

**REQUEST FOR PROPOSAL (RFP) DOCUMENT**

**FOR**

**ERP SOLUTION**

**AT**

**NATIONAL INSTITUTE OF DESIGN, ASSAM**

**Tocklai, Rajabari, Jorhat – 785014, Assam, India**

**Notice Inviting RFP/EOI for ERP Solution**

**RFP No. NIDJ/2021-22/ERP/2153**  
**Dated: 27.08.2021**



**राष्ट्रीय डिज़ाइन संस्थान, असम**  
**National Institute of Design, Assam**

**TWO-BID TENDER**

**NOTICE NO. NIDJ/2021-22/ERP/2153**

**Dated: 27.08.2021**

Name of the firm : \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Phone No : \_\_\_\_\_

Email ID : \_\_\_\_\_

Last date for submission : 17.09.2021 till 01.00 PM

Date of opening : 17.09.2021

Time of opening : 03.00 PM

Date:

Chief Administrative Officer

## **Request for Proposal**

### **Selection of Firm/Vendor for design, development, implementation and support of Enterprise Resource Planning (ERP) solution for NID, Assam.**

#### **1. Introduction**

National Institute of Design, Assam is an Institute of National Importance set up by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Govt. of India and has its own campus at Vill : Tocklai, P.O. : Rajabari, Dist : Jorhat – 785014 : Assam : India

NID, Assam intends to deploy a comprehensive, structured, and total software solution as a platform for managing and automating its activities which includes the administrative as well as academic activities.

#### **2. Main Objective of the proposed ERP Software**

To automate the activities of the institute through a software management system in the form an ERP System based on existing Govt. of India Rules and Regulations. Most of the manual work, document flow, data entry and processing and subsequent storage will be shifted or supplemented by this ERP system. This will enable processing, analyzing, reporting, retrieving, managing and rearranging the data and information much easier. At the same time work, process and document flow will be more in automated manners.

#### **3. Brief scope of work**

The high-level scope of services for the Bidder is defined below. Please refer to complete tender document for detailed requirements relevant to the scope of this RFP, as well as elaboration on each of the items below:

**3.1 Requirements:** - The design should support cross browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices. Users can open on any Smartphone, tab, iPhone, and all other capable phones & mobile devices with the gadget compatibility like windows/ios/android/etc. Interactive CMS and dashboard wherein required. Payment Gateway Integration.). Reports for all modules (Excel/PDF/etc). Security audit certification and SSL certified (by CERT-In empaneled agency) and all security procedures are to be completed. All the server/VM hosting the public facing portals should be periodically assessed for vulnerabilities and they must be patched periodically. As per the Guidelines for Indian Government websites and bilingual. Software and modules to be upgradable and 2-tier access authentication. FAQ and SOP manuals (document and video) and Mobile App (android/ios/etc.)

However, Bidder/SI is encouraged to perform a due-diligence exercise during the bid process, by visiting the NID, Assam. Bidder may co-ordinate with Mr. Avnish Kumar Mishra, Asst. Engr. (IT) for scheduling the same.

**3.2 Cloud requirement:** The bidder/SI shall be responsible for providing cloud, sizing, procurement, and installation for the proposed ERP solution modules. Cloud based ERP (All modules) SAAS model and Hosted location should be India. Capable of collaboration and public access module wise on NID Assam website: [www.nidj.ac.in](http://www.nidj.ac.in) .

**3.3 Software Licenses:** The bidder shall procure the licenses for all the components proposed as part of the ERP solution.

**3.4 ERP Solution Implementation:** The bidder shall be responsible for go-live / realization of the end-to-end ERP solution as per the functional and technical requirements defined in this ERP document, including the following key activities:

- o Project Initiation
- o Business Blueprinting
- o Technical Solution Design
- o System Development
- o Testing
- o Data Migration
- o Trainings and Change Management
- o Cutover and Go-Live
- o Post Go-Live Stabilization support

**3.5 Operations and Maintenance:** The bidder is required to provide the following as part of Operations and Maintenance:

- Maintenance support for the entire ERP solution, including Cloud and software components, for a duration of 5 years from the date of completion of warranty period.
- Implementation of Development change requests as per the effort defined in this RFP document.
- Annual Maintenance Contract: The bidder shall provide Annual Maintenance Contract (AMC) for the Cloud as well as the software components proposed as part of the ERP solution, for a duration of 5 years from the date of completion of warranty period.

**3.6 Project Management:** The bidder shall be responsible for the project planning, resource management, execution, monitoring and status reporting throughout the duration of the contract, for the overall ERP solution implementation and support.

#### **4. Implementation approach**

The ERP implementation at NID, ASSAM is to be carried out in a single-phase approach to cover the requirements of all business functions and divisions defined in this RFP. This approach would involve implementation of ERP solution across all applicable business functions and locations for ERP systems in the same phase. The existing applications may either retire (functionality being merged in ERP) or retained with or without interfaces with ERP solution after data migration.

#### **5. Timelines of ERP solution implementation at NID, ASSAM**

The proposed timeline for the ERP solution implementation is 6 months from the date of signing of contract on mutually accepted terms and conditions and awarded to bidder by NID, ASSAM till the Go-live. This would be followed by a Post Go-Live Stabilization Support for 3 months and 1 year of warranty period which will start after the completion of stabilization period. Also, additional period of 5 years for Maintenance support after the completion of warranty period.

The Bidder is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with timelines Month 1 starts on the day that contract is signed by both the parties on mutually accepted terms and conditions.

## **6. Modules for Functional Implementation:**

These are only functional modules visualized from the perspective of meeting the objectives. Any other module required as part of the whole system is automatically considered as part of the job and does not warrant any extra commitment and provision of funds. Such modules are considered as part of the design, development, implementation of the whole software.

1. Finance/ Accounting and Auditing (institute already uses TALLY and customized finance software; so data migration from existing software is required).
2. Store and Purchase
3. inventory management
4. Constructions
5. HR management including leaves.
6. Establishment management
7. Legal Cases
8. Grievance mitigation cell
9. Training and Capacity building
10. Hostel and guest House Management
11. infrastructure Management
12. Security service management
13. Transport Service
14. Library Management
15. General administration
16. Vehicle management.
17. Academic Activities management
18. Project Management
19. Fees Management
20. Alumni Association management
21. Scholars life cycle management
22. Circular and Notification Management
23. RTI.
24. Recruitment (Online mode), Including end to end process (advertisement -online apply-application fee - shortlisting-online written test -final assessment -result)
25. Admissions, Including (fee payment)

### **Details of some modules**

#### **Module for Project Management:**

**The following points may be considered during preparing the ERP module:**

1. New Project Proposal is submitted by different PIs requesting for approval for submission of the proposal to different funding agencies along with issuance of undertaking by the Director.
2. Projects get sanctioned for a specific period by the funding agency and issue the sanction order/release order. In some cases, projects are extended for some more time by the funding agency.
3. Name/Division of PIs, Co-PIs and other terms and conditioned are defined in the sanction order.
4. Application is submitted for creation of e-office file.

