



TENDER DOCUMENT

For

SUPPLY AND IMPLEMENTATION OF ERP SOLUTION

AT

**KIRORI MAL COLLEGE
UNIVERSITY OF DELHI
DELHI – 110007**

Tender no. -/KMC/2/Admin/ERP-Tender/2017

Tender document sold to:

M/s. _____

I accept the above conditions (Seal and Signature of Contractor)

KIRORI MAL COLLEGE
University of Delhi, North Campus
Delhi – 110007

Request for proposal (RFP) For Supply and Implementation of ERP Solution for Management of Information System at KMC

Sealed tenders in two bid system i.e. Technical Bid and Financial Bid are invited to Supply and Implement ERP Solution for Management of Information System. At KiroriMalCollege, University of Delhi, Delhi – 110007 for the students, the staff and the visitors. The period of proposed contract will be 5 years tentatively w.e.f. the date of award of contract which may be extended further on satisfactory performance of services. Kirori Mal College (KMC) is NAAC accredited A+ grade institution imparting education at undergraduate, postgraduate levels and doing research. At present, approximately 5500 students are enrolled and about 200 teaching and a similar number of support staff are contributing their services to the college. Eighteen departments manage all teaching courses including UG, PG and research. Given below is the brief overview of KMC in quantitative terms

Teaching Departments	18
Faculty Members	201
Non-Faculty Staff	154
Undergraduate Students	4700
Postgraduate Students	800

ELIGIBILITY CRITERIA FOR SUBMISSION OF BID/PROPOSAL

A reputed contractor/company having experience of at least 2 years of running and operating ERP Solutions in an integrated way to manage the information systems in government departments/PSUs/academic institutions/private organizations of repute and who can cater to the needs of students, staff and visitors are eligible to submit bid in response to this notice. Institute invites Sealed tenders in "Two parts" i.e. (Technical and Financial Bid) for running ERP at Kirori Mal College campus for a period of one year. The Tender Document can be viewed and downloaded from our website www.kmcollege.ac.in. The hard copy of the same shall be made available from **25/10/2017** to **20/11/2017** between 10.00 a.m. to 4.00 p.m. on working days on payment of Rs.500/- (non-refundable) by demand draft in favor of "Principal, KiroriMalCollege" payable at Delhi from the Administration department of Kirori Mal College, University of Delhi. The bids shall have to be submitted duly filled and signed to the College. The Bidders who have downloaded the document from website should attach, along with the bid document, a Demand Draft of Rs. 500/- (Non-Refundable) in favor of "Principal, KiroriMalCollege" payable at Delhi. All the bidders should also enclose a demand draft of Rs. 10,000/- (Rupees Ten Thousand Only) drawn in favor of "Principal, Kirori Mal College" payable at Delhi, as the Earnest Money Deposit (EMD) along with Technical Bid. EMD of tendering parties, whose tenders are not accepted shall be refunded (without interest) within 30 days of opening of the tenders. The offers should be submitted in two sealed envelopes one super scribed with "Technical Bid" and other with "Financial Bid". Both envelopes shall be put in another sealed envelope, super scribing the envelope with "Tender for ERP". The last date of submission of bid is **20/11/2017** on or before **04:00 pm**. The Technical bid shall be opened on **<to be notified>** in the presence of

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attending tenderers or their authorized representatives. The Bids shall be evaluated on two stage evaluation process. After evaluating the Technical Bids the eligible bidders shall be shortlisted for second stage Financial Bids evaluation. The Financial bids of only qualified tenderers after technical evaluation shall be opened subsequently at a notified date in presence of attending tenderers or their authorized representative.

TENDER NOTIFICATION

Tender Inviting Authority	Principal, KIRORIMAL COLLEGE, DELHI (KMC), Delhi
Place of availability of Tender Documents (RFPs)	KIRORIMAL COLLEGE, DELHI (KMC), Delhi, India
Name of the Project Work	Supply and Implementation of ERP Solution for KMC, University of Delhi, Delhi
Start date for the issue of RFP (Tender) Documents	October 25, 2017
Cost of Tender Documents	Rs. 500/- (Rupees five Hundred only) in the form of a demand draft in favor Principal, Kirori Mal College, payable at Delhi
Last date and time for submission of bids	November 20, 2017, up to 04:00 pm
Nature of bid process	Two bid system
Earnest Money Deposit	Rs. 10,000/- (Rupees ten thousand only) in the form of a DD/FDR/BG in favor of Principal, Kirori Mal College, payable at Delhi
Date of Opening of Technical bids and notification of qualified bidders	To be notified
Date of conference with technically qualified bidders.	Will be informed after technical evaluation of bids.
Date of Opening of commercial bids	To be notified

*Demand Draft/FDR/Bank Guarantee shall be only from Nationalized, State Bank of India & its associate banks or Private Banks authorized to do business with Governments in India. The Annexure I and II of the RFP contain all the formats which are required to be used by the bidders to prepare their proposals.

