks
8.	Research	12 Weeks
9.	Consultancy	12 Weeks
10.	MDP	12 Weeks
11.	File Movement	12 Weeks
12.	Hostel and Mess	18 Weeks
13.	Library	18 Weeks
14.	Asset Management	18 Weeks

15.	HR	18 Weeks
16.	Finance	20 Weeks

Under the above units, the following key activities are required to be completed on priority:

SNO	Activity	Unit	Timeline for Computerization of Activity
1.	Time Table Creation	Academic	6 Weeks
2.	Normalized Grading Calculation	Academic	6 Weeks
3.	Online Fee Payment	Academic	6 Weeks
4.	Student Course Feedback	Academic	6 Weeks
5.	Leave Approval	HR	6 Weeks
6.	Hostel Student Complaints	Hostel	6 Weeks
7.	Automated Main Gate Entry / Exit System	Hostel	6 Weeks
8.	Hostel Student Details	Hostel	6 Weeks
9.	Meeting Room Booking	Asset Management	6 Weeks

Timelines for Mobile Applications

SNo	Mobile App	Completion Timeline
1.	Android Mobile App for Admin to be delivered for testing	8 Weeks
2.	Android Mobile App for Faculty to be delivered for testing	8 Weeks
3.	Android Mobile App for Students to be delivered for testing	8 Weeks
4.	Android Mobile App for Faculty to be delivered for testing	20 Weeks
5.	Android Mobile App for Students to be delivered for testing	20 Weeks

In addition to the above stated work, the service provider shall also extend / upgrade the above software modules to include any academic programmes / initiatives that IIFM might launch in the future under the ambit of the above scope of work. As the objective is to incrementally achieve full computerization, the service provider would agree to computerize some other functions that might have not been

mentioned above but might be needed for seamless information flow and system integration.

Part C: Technical Bid:

Computerization and Integration of Operations of various cells at IIFM in Software as a Service (SaaS) model

Format of the Proposal Response

In order to simplify the review process and to obtain the maximum degree of comparability, the proposal shall include the following items and be organized in the manner specified on the following pages.

I. Letter of Transmittal

A letter of transmittal briefly outlining the vendor's/proposer's understanding of the work shall be submitted. The transmittal letter should also include general information regarding the firm and individuals involved.

II. Profile of the Firm

S No	Particular	Response	Reference page no in the Bid Document
1	Company Name		
	Legal Name (if different)		
	Full Mailing Address		
	CIN of the vendor company		
	GST Number		
	PAN & TAN of the company		
	Telephone Number		
	FAX Number		
	Web site		
	Years in Business		
	Year of establishment		
2	Details of Indian Establishment		
	Registered Office address		

	Year of establishment		
	Head of the Indian establishment		
	Constitution of company		
3	Contact Person		
	Mobile		
	E-mail		
4	Whether registered with Registrar of Companies/ Firm. If so, please furnish details thereof (Attach certificate of incorporation)		
5	Whether the bidder has office at Bhopal. If so furnish the details of the same. If not then submit an undertaking on the letter head of the company that office in Bhopal will be opened within one month of award of contract, failing which the contract will be terminated.		
6	Registration with Tax authorities (PAN)		
7	Audited Turnover in last three financial years, i.e. Year 2015-16, 2016-17 and 2017-18.		
8	Number of years installing systems similar to this proposal		
9	Number of sites currently installed using the proposed software /solution		
10	Number of full-time employees		
11	Number of technical/support personnel		

III. Brief Solution Details

S No	Particular	Response	Reference page no in the Bid Document
1	Details of the solution with design and specifications of all entities including backup arrangement. A project plan must be enclosed with the written details.		
2	Details on how the portal will be managed and monitored on 24 X 7 basis for degradation and SMS configuration for messaging .		
3.	Platform of development (List of all platforms including integration with existing .net application platform.		
4.	Project Co-ordination Plan (Details of Quality of the proposed team which will work on the proposed activity.		
5.	Risk Identification and mitigation strategies		

IV. Technical Evaluation Matrix

S1. No.	Criteria	Level	Score	Bidder's response (Please tick the applicable option / grade yourself)	Max Score
1	No. of years the bidder is in operation	=5 years	03		08
		>5 years and <=10 Years	05		
		10 Years and <= 20 Years	08		
2	Average Annual Turnover over the last 3 Financial Years	=INR 1 Cr.	03		08
		>INR 1 Cr and <=10 Cr.	05		
		>INR 10 Cr	08		
3	Technical Team Size	Less than 15	03		08
		>=15	08		
4	International clients	=>3 projects and <5	03		08
		=>5 projects and <10	05		
		=>10 projects	08		
5	Number of software as a service Based application software developed and implemented in the last 5 years for Government / PSU	=>3 projects and <5 for	03		08
		=>5 projects and <10	05		

	/Statuary / Institutions of Higher Education / Universities / Large and reputed Academic Institutions in Public or Private Sectors Large Corporates of cost more than Rs 10 lakhs.	=>10 projects	08		
6	<p>Presentation by the bidders who obtain minimum 75% marks in technical evaluation i.e. 30 marks out of 40 marks will be eligible to make a presentation before an expert committee broadly covering the following points:</p> <p>Understanding of requirement, Proposed Solution, Methodology and Work Plan, competence of technical staff, technology used, existing code base, expertize in mobility solutions, organizational change management and technical support.</p>		60		60

V. Details of the similar projects executed in India.

Sl. No.	Project	Project executed for (Name of the organization with address, phone numbers etc.)	Nature of work in brief	Location of the work	Actual value of the Project	Stipulated time for completion	Actual time taken for completion

NOTE: Copies of satisfactory completion certificate obtained from the client shall be enclosed. Use separate sheet for each project giving details as per the above format.

VI. Key personnel permanently employed in organization:

Sl. No.	Name	Qualifications	Experience	Particulars of Project done	Employed in your firm since	Any other details

VI. Client Reference:

To be a qualified proposer, the vendor must include three (3) references with similar systems installed in your proposal response. Preference will be given to vendors with references for implementations at organizations most similar to the ICSI. References will be contacted - please verify information before submitting. Information to be included in the reference is:

Particular	Response
Organization Name	
Address	
Type of Business	
Contact Person	
Telephone and Fax #s	
Dates of Installation	
Description of system	

Declaration:

- a) We confirm that he/she is authorized to obligate the represented firm and further agrees with all terms, conditions, and requirements of the IIFM's Request for Proposal.
- b) We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexure.
- c) We agree that the decision of the IIFM in selection process will be final and binding on us.
- d) We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body/Authority in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the institute with penalties / damages recoverable in cases of any loss incurred.
- e) All the information furnished by us here in above is correct to the best of our knowledge and belief and nothing has been concealed that could have adverse impact on this contract.

Place

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL OF
ORGANISATION

Part D: Commercial Bid

Sl No	Activity	Cost INR in figures (Inclusive all Taxes)	Cost INR in words (Inclusive Taxes)
1.	Per month service fee for design, development, deployment, customization, security, server processing, mobile applications, enhancements, training and ongoing support.		
2.	One time set up cost which includes data migration from existing digital formats, server set up etc.		

Taxes as applicable from time to time will be paid in addition to the above mentioned per month service fee.

The commercial bid to be submitted online.

Place

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL OF ORGANISATION