5. Fund is received in institute's account. Entry of project-wise fund receipt details is made head wise in the account software.
6. Fund sanctioned under different heads like Manpower/Contingency/Consumable/Equipment/Travel/Meeting/Overhead etc.
7. Manpower recruitment done as per approved manpower list through interview.
8. Indent submitted by the PI for different purpose like purchase of equipment/consumable items/contingency items etc.
9. Indent also received for issue of advance (travel/contingency etc.).
10. Indent is processed in e-office. Once gets approved follow up action is taken like – publish of advertisement (wherever required), issue of purchase order etc.
11. Expenditure is made in different heads and entry of the same is made accordingly.
12. UC/SE (Financial year wise or in interim stage) prepared by the PI with due consultation to Project Management Cell/Accounts Div. Once get approved the same is submitted to the funding agency.
13. Project Progress report is also submitted to the funding agency along with the UC/SE.
14. On completion of project any unspent balance is returned to the funding agency.

**Module for Academic Activities Management:****Academic Office**

1. Admission process
  - Advertisement for admission
  - Payment request for resource persons
  - Joining report of students
2. Other students related matters
  - Leave for students
  - Field tour approval
  - Field advance money
  - Termination
  - Issuing clearance certificate
  - Issuing experience certificate
  - Approval for seminar/conference/training/workshop participation (national/international)
  - Advances for attending seminar/conference/training/workshop participation (national/international)
  - Fellowship extension request
3. Faculty related matters
  - Faculty Promotion under MFCS
  - Leaves- (Duty leave, CL, EL, etc.)
  - Publication fee for faculty and Technical Officers
  - Project submission approval
  - UC/SoE approval
  - Approval for seminar/conference/training/workshop participation (national/international)
  - Advances for attending seminar/conference/training/workshop participation (national/international)
  - Visiting Faculty – Appointment / Evaluation / Payment
4. Academic recruitment
  - Advertisement for admission
  - Payment for resource persons

- Joining report
- 5. Internship
  - Summer internship admission (six months and short term)
  - Other internships/ M.Sc. dissertation/ project work etc.

#### **Information systems Module**

This department provides IT support to all departments and divisions, involving:

- Purchases/Procuring IT assets
- Maintaining IT assets
- Inventory management
- Website maintenance
- Content management on website
- Data Management & Back-up

#### **Finance Modules:-**

This department supports business with the management of following aspects:

- Maintenance of Assets Register
- Direct taxation
- Indirect Taxes including GST
- Account Receivables
- Account payables
- Drawing up Balance Sheet and Profit & Loss Account
- Passing of Vendor/Contractors Bill w.r.t Agreement
- Vetting/Monitoring of Customer Billing
- Payroll
- Treasury management
- General Ledger
- Budgeting
- Auditing
- NPS and Gratuity
- Financial vetting for Agreement/MOU
- Report Generation (Periodic/Annual)

#### **Human Resource & Administration**

This department manages the HR and Administration function, with activities including:

- Employee Database Management (Service Record, etc.)
- Recruitment of Staff (Regular & Contractual)
- Receiving applications of Potential Candidates and assessment
- Probation and Confirmation
- Training and Development
- Performance management
- Contract renewal
- Leave and Time management
- Timesheet and cost allocation to projects
- Medical support
- Cashless Hospitalization
- Retirement and settlement of dues

- Corporate Communication activities
- Vigilance and employee relationship
- AMC
- User changes Fixation

**Construction/Works/Engineering Section Module:**

1. Daily log entries of Plant and machineries/ Energy management system/ history log
2. Preventive maintenance schedule and cycle for all machineries, History book maintenance
3. Preventive maintenance cycle and schedule for building maintenance
4. Purchase indent request
5. Issue of service request/approval of service request/ Budget management for service
6. AMC/CMC visit tracker
7. Service request generation of AMC and CMC/ service request for external vendor/ Budget management for AMC/CMC
8. Stock entry/ consumables and/ minimum stock maintenance
9. Inventory management
10. Daily consumption entry.
11. Online approval of bills and bill movement
12. Capex approval note
13. Vendor registration and vendor evaluation process
14. Asset Movement management
15. Annual renewal of all licence's tracker and data maintenance.
16. Gate passes/ Work permits for Electrical, confined spaces, external vendors and overhead lines.

**7. SCHEDULE OF REQUIREMENTS**

Briefly, the agency shall perform following steps, and shall deliver software components, along with all dependencies, and documents, for/to NID, ASSAM in regard to the implementation of institute Management ERP solution:

1. System and Process study and Gap Analysis.
2. Development of prototype
3. System Design, Development
4. Implementations
5. integrations and Data migration
6. Installation in Local infrastructure and cloud
7. Testing and debugging
8. Concurrent and real-time-real-situation runs
9. User manuals, Developer manuals, Training manuals
10. Handover of ownership with details

On-site rectification and maintenance support for five years after warranty period.

**8. Technical scope for ERP solution**

Bidder/SI shall propose an ERP solution that has certain set of key technical features and adhere to critical technical requirements of NID, ASSAM in context of compatibility to existing IT eco-system as well as future technology vision and roadmap. Bidder/SI is required to propose an ERP solution that should provide the following key technical features:



- i The ERP solution should be based on open architecture.
- ii The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
- iii The ERP solution should be natively built based on 64-bit operating system and shall support 64-bit CPU architectures.
- iv The ERP solution (including Portal) offered shall be Unicode Compliant.
- v ERP solution proposed shall be IPv6 compliant.
- vi The Document Management functionalities should be integral part of ERP solution from compatibility perspective, to enable seamless end user experience around document management.
- vii The Integrated Solution should be capable of enabling the audit (both internal and statutory) through the system.
- viii Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).
- viii. System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.
- ix. The system should be compliant to CERT-In, D/O Information Technology Guidelines for Web/ Application / Network Security. It should provide log in, both by user and by terminal. The System should provide the date and time of all transaction with details of creation, read, update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column.
- x. The application should support loose integration interface using open industry standards. The application should be able to interface with applications to be procured later using Web Service interface.
- xi. Proposed application must be platform independent
- xii. Programming and Database: to be proposed up-to-date and widely used technology and platforms
- xiii. The proposed application should support Cloud hosting may be hosted in hybrid mode.
- xiv. Hosting will be concurrently in Campus Hardware and Cloud (only specific modules like leave etc), with appropriate mirroring/data synchronization strategy.
- xv. Suitable Disaster Recovery mechanism to be proposed
- xvi. Appropriate software level multi-tier security must be incorporated

## **9. Cloud Requirements**

- i. CSP should be empaneled under MeitY's "Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"
- ii. Meet any security requirements published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by MeitY as a mandatory standard
- iii. The CSP Data Center facilities considered for cloud services should be located within India and the Data Center should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party).
- iv. CSP shall be responsible for Cloud Service Provisioning Requirements, Data Management, Operational Management, Cloud Network Requirement, Cloud datacenter specifications, Cloud Storage Service Requirements, Application Hosting Security, Cloud Hosting Security, Application Performance Monitoring (APM), Backup Services, Database Support Service, and Helpdesk Support from Cloud Service Provider Managed Services.
- v. Cloud management report by CSP which includes resource uses, billing declaration of major outage etc,
- vi. CSP shall guarantee uptime of 99% at Data Centre and shall execute a Service Level Agreement to this effect.