PRE-QUALIFICATION

Interested vendors are required to submit EOI along with all the necessary details and documents to substantiate their qualifications as per the requirement stated below. Following are the necessary qualifications of the bidder for participating in the bid process:

- Company registered in India.

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- The product should be owned and implemented by the company itself and no third party involvement.
- Client Lists with Testimonials (minimum three).
- The bidder shall be a Registered Company in India as per the Companies Act 1956 with valid GST and PAN number allotted by the respective authorities.
- The bidder should have been certified enterprise-wide at ISO 9001:2015 / CMMi Level 3 as on 30.09.2017.
- The Bidder should be a national level IT organization with experience in the field of ERP software conceptualization, design, development, deployment, customization and maintenance for at least three years as on 30.09.2017.
- The bidder should have turnover exceeding Rs. Ten Crores per annum (out of which at least 50% should be due to software), for each of the last two years and should be making profits each year as per audited accounts. (Audited copies of Profit & Loss Account and Balance Sheets for the last two years i.e. 2015 – 16 & 2016 – 17, need to be attached).
- The Bidder must have successfully implemented at least two similar ERP projects during the preceding two years for a large University/Educational institution. (The details of such jobs shall be furnished with a copy of the work order and certificate from the clients indicating successful implementation of the package).
- The bidder shall have technically qualified software work force of minimum 100 in India.
- The class I datacenter should be within the Indian shores with DR (Disaster Recovery) systems in place.
- Vendor should own an office at Delhi location with a reasonable support staff within a month of signing the contract with the college.
- The pricing should be all inclusive of all upgrades.
- Due weightage will be given to all the above aspects while considering the technical bid.
- Data confidentiality, integrity & authentication must be maintained.
- Security audits must be conducted biannually by the certified auditor.

NOTES

- Documentary evidence to be provided for all points 1-10 as described above.

GENERAL REQUIREMENTS

- 100% cloud based application
- User authentication
- Access rights
- Secured data
- Data backup
- Open Source/freeware technology/proprietary technology
- Established product for at least three years.
- Audit trail (at least six month history)
- Compatibility with both Windows and Linux Environment
- Compatible with Internet Explorer, Google Chrome, Firefox
- Single Integrated system for various modules like Finance, Procurement, HRMS & Payroll etc.
- Fairly Established product with clients currently using the product

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- Flexible report writer
- Dashboards
- Reports export to MS-Excel, .CSV format.
- Flexible application access rights for forms and report
- SMS /Email facility for Reminders and alerts
- System available as Apps to get access through mobile
- Pay Per User or fixed payment per month model of pricing
- Phase wise implementation of the solution
- Availability of 24 X 7 Helpdesk
- Uptime/availability of system to be $\geq 98\%$ on a quarterly review
- Be capable of supporting decentralized as well as centralized processing
- Provide user oriented self-service capabilities
- Capabilities of Learning Management System as a part of the package
- Have a robust set of communication and reporting tools
- Collaborative tools for web conferencing, virtual classrooms, online communication and training
- Virtual communities' platform for students, faculty, alumni, and industry connects etc.
- The system should be flexible enough to allow upload / entry of data through different excel templates.

Some other general requirements have been mentioned in the following paragraphs:

Import/Export Data

- Upload data from all the existing local records held by KMC
- Facilitate Import from/Interface with the third party applications in the institute and extract data in various formats.
- Import and Export to the archived files.
- Produce reports on all areas of data that can be exported to MS Excel/PDF/.CSV.

Target users

The proposed application must be able to support a spectrum of users, namely the following with a personalized access:

- Administrative offices (centralized operations and backend support)
- Departmental administration (distributed operations and support)
- End-users (students, parents, faculty, and staff)
- Management (informational and analytical)

Archiving

The application should

- Provide a Data Archival utility on a cloud model as a part of the standard offering.
- Facilitate the query and reporting on archived data.