## **10. Software Licenses**

The Bidder should provide requisite licenses for all the system software required for ERP solution including, but not limited to, Operating System, Enterprise class Database Software, Clustering and High Availability Software as applicable for VMs (if required), Compilers, Document management OS hardening and verification tool and all other required software and or applications etc. with sufficient number of licenses

Maximum Users across all functions 400.

## **11. Change Management**

The bidder would be required to set up ERP Change Management helpdesk during the course of the Project Implementation for answering routine queries pertaining to ERP implementation project and providing ERP Change Management workshops, for NID, ASSAM users.

- i. The Bidder's response to this bid document must provide details of the ERP Change Management helpdesk, communication model and approach, and proposed team composition.
- ii. The team must be headed by an ERP Change Management consultant / Training Manager, as specified in team profile requirements in this RFP.

## **12. Post Go-Live stabilization support**

The post go-live stabilization support provided by the bidder would cover the following:

- i. The bidder shall provide post go-live stabilization support, as a part of this project, by deploying the same technical & functional consultants at site for full three months / one financial quarter after Go-Live, as were involved during the implementation.
- ii. The cost of this shall be borne by the bidder.
- iii. During the Stabilization period the bidder would help NID, ASSAM user to correct any troubleshooting while doing transactions or generating reports.
- iv. The bidder will update the user manuals and configuration manuals if required.
- v. Any required configuration and/or customization required during this phase would be done by bidder without any additional cost to NID, ASSAM.
- vi. Bidder shall maintain sufficient team size to support seamless operations and maintain the SLAs proposed in this tender document

## **13. System and solution documentation**

The bidder will provide detailed final system documentation for the reference of NID, ASSAM. Two sets of hard copies of all documentations along with the soft version shall be supplied by the bidder and shall include but not limited to the following:

- i. All ERP solution components and associated third party software product related documents
- ii. Configuration document consisting of system setting and parameters for each functional module
- iii. Standard operational procedure (SOP) manuals
- iv. Documents related to data structures/tables
- v. On-line help manual
- vi. Technical manuals
- vii. Installation guides
- viii. System administration and Operations & Maintenance manuals
- ix. Toolkit guides and troubleshooting guides

- x. User manuals including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc.
  - xi. Program flow and descriptions
  - xii. Training manuals
  - xiii. Any other documentation required for usage of implemented solution by the bidder.
- All documents mentioned above as well as any other standard documentation for the product will be supplied as part of this contract.

**14. System performance guarantee**

- i. Performance guarantees shall be provided by the bidder for the solution capabilities of ERP and modules supplied and implemented.
- ii. The bidder is required to advise NID, ASSAM on an appropriate systems environment upgrade during post-**implementation** period of ERP implementation.
- iii. NID, ASSAM requires the SI to ensure that all the agreed performance criteria such as response time, concurrent users etc. are met during implementation, Go-Live, post Go-Live stabilization period and post-implementation support period.
- iv. NID, ASSAM requires adherence to claims by the SI and ERP product OEM about the solution, ERP product capabilities as well as high availability and reliability.

**15. System performance requirements**

Performance criteria: The bidder would be required to perform monitoring tests to measure performance times during peak load. The measured metrics shall be as follows:

**A. Response time performance criteria**

Measurement	Response Time
End to End response time (end user to core application and back)	for LAN Users < 3 sec
Time for Report Generation: • Simple Report	< 5 sec (Simple)
Medium Complexity report	< 30 sec (Medium)
High Complexity report)	< 1 min (High

**B. Concurrent Users support**

Measurement Minimum Concurrent users to be supported Support concurrent users for access to ERP solution 75 to 100.

**16. Operations and Maintenance**

Description	Duration
Warranty Period of ERP Solution	1(One) Year

Description	Duration
Maintenance Support for ERP solution start from the end date of warranty period	5 (Five) years (Subject to extension by another for 3 years based on the satisfactory services rendered by Bidder during the initial 3 Years support period)
Development Change requests to allow enhancements to ERP solution as requested by NID, ASSAM during warranty period	1(one) Year (based on the capacity / effort estimates required and captured as part of this RFP)
Development Change requests to allow enhancements to ERP solution as requested by NID, ASSAM start from the end date of warranty period	5 (Five) years (based on the capacity / effort estimates required and captured as part of this RFP) (Subject to extension on the satisfactory services rendered)

The operation & maintenance period shall commence after the end of warranty period.

- During the period of warranty, bidder shall remain responsible to arrange replacement and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the NID, ASSAM's Authority in this regard to direct the contractor to attend any damage or defect in work shall be final and binding on the contractor.
- Bidder agrees that if equipment is required to be taken outside NID, ASSAM premises for repair or replacement, suitable spares would be provided, and the cost of transportation and other expenses will be borne by the Bidder.

## **17. Maintenance Support**

### **ERP Operation and Support**

The bidder will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. Bidder should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

The Bidder Support Team shall provide below mentioned services:

- Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems during the warranty period.
- The bidder/SI shall provide updates & patches of the ERP software and tools to NID, ASSAM as and when released by OEM without any additional cost.
- The nature of support would be 24X7. The normal technical support hours would be 9:00AM to 6:00PM from Monday to Friday every week. However after that time and on Sunday (24X7 hrs ), the nature of support would be on On-Call basis only for critical high priority incidents.
- The Onsite functional/technical support shall be provided by trained and experienced functional and technical experts appointed by bidder/SI. Each member of the functional and technical support team must have a minimum total working experience of 2 years in relevant field.

- Any change in resource should be intimated at least 2 weeks in advance. NID, ASSAM would conduct formal interview before deployment of on-site resources.
- The following ticket logging mechanisms need to be provisioned by SI/bidder for the Service Desk:
  - a. Phone Calls
  - b. E-Mail and
  - c. Self-Help web-based tool

**Categorization, Response and Resolution timelines**

Categorization of Incidents:

Level	Criteria	Expected Response and Resolution time
<b>Critical</b>	<ul style="list-style-type: none"> <li>• Complete system Crash or;</li> <li>• Any incident due to which 50 or more users cannot access the Application software, data and hardware components that are part of proposed ERP solution or;</li> </ul>	<ul style="list-style-type: none"> <li>• Response Time: During business hours – Within 30 minutes.</li> <li>• Resolution Time: During business hour-Within 4 Hours</li> <li>• Response Time: Non - business hours - Within 1 hours or (earlier as per business hours if business hours begin)</li> <li>• Resolution Time: During Non-business hour 8 hours (earlier as per business hours if business hours begin)</li> </ul>
<b>Major</b>	<ul style="list-style-type: none"> <li>• System disruption in part/s of the System- Directly impacting revenue processes with no workaround or;</li> <li>• Any incident due to which 10 to 25 users cannot access the Application software, data and hardware components that are part of proposed ERP solution. or;</li> </ul>	<ul style="list-style-type: none"> <li>• Response Time: During business hours – Within 60 minutes.</li> <li>• Resolution Time: During business hour –within 1 day</li> <li>• Response Time: During Non-business hours - Within 1 hours or (earlier as per business hours if business hours begin)</li> <li>• Resolution time: During non-business hour – within 2 days (earlier as per business hours if business hours begin)</li> </ul>
<b>Minor</b>	<ul style="list-style-type: none"> <li>• System disruption in a part of the system. Not impacting revenue processes but causing operational inefficiency with no work-around or;</li> <li>• Any problem due to which 1 to 9 users cannot access the Application software, data and hardware components that are part of proposed ERP solution</li> </ul>	<p>Response and resolution for other criteria –</p> <ul style="list-style-type: none"> <li>• Response Time: During business hours - Within 4 hours.</li> <li>• Resolution Times: During business hours –within 3 days.</li> <li>• Not supported during non-business hours</li> </ul>

Categorization of Configuration changes:

Level	Criteria	Expected Response and Resolution time
<b>Critical</b>	Configuration changes which are critical to day to day working and requires immediate change. Below mentioned are examples of configuration change at critical level a. Addition or deletion of an authority level. b. Change in Dearness allowance, tax etc. c. Change in tariff policy d. Change in SOP with critical effect. e. Generation of simple reports from masters	<ul style="list-style-type: none"> <li>• Response Time: 4 hours</li> <li>• Resolution Time: SI should implement configuration change within 2 days from date of NID, ASSAM approval</li> </ul>
<b>Major</b>	Configuration changes which are major but not critical to day to day working and requires immediate change. Below mentioned are examples of configuration change at major level a. Change in SOP with major effect. b. Joining of new employee	<ul style="list-style-type: none"> <li>• Response Time: 8 hours</li> <li>• Resolution Time: SI/Bidder should implement configuration change after successful testing within 4 days from date of NID, ASSAM approval.</li> </ul>
<b>Minor</b>	Configuration changes other than critical and major for day to day working. Below mentioned are examples of configuration change t minor level Change in process (addition or deletion)	<ul style="list-style-type: none"> <li>• Response Time: 8 hours</li> <li>• Resolution Time: Bidder/SI should implement configuration change after successful testing within 8 days from date of NID, ASSAMT approval.</li> </ul>

## 18. Development Change Requests

After the stabilization period till the end of warranty period there may be requirement of development at changes in ERP system as per requirement of the institute. SI/Bidder also has to quote man days' charges for three years of support which will start after the stabilization period and this will not contain bug fix and update release, bug fix and update release should be reported and handled by SI at no additional cost. Expected number of man days which will be required to complete the development activities during each year of support is given below. The number of man days given below is approximate and can increase or decrease based on the requirement. The payment of Change request will be after the request has been generated by the NID, ASSAM team.

Expected During 2nd year of support (warranty period) and next 5 years of support 100 man days.

I. Scope of work for development change support has to be out of scope of usual support activities. This should be agreed by NID, ASSAM.



II. Development work would include change request, customization to existing reports or forms, changes to workflow, and new report development. This would also include any future integration effort with existing or new applications.

III. The procedure for approval of development cost would be followed as mentioned below: -

a. NID, ASSAM would intimate the requirement via email, letter to SI/Bidder team.

b. SI/Bidder team will raise the Change request.

c. Discussions may happen between NID, ASSAM and SI/Bidder in understanding the requirements then Bidder would be required to submit the effort estimations required to meet the requirements.

d. NID, ASSAM team would jointly verify the effort estimations, SI/Bidder may be asked for the presentation for justifying the effort estimations submitted, if required.

e. After obtaining the approval from the competent authority, SI/Bidder team will be communicated through approval letter. NID, ASSAM may reject the effort estimations and SI may be asked for new effort estimations if rejected.

f. The approved effort estimations would be deducted from total man days after the completion of the work.

## 19. Service Level Agreements

The key service level requirements for the ERP system availability, which need to be ensured by the SI/Bidder during the warranty period as well as during the operations and maintenance support period. All complaints shall be lodged with the service desk, which will allot ticket number for each complaint indicating location, function, time of registration and severity of the complaint. Centrally managed web-based ticketing tool for lodging the complaints will be provided by SI/Bidder, as a part of the facilities.

## 20. Penalty Clauses: -

**Non-adherence to overall Project timelines:** If the SI/Bidder fails to achieve the completion of project up to the stabilization period within defined duration (as agreed jointly between NID, ASSAM and Bidder at the time of contract award), the payment to SI/Bidder will be liable for deduction @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. The total implementation timelines from the date of work order till the completion of stabilization period should not go beyond 270 days.

**Penalties for Incident Support:** SI/Bidder would publish monthly and quarterly report of measurements listed above. Total Penalties of 5% off the quarterly payment would be imposed for not meeting minimum service level of SLA for critical incidents, 3% for major incidents and 2% for minor incidents.

**Penalties for Availability measurements:** SI/Bidder would publish monthly and quarterly reports capturing measurements listed for the ERP solution availability requirements. If availability lies between 97% to 95%, penalties of 5% off the quarterly payment would be imposed. Similarly, if availability lies between 95% to 90%, penalties of 10% off the quarterly payment would be imposed.

**Penalties for Performance of ERP application and Web Portal:** if time to load the end-to-end page and request response time of DB is more than 7 sec in LAN for locally hosted ERP, penalties of 2% off the quarterly payment would be imposed.

Similarly, penalty may imposed with agreed amount between NID, ASSAM and Bidder if failed to deliver configuration changes request on timely manner.

## **21. System audit and certification**

NID, ASSAM reserves the right to carry out technical audit of ERP implementation, at its own cost, through any other certified agency designated by NID, ASSAM during Operations & Maintenance period. Based on the findings and recommendations from such audit activities, the SI/Bidder shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document.

## **22. Final Acceptance**

The final acceptance certificate will be issued after the date of expiry of Post Go-Live stabilization support period.

## **23. Warranty**

One-year warranty period shall commence after the completion of stabilization period or after issue of the final acceptance report whichever is later.

## **24. Bid Evaluation**

The evaluation of the bid responses would be done based on the following:

### **24.1 Pre-Qualification**

Based on the response to mandatory Pre-Qualification requirements:

- The bidders' Pre-Qualification Proposal in the bid response document is evaluated as per the requirements specified in the RFP and adopting the pre-qualification criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified, client contact information for verification, profiles of project resources and all others as required for evaluation.
- The bidders shall meet all the mandatory compliance requirements. Failure in meeting the mandatory compliance requirements will result in disqualification of the bidder.
- The bids of those bidders who qualify in the prequalification process will only be considered for their Technical Functional bids and Financial bids and called for technical presentation.
- The Technical Functional bids and Financial bids of those bidders, who fail to qualify the prequalification criteria, will be returned to the respective bidders, without opening and any further processing for the same.
- NID, ASSAM doesn't restrict credentials and proofs given for ERP implementation experience on the basis of ERP version installed for client's vis-a-vis ERP version proposed in response of this RFP.
- OEM and/or SI should propose latest version of ERP product for installation in NID, ASSAM.