Audit Trail

The application should

- Record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
- Enable which fields or tables are to be audited through a delivered tool

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Access and authorization

Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions. Where appropriate, further discrimination at the data level (e.g. Respective departments may only have access/update to data related to their own departments) is required. In this regard, the capability to support multi-role differentiation based on a single user sign-on will be essential.

The proposed system(s) must support a comprehensive access and authorization mechanism, including

- Single sign-on for all system components
- Support for a central authentication scheme
- Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
- Ability to manage access to authorized functions based on the roles represented in the account
- Ability to manage access to different segments of data depending on the role
- Ability to assign ownership at departmental level.
- Admin access.

Single and minimal data entry

Data should be entered and validated at source only once and be used throughout the system(s). There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages.

Organization Structure

The proposed product needs to be able to model both our existing internal organizational structures, and be flexible enough in this regard to cope with future organizational changes.

- Develop and maintain complex organizational structure of KMC including Faculty, School, Departments/Centers, Financial units, administrative units, staff and students and their inter relation links.
- Maintain sophisticated organizational unit's functionality enabling user definition of terminology (e.g. Faculty; Departments, Centers, Units, Sections etc.).
- Maintain locations within Organizational units.

Reporting and data extraction

The proposed system(s) should support

- Interface with Data Mining Tool
- Facilities for free text search
- Include a standard set of reports based on industry best practice
- Have ad hoc reporting capability that is user friendly and easy to use
- Support ability to report to file as well as other means
- Provide good interfacing mechanism

Management Information

To support resource allocation and decision-making at KMC it is mandatory that robust and user-friendly facilities be available with the system(s) using a web-based environment. Pre-packaged analytic functions that

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provide interactive dashboards for faculty, students, etc., Integrate well with source data, support easy reporting with export facility to desktop suites like EXCEL, WORD, Open Office etc. in a suitable format compatible with XXXX's other systems is essential.

Interfacing provisions / Interoperability with other key systems

The proposed system should have the ability:

- To interface with external systems, either through import/export facilities.
- Support for callable functions to access internal data or invoke internal functions should also be available, via services that conform to industry standards.
- Support for bar-coded, bio-metric, Internet Banking and/or smart card based inputs.

Customizability/Configurability

To minimize the need/impact of customization/configuration, the proposed system should, wherever appropriate, support

- Flexible customization/configuration capabilities
- Ability to extend/change existing pages without much impact on the application
- Ability to add/modify the existing workflows

BROAD SCOPE OF WORK

(Note: Further detailing to be done as per the requirement)

VARIOUS MODULES

Web Publisher

- a. Design Web page
- b. Manage the content
- c. Upload Files or Images

Application Form Management

- a. Define Application
- b. Manage Application
- c. Scrutiny
- d. Bulk Upload
- e. Capture Enquiry
- f. Follow-ups
- g. Schedule

Admission

- a. Define Process
- b. Validation
- c. Schedule
- d. Capture Feedback
- e. Admission Letter
- f. Admit Card
- g. I Card Printing

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Academics

- a. Create Batch
- b. Allocate Students
- c. Allocate Faculty
- d. Lesson Plan
- e. Assignments
- f. Promotions
- g. Feedback

Grading & Examination

- a. Eligibility
- b. Convert Marks to Grades
- c. Normalization
- d. Grace Marks
- e. Report Card Printing

Fees & Fines

- a. Integration with Finance
- b. Fee Pattern
- c. Fee Collection
- d. Fee Arrears
- e. Fine Collection
- f. Fee Reports

HRMS

- a. Integration with Finance and Payroll
- b. Faculty Resume
- c. Attendance
- d. Leave
- e. Claims
- f. Loans & Advances
- g. Appraisal
- h. Employee master with service record
- i. Flexible pay structure definition
- j. File movement
- k. File movement workflow definition
- l. File (note put-up) movement and tracking

SMS /Email Integration

- a. For reminder
- b. Alert
- c. Notifications

Hostel

- a. Integration with Fee module
- b. Hostel Request

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- c. Hostel Allotment
- d. Hostel Attendance
- e. Mess Management

Library

- a. Integration with Fee module
- b. Library Member Management
- c. Catalog Management
- d. Circulation Management
- e. Catalog Reservation and Tracking
- f. Library Fine
- g. Suggestion and Subscription
- h. Barcode Printing

Time Table

- a. Class scheduling
- b. Resource Allocation
- c. Faculty Substitution
- d. Timetable Generation
- e. Attendance