### **24.2 Pre-Qualification Requirements**

These are mandatory requirements to be met by the ERP product vendor and the system integrator. Only those bidders who meet all the mandatory requirements as provided in prequalification criteria below shall be considered for technical functional evaluation.



Criteria	Details	Documentary Evidence to be attached
Profile of ERP Product vendor (OEM)	1. The company must have average Turnover of Rs.1 crores worldwide in last 3 completed financial years and carrying out of profit-making business in last 3 completed financial years -. 2. Should be a registered company as per company Act,1956 of India. 3. Should have a minimum of 5 implementation in India 4. Must have its own development and support centres in India.	<ul style="list-style-type: none"> <li>• Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years</li> <li>• Copy of Certificate of Incorporation from Registrar of Companies (ROC) Self-certificate from OEM along with customer list.</li> <li>• Certificate from OEM for development and support centre details in India</li> </ul>
Implementation in Government sector in India	Must have successfully implemented ERP in at least 1 Government/PSU/ Autonomous Institute customers in India. With at least 4 functions from following list: Finance, asset management, HR, payroll, tendering, projects, operations, inventory, procurement, academic activity management etc.	Duly signed Copies of Work order and stamped Completion Certificate with details
<b>FOR SI/Bidder</b>		
Company profile of the System Integrator or Bidder	The bidder must have turnover of Rs.50 Lakhs - for the last three completed financial years and should be a profit-making concern for the last three completed financial years 2. The bidder should be a registered company in India	<ul style="list-style-type: none"> <li>• Copies of printed and Audited balance sheets and P&amp;L to be attached for the last three completed financial years 6, 14-15)</li> <li>• Certificate of Incorporation from Registrar of Companies (ROC)</li> </ul>

Criteria	Details	Documentary Evidence to be attached
Experience in ERP Implementation	<ul style="list-style-type: none"> <li>• Should have successfully implemented and supported at least 5 ERP projects during last 10 completed financial years.</li> <li>• Out of 5 ERP projects implemented and supported, at least 2 ERP implementations should be of ERP product as proposed in current RFP response.</li> <li>• Should have successfully implemented and supported at least One ERP projects in government / PSU/Autonomous sector during the last 3 completed financial years.</li> <li>• Should have adequate number of technical staff</li> </ul>	<ul style="list-style-type: none"> <li>• Copies of Work order and Completion Certificate with details</li> <li>• Technical staff details</li> <li>• Details about govt sector ERP implementation.</li> </ul>

**Requirement for CSP (Qualification Criteria for Cloud Service Provider): Should be incorporated under India Companies Act; The proposed Data Centre should be at least Tier-3, should be operating for minimum period of one year. (Documentary proof required.)**

**24.3 Non-Black listing Criteria for OEM and SI/bidder:** -The Bidder and OEM should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools /Autonomous body etc. nor should have any litigation/ enquiry pending and / or initiated by any of these Department or Court of Law. (Self-Declaration required).

#### **24.4 Technical Functional Evaluation**

Technical Functional Evaluation Framework

The bid response of the SI /Bidder that qualify as per the Pre-Qualification criteria, would be evaluated based on the following Technical Functional Evaluation framework:

No.	Category	Criteria	Evaluation Basis	Max Score
<b>1</b>	<b>ERP Product Capability</b>			<b>45</b>
<b>1.1</b>	ERP Product Fitment (Functional)	Compliance in terms of fitment to Functional Requirements Specifications (FRS)	Response provided by the bidder to FRS as captured in Annexure 3	25

No.	Category	Criteria	Evaluation Basis	Max Score
1.2	ERP Product Fitment (Technical)	Compliance in terms of fitment to Technical Requirements Specifications (TRS)	Response provided by the bidder to TRS in Annexure 4	10
1.3	ERP Product credibility – large implementations in India	Number of successful Implementations of proposed ERP Product with minimum ERP user base of 100 in India. These implementations should have successfully gone live in last 7 years prior to bid due date and should be currently operational.	Self-certificate from OEM along with customer list, user base, date of go-live and current operational status	5
1.4	Post Implementation Support	Number of authorized implementation partners in India	Self-certificate from the authorized signatory of the ERP Product OEM providing the list of authorized implementation partners	5
2	<b>SI/Bidder Capability</b>			<b>45</b>
2.1	SI/Bidder credibility	Average Annual Turnover of the Bidder during the last three (3) completed financial years	Statement of annual turnover by the bidder (Authorized signatory) as per Annexure 11 (Turnover statement by System Integrator)	5

No.	Category	Criteria	Evaluation Basis	Max Score
2.2	Bidder's experience in implementation in India	Bidder's experience in implementation and support (go live) of ERP projects in India during last 7 completed financial years in terms of total project value from such implementations	Copy of work Orders capturing scope, revenue and Client Completion / Implementation / go-live certificate to be attached, in addition to details as per Annexure 12 (summary as well as detailed)	15
2.3	Number of ERP projects implemented in government / PSU in India	Number of ERP Projects implemented and supported in government /PSU in India during last 10 completed Financial Years. Project(s) implemented	Implementation experience with details as per formats provided in Annexure 12 (summary as well as detailed)	5
2.4	Technical Presentation & Demonstration	Presentation Skill – 5 marks Details and quality of successful projects/ demo if required – 5 marks Implementation approach and methodology – 10 marks	Presentation Details of quality of Successful project	20
3	<b>CSP Capability</b>			<b>10</b>
3.1	Proximity	Location of Data centre form the NID, ASSAM office	Undertaking should be provided by Authorized signatory of the CSP.	5

No.	Category	Criteria	Evaluation Basis	Max Score
3.2	Solution Approach	Active DC/DR or Cold Backup DR	Undertaking should be provided by authorized signatory of the CSP.	5 full marks for Active /Active DR.

The minimum qualifying marks for the technical functional evaluation is 60 out of a total of 100 marks as per the evaluation criteria listed above and denoted by Ts.

### 24.5 Financial Evaluation

The financial bids shall be opened of only those bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The NID, ASSAM shall inform the date, place and time for opening of financial bid in due course.

- Total Cost of Ownership (TCO) will be arrived at by adding cost of:
  - o Cloud Data Centre Services (for up to 3 years post stabilization date)
  - o Software Licenses
  - o ERP Implementation
  - o Warranty Period
  - o Maintenance support (for 2 years after completion of warranty period)
  - o Development Change Requests (2 years, as per man days' requirements defined in RFP)
  - o AMC for Software licenses (for 2 years after completion of warranty period)

The Bid having the Lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other bidders will be calculated on the basis of the following formula:

**Financial score will be denoted as Fs,**

$$\text{Whereas } Fs = \frac{100 \times \text{TCO of Lowest bidder}}{\text{TCO of the bidder}}$$

### Final Selection

Marking Methodology:

Technical Functional Score should be denoted as “Ts” and shall be used to compute the final score in combination with Financial Score “Fs”. The final selection of the bidder will be based on QUALITY AND COST BASED SELECTION (QCBS). There will be 65% weightage for Technical Evaluation and 35% weightage for Financial Evaluation.

Final Score shall be calculated as: = Ts x 0.65+ Fs x0.35

**The bidder(s) whose bid has secured the highest “Final Score” will be considered as successful bidder(s).**

### Payment Terms

The payment will be made within 30 days on receipt of invoice (in duplicate) against successfully completion of the services as per the timeline indicated.

#### Payment milestones

Following payment milestones will be applicable for the ERP solution implementation and support:

<b>Milestone Number</b>	<b>Payment Milestones</b>	<b>% Payment of Sub-total for Services Provided</b>
<b>M1</b>	Software License [Completion of deliverable]	95% of the cost of software licenses [i.e. Total Price captured for line item B in the Financial Bid, as per format defined in this RFP – Annexure 11] at the time of delivery of licenses
<b>M2</b>	Provisional Acceptance	5% of the cost of software licenses at the time of Final Acceptance.
<b>ERP Implementation</b>		
<b>M3</b>	Post Project Initiation and after requirement analysis completion	10% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP – Annexure 11]
<b>M4</b>	Post Implementation of all modules both local data centre and Cloud	50% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP – Annexure 11]
<b>M5</b>	Post Trainings and Change Management	15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP – Annexure 11]
<b>M6</b>	After successful Post Stabilization Support	15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP – Annexure 11]
<b>M7</b>	At the time of issue of Final Acceptance	10% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP – Annexure 11]
<b>Cloud Service</b>		

<b>Milestone Number</b>	<b>Payment Milestones</b>	<b>% Payment of Sub-total for Services Provided</b>
<b>M8</b>	Half yearly payment on completion of service & deliverables in arrears at the end of each quarter	Cloud Services fee applicable per half yearly [i.e. Price captured for Year 1 to Year 6 as per break-up available for line item A in the Financial Bid, as per format defined in this RFP – Annexure 11 ]
<b>Operation and Maintenance</b>		
<b>M9</b>	Maintenance Support	Maintenance Support fee applicable per half yearly [i.e. Derived from 5-years price captured for line item D.1 in the Financial Bid, as per format defined in this RFP – Annexure 11] adjusted for applicable penalties defined in this RFP, after the completion of quarter
<b>M10</b>	Change Request - Completion of development changes requests scheduled for the quarter	Half yearly payment to cover for Change requests completed in the half yearly as per NID, ASSAM sign-off
<b>Annual Maintenance Contract – Software Licenses Renewal</b>		
<b>M11</b>	Yearly advance payment on receipt of invoice in first quarter of every year	AMC applicable per year [i.e. Price captured for Year 1 to Year 5 as per break-up available for line item F in the Financial Bid, as per format defined in this RFP]

**Conditions forming part of NIQ**

- Price of the solution to be quoted for FOR at NID, ASSAM only.
- Rate contract base prices, taxes (including GST, duties and levies excepting octroi, which will be at actuals) thereof against each component viz. Cables, I/O points etc. as per Bill of material.
- No Price Variations- The rates shall be on a fixed price basis valid for three years. No upward revision in the price would be considered on account of subsequent increases in customs duty, excise tax, sales tax during the offer validity period. However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to the Bank. The rate contract for the passive components and services will be reviewed on yearly basis.
- The two bid systems should be followed for this NIQ. Under this system the bidder must submit their offer in two separate sealed envelopes marked clearly as Technical Bid and Commercial Bid on cover page of the envelop for each item quoted. The sealed envelope should be placed in a third larger envelop. The main envelope which will contain both the bids should be super scribed with NIQ enquiry no. and name of the item quoted for.
- The Successful bidder will have to submit Performance Bank Guarantee (PBG) @ 3% of the tender value in the form of DD drawn in favor of the Director, NID, ASSAM payable at Jorhat within ten (10) days from the date of award of the contract. The submitted PBG should be valid for four years

- period.
- The Technical Bids will be opened in presence of the bidders on the specified time and date. The bidder/their authorized agents who have responded to the quotation will be allowed to be present in the opening. The bidders are requested not to insert their quoted price in Technical Bid which will lead the quotation for summarily rejection.
  - The Price Bids of only technically qualified bidders will be considered for further processing.
  - Bids would be rejected for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.
  - The NID, ASSAM may, at its discretion, extend the deadline for submission of bids by amending the bid documents in accordance with clause relating to Amendment of Bidding documents in which case all rights and obligations of the NID, ASSAM and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended. All the amendment will update through NID, ASSAM website and CPPP portal only.
  - The original and all copies of the bid shall be typed and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid. Further, over-writings on documents, if any should be supported by signatures.
  - The NID, ASSAM Authority has the right to reject any bids on technical grounds without assigning any reason thereof.
  - Compliance sheet should indicate in details of meeting up of specifications required. The bidder can mention the additional features that exist in quoted products, if any, separately.
  - The Director, NID, ASSAM shall be the final Authority for settlement of any dispute and his interpretation of any Clause/term/condition(s) of this document shall be final.
  - If any dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived there from, will be settled under the jurisdiction of Court of Law of Jorhat.
  - The Institute is not bound to accept the lowest bidder.
  - Purchase terms and condition as per General Financial Rule (GFR) will be applicable for all the purchases to be made.



**ANNEXURE-1**

**Self-Declaration to be given by the bidder**

NIQ Reference No. & Date:

Bidder's Name & Address:

Person to be contacted:

Designation:

Telephone No:

Fax No:

Email:

To,  
The Director,  
NID, ASSAM  
Tocklai, Rajabari, Jorhat, Assam-785014

We, the undersigned Bidder, having carefully read and examined in detail the Terms and Conditions, specifications and all bidding document in regard to the supply of ERP Software at NID, ASSAM and accept the same.

**We also hereby declare that**

- We have not been blacklisted/debarred by any Government/Undertaking.
- The rates quoted are not higher than the rates quoted for same item to any Government/Undertaking.
- The bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

For and on behalf of the firm  
(Firms Name & Address)

(Signature of Authorized  
Signatory)

Name:

Designation:

Phone No:

Seal:

Date: -----

Place: -----

**ANNEXURE – 2**

**FORMAT FOR OTHER INFORMATION**

(To be filled in by the bidder)

- Name of the firm: -----
- Address: -----
- Telephone/Mobile No: -----
- Fax Number: -----
- Email: -----
- GST No: -----  
(attach photocopy)
- Firm Registration No: -----  
(If any)
- PAN: -----  
(Attach photocopy)

Place -----  
Date -----

(Signature of the authorized person)  
Name of the Contact person  
Name of the Firm  
Contact No.  
Seal

**Annexure 3**

Format: List of compatible Cloud and Software

<b>Sl. No.</b>	<b>List of compatible Cloud with specifications</b>	<b>OS compatibility with Cloud</b>	<b>List of compatible Software, Antivirus, Security solutions, Firewalls etc.</b>