Letter Printing

- a. Define letter Templates
- b. Request for letter print
- c. Print or mail Letter

Scholarship

- a. Define Scholarship
- b. Provide Scholarship

Alumni

- a. Alumni Details
- b. Calendar of Events
- c. Image Gallery

Self-Services Faculty

- a. Quick links for Easy Access
- b. Widgets
- c. Raising of requests and claims

Self-Services Student

- a. Quick links for Easy Access
- b. Widgets
- c. Raising of requests and claims
- d. Faculty Feedback Management System

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Community Networking & Learning & Management System

- a. Community Design
- b. Community Management
- c. Participant Management
- d. Collaboration
- e. Personalization
- f. Course & Curriculum design and Management
- g. Widgets like alerts, messages, reminders etc.

Payroll

- a. Integration with HRMS
- b. Monthly Payroll
- c. Miscellaneous Payments and Recovery
- d. Month-end Processing
- e. Saving and Income Tax Details
- f. PF / Final Settlement
- g. Pay slips send through email to all staff members in one click
- h. Online view facility to all KMC staff (like tax projection, salary slips etc.)
- i. Arrear Calculation (individual as well as all staff in one click)
- j. Income tax Projection
- k. Supplementary payment (other than salary) should be added in the concern month
- l. Online submission of Income Tax declaration with proof.

Finance & Accounting

- a. Basic vouchering
- b. General Ledger
- c. Accounts Payable
- d. Accounts Receivables
- e. Journal Voucher
- f. Taxation
- g. Fixed Asset
- h. Letter of Credit
- i. Audit
- j. Budgeting
- k. Bank Guarantee
- l. Balance Sheet
- m. Income & Expenditure
- n. Receipt & Payment
- o. Bank Reconciliation

Procurement & Inventory

- a. Integration with Finance
- b. Procurement
- c. Inventory Management
- d. Vendor Management
- e. F&A Integration

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Placement

- a. Placement Committee Management
- b. Eligibility List
- c. Student CV Management
- d. Promotional Travel Plan
- e. Placement Notification
- f. Campus Interview Conduct
- g. Placed Students Details
- h. Summer Internship
- i. Provisional Placement

Embedded Mailing System

- a. Centralized System
- b. Daily Backup
- c. Virus/Spyware/Spam Protection
- d. Active Syncing
- e. Push Email
- f. Contact Address List
- g. Maximum file size limit to 25 MB
- h. Mail Archiving Feature
- i. Calendar Invites/Meetings Feature
- j. Feature to create Mailing Groups

Infrastructure Management System

- a. Ticket Automation
- b. SLA (Service Level Agreement) Status Information
- c. Ticket Tags
- d. Individual Ticket queues
- e. Customizable ticket status options
- f. Product and inventory association
- g. Related Tickets

PRE-BID CONFERENCE

Pre-qualified vendors would be invited for a pre-bid user conference (needs assessment/study) to be held at KMC, New Delhi on specified date as per schedule given in the calendar of events.

TECHNICAL PRESENTATION

After participating in the user conference, the solution providers are invited to describe/demonstrate how their product can be configured to the best needs of the institute on a pre-announced day as per schedule given in the calendar of events.

SUBMISSION OF EOI, TECHNICAL AND FINANCIAL BIDS

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A statement indicating willingness to participate should be submitted to The Principal, Kirori Mal College, Delhi University, North Campus, New Delhi-07. EOI documents duly signed must be accompanied with an EMD of Rs.10,000/- in the form of DD drawn in favor of The Principal, Kirori Mal College. Bids received after last date and time, without fees would not be entertained in any case. The statement should include brief details of how the vendor meets pre-qualification requirements and also how the proposed solution meets the requirements mentioned elsewhere in this document. Documentary proofs for each of the items need to be submitted along with the EOI. Bids without documentary proofs would be outrightly rejected and no further correspondence in any form would be made with the bidders in this regard. Correspondence with the qualified and shortlisted bidders would be done through email only except mentioned otherwise. Primary contact number, fax number, email-id and name/designation of the contact person are required to be submitted along with the EOI. Participation by qualified and shortlisted bidders throughout the bidding process is compulsory and lack of interest or non-participation in any event mentioned in the calendar of events would be a sufficient reason to cancel the bid at any stage. No further correspondence would be made by KMC with bidders who are thus not serious. Any claim by the bidders citing reasons for non-participation on any grounds would not be entertained and their bids would be considered as cancelled. Technical and financial bids are to be submitted in separate envelopes.