**Annexure 4**

**Format: Bill of Material (BOM) for entire ERP solution**

Date:

To:

<Contact Person Name>

<Complete Address>

	<b>Original Supplier/ make &amp; model</b>	<b>Item Description</b>	<b>Unit of Measurement</b>	<b>Number of Units</b>
<b>Software Licenses</b>				
Core ERP Solution				
<<Please insert details as required>>				
Advanced ERP Modules / Other software				
<<Please insert details as required>>				
<b>Cloud Services</b>				
<<Please insert details as required>>				
<b>Operating System</b> (as				
<<Please insert details as required>>				
<b>Other</b> (Please insert other Components, as required)				

Dear Sir,  
Ref.: Your Tender no. \_\_\_\_\_

Yours faithfully,

*[Signature of Authorized Representative of SI] [Title]*  
*[Organization stamp/seal] [Date]*

**Certificate by ERP OEM**

The aforementioned proposed Bill of Material is hereby certified approved for operation based on our understanding of NID, ASSAM's requirements in this RFP.

Yours faithfully,  
*[Signature of Authorized Representative of ERP OEM] [Title]*  
*[Organization stamp/seal] [Date]*

### Annexure 5

#### Format: Certification from ERP Product Vendor / OEM – Implementation

(Company letter head of ERP OEM)

To \_\_\_\_\_ [Date]  
 The Director,  
 NID, ASSAM, Jorhat – 785014.

We would like to provide the following information on our customer base in India to confirm that we have been offering our packaged solution to Government / public sector units in India for the last \_\_\_\_\_ years. The details of each of the implementation are as below:

Name of the ERP Product OEM	
ERP Product Implemented	
Name of client	
Name of the person who can be referred to from Clients' side, with name, designation, postal	
The year of project initiation	
The year of project completion	
Version of the product implemented	
The solution / modules / functions implemented	
Supporting documents: Copies of Work order and Completion certificates issued by the Customer organizations indicating the successful completion of the project	

Dated this \_\_\_\_\_ day of 2021

Yours sincerely,  
 On behalf of [ERP Solution OEM's Name] Authorized  
 Signature:  
 Name and Title of Signatory: Name of ERP OEM:  
 Address:  
 Seal/Stamp of ERP OEM

**Annexure 6**

**Format: Certification from ERP Product Vendor / OEM – Support Capability**

To  
The Director,  
NID, ASSAM, Jorhat – 785014.

[Date]

We would like to declare the following information on support capabilities in India.

Name of the ERP Product Vendor	
Product Name	
<b>Support Center</b>	
Date of Commencement of operations	
Address of the support center	
Number of Employees in the Support Center	
Details on 24X7 support services	

Dated this      day of 202\_

Yours sincerely,  
On behalf of *[ERP Solution OEM's Name]* Authorized Signature *[In full and initials]*: Name and Title of Signatory:  
Name of Firm:  
Address:  
Seal/Stamp of ERP solution OEM

**Annexure 7**

**Format: Letter of undertaking**  
(Company letter head)

To [Date]  
The Director,  
NID, ASSAM, Jorhat – 785014.

Sir,

Sub: Undertaking on Non-disclosure of contract documents

I/We do hereby undertake that we shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party for a period of three years from the termination of the contract.

I/We do hereby undertake that except with the written consent of the Buyer/Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake not to copy the AS-IS documentation captured in this tender document in any form Xerox, electronic, or via DMS or any other physical/electronic means for any purpose but for the bidding process.

For and on behalf of the Bidder

(Signature)  
(Name of the Authorized Signatory)

Date



**Annexure 8**

**Format: Turnover Statement by System Integrator**

Sl. No.	Financial Year	Annual Turnover (In Crore Rupees)
1.		
2.		
3.		

Note: Certificate from Chartered Accountant certifying turnovers for all three years to be attached along with copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years.

Signature:

Name of the Bidder: - Authorized Signatory: - Seal of the  
Organization: - Date:

**Annexure 9**

**Summary of experience of the Bidder in executing ERP Implementation projects**

Sl. No	Organization	ERP Product & Version	Modules deployed	Value (INR)	Date of Contract Award	Date of Go-Live	Current Operational Status
1.							
2.							
3.							
4.							
5.							

**Annexure 10**

**Schedule of Delivery**

The ERP Implementation project at NID, ASSAM is expected to be completed within 9 months of initiation date of the project. The Bidder is expected to furnish the details of the milestone dates as per below format in line with NID, ASSAM implementation plan as mentioned in **Section 7**.

**Format: Certificate by the Firm for Delivery Schedule**

The undersigned on behalf of <*Name of firm*> certify that the following activities of the ERP Implementation Project would be completed satisfactorily including completion of Stabilization period, as prescribed after commissioning, on the dates specified below, and that, in accordance with the terms of the Contract.

<b>Activity No.</b>	<b>Activity Title</b>	<b>Scheduled Date of Start of Activity</b>	<b>Scheduled Date of Delivery/Completion of Activity</b>
1	Software Licenses and Installation		
2	Project Initiation		
3	Requirements gathering workshops		
4	Business Blueprinting		
5	Technical solution design		
6	Data migration		
7	System Development		
8	Testing		
9	Trainings and Change Management		
10	Cutover & Go-Live		
11	Post Go-Live Stabilization Support		
12	Project Management		

Yours faithfully,

Title

[Signature of Project Manager] [Organisation  
stamp/seal][Date]

**Format: Work Schedule**

(For each component of work as mentioned in the detailed scope, please provide breakdown of work schedule. The Reports / deliverables mentioned should be in conformance with the Deliverables as captured in this RFP)

S. No	Activity/ Submission of reports	Months									
		1	2	3	4	5	6	7	8	9	10-12

- 1) Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), NID, ASSAM approvals, etc. Indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2) Duration of activities shall be indicated in the form of a bar chart.

**Annexure 11**

**Financial Bid Format**

Bidder should provide the Financial bid in the itemized format, as per the scope already captured as part of RFP, covering:

- Cloud Data Centre Services (for up to 6 years post stabilization date)
- Software Licenses
- ERP Implementation
- Warranty Period
- Maintenance support (for 5 years after completion of warranty period)
- Development Change Requests (5 years, as per man days requirements defined in RFP )
- AMC for Software licenses (5 years after the completion of stabilization period)

The format for the financial bid details is provided in the subsequent pages of this Annexure. Please indicate the prices in both – words and figures.