Technical bid should include schedule for modular implementation. Financial bid should be submitted in the format as shown in Annexure I. Price quoted shall be valid for at least next three years. The monthly billing shall commence only after complete implementation and training as per agreed schedule of implementation.

OTHER CONDITIONS

- The registered users include only students, faculty, and administrators belonging to KMC. Limited access provided to parents, industry connects or representatives of Government / Government agencies for only viewing selective data shall not be counted as users for the payment purposes. College will pay
- Above prices will remain constant for three calendar years from the submission of first monthly bill. Rates thereafter shall be negotiated during the last quarter of this contract.
- All updates to the solution will be provided to KMC at free of cost over this three year period. However, KMC reserves the right to terminate the contract by giving three months' notice. In case of termination, the party shall provide all data in Excel/PDF format to the Institute.
- The solution shall be compatible with the current available infrastructure of the Institute and Institute will not be required to augment, update or procure any new hardware for implementing or operating the solution provided under this contract.
- Cost of any new facility / module, not included in this contract but made available by the vendor at later date, shall be separately negotiated and finalized.
- Government applicable taxes shall be paid separately at actuals and same should be included in the offer.
- The selected vendors will have to pay a performance bank guarantee for an amount equal to 10% of the total amount of the contract for the duration of warranty period.
- The payment towards AMC charges will be made quarterly after satisfactory completion of the contract period.
- In all matters of dispute relating to this Contract, the decision of the College shall be final and binding upon the agency. The Principal reserves the right to accept or reject any tender without assigning any reason thereof.
- A technical person should be allotted for the training of the ERP software to all the users for the agreed time.

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- A penalty clause, keeping GFR in mind; shall be a part of the final agreement/contract signed between the college and the successful bidder. The terms of the penalty clause shall be worked out at the time of the signing of the final contract.

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ANNEXURE I

FINANCIAL BIDS

(To kept separately in a sealed cover superscripting 'Financial Bid' on the top)

S.No.	Description	One Time Deployment Cost Including Taxes	Total

S.No	Description	Particulars
1	Name of the bidder firm/company	
2	Address	
3	Name of the authorized representative	
4	Designation/Capacity(Proprietor/Director/Official)	
5	Permanent Income Tax Account(PAN No.)	
6	Contact Number	
7	Email	
8	Quote* for ERP Solution at KiroriMal College Premises.	

Date:_____	Seal	Signature of the Bidder_____
Place:_____		Name_____
		Designation_____
		Address_____

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RECURRING COST

S.No.	Description	No. of Registered Users	Rates per Month per User	Total

OR

S.No.	Description	No. of Registered Users	Lump Sum Rates per month

OR

S.No.	Description	No. of Registered Users	Rates per Month per User per Module	Total

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TECHNICAL BID

(To be kept separately in a sealed cover superscripting 'Technical Bid' on the top)

S.No.	Description	Particulars
1	Name of the bidder firm/company	
2	Address	
3	Name of the authorized representative	
4	Designation/Capacity(Proprietor/Director/Official)	
5	Contact Number	
6	Email	
7	Details of EMD paid (DD no. Date/Drawee Bank)	
8	Details of Tender Fee paid (DD no. Date/Drawee Bank)	
9	Details of statutory licenses obtained(if any)	
10	Details of PAN/GSTRegn.	
11	Numbers of employees currently on rolls of the bidder	
12	Details of organization served/presently being served/Certificates to be attached)	
	Period	Details of the organization being served
	From	
	To	
(a)		
(b)		
(c)		

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Date: _____	Seal	Signature of the Bidder _____
Place: _____		Name _____
		Designation _____
		Address _____ _____

Note: The Technical bid shall be evaluated on the basis of Pre-qualifications & General Requirements as stated above in the RFP document.

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ANNEXURE II

UNDERTAKING

The Principal
Kirori Mal College
University Of Delhi
Delhi-110007

Sir,

I/We the undersigned certify that I/We have gone through the terms and conditions mentioned in the tender documents and hereby undertake to agree and comply with them in entirety.

I/We understand that in case of breach of any of the terms and conditions committed on our part, the contract for operating and running of KMC ERP will be liable to be terminated.

		Signature of the Bidder_____	
Date:_____	Seal	Name_____	
Place:_____		Designation_____	
		Address_____	