**A. Annual cost of cloud services as per Section this tender document**

	<b>Item Description</b>	<b>Total Price (INR) (without taxes) [i]</b>	<b>Applicable Taxes (if any) [ii]</b>	<b>Total Amount in INR [I + ii]</b>
	Cloud Data Centre services charges - Year 2 (warranty period)			
	Cloud Data Centre services charges - Year 3 (AMC period)			
	Cloud Data Centre services charges - Year 4 (AMC period)			
	Cloud Data Centre services charges - Year 5 (AMC period)			
	Cloud Data Centre services charges - Year 6 (AMC period)			

period)				
Cloud Data Centre services charges - Year 7 (AMC period)				
Any other Charges (please describe)				
<b>A. Total Amount in Figures (INR)</b>				

**B. Software Licenses as per section this tender document**

	<b>Total Annual Price (INR) (without taxes)</b> [ i ]	<b>Applicable Taxes (if any)</b> [ ii]	<b>Total Annual Amount in INR</b> [ i + ii]
ERP Software Licenses			
ATS during implementation and stabilization period			
Any other third-party license Cost			
Any other Cost			
<b>B. Total Annual Amount in Figures (INR)</b>	-	-	-

**C. ERP Implementation cost as per section**

	<b>Item Description</b>	<b>Total Price (INR) (Without taxes)</b>	<b>Applicable Taxes (if any)</b>	<b>Total Amount in INR</b>
		<b>[ i ]</b>	<b>[ ii ]</b>	<b>[ i + ii ]</b>
	C1. Total cost towards Design, Customization/ Development and Implementation of ERP Solution *			
	C2. Cloud Services charges during implementation phase			
	C3. Cost towards Data Digitization and scanning			
	C4. Total Training Cost			
	C5. Any Other Cost			
	<b>C= C1 + C2 + C3 + C4 + C5</b> <b>Total ERP Implementation cost</b>			

**D. Operation and Maintenance cost for 6 years including warranty period**

	Details	Total Price (INR) (without Taxes) [ i ]	Applicable Taxes (if any) [ ii ]	Total Amount i [ i + ii]
<b>Year 2 (Warranty Period)</b>	Operation & Maintenance Cost			
	Onsite resource support team Cost			
	Change requests cost – 100-man days			
	ATS for Software licenses			
	Any Other Cost			
<b>Year 3 (AMC Period)</b>	Operation & Maintenance Cost			
	Onsite resource support team Cost			
	Change requests cost – 100-man days			
	ATS for Software licenses			
	Any Other Cost			
<b>Year 4 (AMC Period)</b>	Operation & Maintenance Cost			
	Onsite resource support team Cost			
	Change requests cost – 100-man days			
	ATS for Software licenses			
	Any Other Cost			
<b>Year 5 (AMC Period)</b>	Operation & Maintenance Cost			
	Onsite resource support team Cost			
	Change requests cost – 100-man days			
	ATS for Software licenses			



	Any Other Cost				
<b>Year 6 (AMC Period)</b>	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				
<b>Year 7 (AMC Period)</b>	Operation & Maintenance Cost				
	Onsite resource support team Cost				
	Change requests cost – 100-man days				
	ATS for Software licenses				
	Any Other Cost				
<b>D. Total Price for Operations and Maintenance</b> (for 6 years including warranty Period) [D1 + D2]					

**Total for consideration of Total Bid Price**

	<b>Total Price in INR (without Taxes) [X]</b>	<b>Applicable Taxes (if any) in INR [Y]</b>	<b>Total Amount in INR [X+Y]</b>	<b>Total Amount in Words (INR)</b>
<b>A. Cloud Services Cost</b>				
<b>B. Software Licenses</b>				
<b>C. ERP Solution Implementation</b>				
<b>D. Operations and Maintenance</b>				
<b>Grand Total for consideration of Total Bid Price (INR) = [A+B+C+D]</b>				

**ANNEXURE -12**

**CONTRACT FORM**

**(To be filled by the successful bidder only)**

**THIS AGREEMENT** is made on the ----- day of -----,20----- between the Registrar, NID, ASSAM, Tocklai, Rajabari, Jorhat-785014 (hereinafter called “the Purchaser”) of the one part and ----- (Name of Supplier) of ----- (city and country of Supplier) (hereinafter called “the Supplier”) of the other part:

**WHEREAS** the Purchaser is desirous that certain equipment/instrument and after sales services viz, ----- (Brief Description of equipment/instrument and after sales services) and has accepted a bid by the Supplier for the supply of those equipment/instrument and after sales services for the sum of ----- (Contract Price in Words and Figures) (hereinafter called ‘the Contract Price’).

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. In consideration of the payments to be made by the NID, ASSAM to the supplier as hereinafter mentioned, the Supplier hereby covenants with the NID, ASSAM to provide the ERP Solutions Software and after sales services and to remedy defects therein in conformity with the provisions of the Contract in all respects.
3. The NID, ASSAM hereby covenants to pay the Supplier in consideration of the supply of the ERP Solutions Software and after sales services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the equipment and after sales services which shall be supplied/ provided by the Supplier are as under:

Sl. No.	Brief Description of ERP Solutions Software and After Sales Services	Quantity To Be Supplied	Unit Price	Total Price	Delivery Terms

**Envelope 1 – Technical Bid (Following documents to be provided as single PDF file)**

No	Section	Content	File Type
1	Implementation approach and methodology	<p>Detailed write up to be provided covering the following but not limited to:</p> <ul style="list-style-type: none"> <li>• Methodology and expertise in business process realignment</li> <li>• Methodology and approach for ERP solution implementation, data conversion and migration</li> <li>• Approach for ERP project management</li> <li>• Expertise and resource deployment plans including the CVs of all personnel.</li> <li>• Resource requirements from NID, ASSAM including manpower deployment along with their functions, IT infrastructure, space requirement, necessary procedures and approval cycle etc.</li> <li>• Testing strategy and approach</li> <li>• End to End Service delivery plan for ERP Implementation at NID, ASSAM</li> </ul>	PDF

No	Section	Content	File Type
2	Understanding NID, ASSAM's requirement	Detailed write up to be provided including the following along with the proposed business, functional and IT architecture: <ul style="list-style-type: none"> <li>• Solution (Modules offered - Software BOM) for meeting NID, ASSAM's functional and technical requirements</li> <li>• Details of third-party components offered</li> <li>• List of compatible Cloud and software</li> <li>• Landscape, sizing criteria and deployment architecture for Cloud as well as in house hardware requirement for development, testing and production environment.</li> <li>• Integration with existing software like Tally etc.</li> </ul>	.PDF
3	Approach to training and change management	Detailed write up to be provided along with compliance to the change management and training requirements highlighted in this RFP document	.PDF
4	Eligibility Requirements for Cloud Service Provider (CSP)	Undertaking should be provided by authorized signatory of the CSP for hosting specific module only like leave	.PDF
5	Post implementation support and maintenance	Detailed write up to be provided including deployment plan and conformance to the SLAs recommended	.PDF

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ANNEXURE -13

**BID SECURITY DECLARATION FORM**

To  
Director  
National Institute of Design Assam,  
Tocklai, Rajabari, Jorhat-785014,  
Assam

Name of Work:

Tender No- ..... Dated .....2021.

I/We, the undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because

I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - (i) fail or reuse to execute the contract, if required, or
  - (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- (i) the receipt of your notification of the name of the successful Bidder; or
- (ii) thirty days after the expiration of the validity of my/our Bid.

Name:

Duly authorized to sign the bid for an on behalf of .....

Date:

Corporate Seal (where appropriate)

End of Document