



**INTERNATIONAL INSTITUTE FOR POPULATION SCIENCES, DEONAR,  
MUMBAI-400 088.**

**Tender No: IIPS/Stores/03/Cloud Based Academic ERP/2022**

**TENDER NOTICE FOR SUPPLY OF CLOUD BASED ACADEMIC ERP SYSTEM**

<b>Name of the work</b>	:	Supply Of Cloud Based Academic ERP System
<b>Earnest Money Deposit</b>	:	Rs.30,000/- in form of Demand Draft in favour of Director, IIPS, payable at Mumbai
<b>Tender Cost</b>	:	Rs. 2500/- in form of Demand Draft in favour of Director, IIPS, payable at Mumbai
<b>Date &amp; Time of Closing of Tender</b>	:	4 <sup>th</sup> March, 2022 at 3:00 p.m.
<b>Date &amp; Time for Opening of Tender – (Technical Bid)</b>	:	7 <sup>th</sup> March, 2022 at 2:00 p.m. (tentative)
<b>Address for submission of Tender</b>	:	<b>International Institute for Population Sciences (IIPS), Govandi Station Road, Deonar, Mumbai – 88</b>
<b>Place of opening the Tender</b>	:	<b>International Institute for Population Sciences (IIPS), Govandi Station Road, Deonar, Mumbai – 88</b>

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## ABOUT IIPS:

International Institute For population Sciences (IIPS) is a Deemed to be University under the administrative control of Ministry of Health & family welfare, GOI. IIPS holds a unique position among all the regional population centres. It was the first such centre started, and it serves a much larger population than any of the other regional centres

There are seven Academic Departments in the Institute. The faculty members and the supporting staff belong to a diverse interdisciplinary background with specialization in some core areas of population sciences, trained in India or abroad.

The Institute is the hub of a population and health-related teaching and research in India, playing a vital role for planning and development of the country. During the past years, students from different countries of Asia and the Pacific region, Africa and North America have trained at the Institute. The alumni are occupying prestigious positions at national and international organizations, universities and colleges, and reputed non-governmental organizations. Besides teaching and research activities, the Institute also provides consultancy to the Government and Non-Governmental organizations and other academic institutions.

### 1) PURPOSE OF THE TENDER:

- (i) The institute has 7 academic departments and one department of Extra Mural Studies (on project based) with approx. 600 plus students.
- (ii) The institute is planning to adopt an ERP system for maintenance of records of the students right from their admission to their passing out of the institute.

### 2) HOW TO APPLY:

- (i) Tenders are invited from Eligible bidders in a two-bid system i.e. Technical Bid & Financial Bid. The Technical Bid and Financial Bid should be sealed by the bidder in TWO SEPARATE ENVELOPES duly superscribed as "TECHNICAL BID" AND "FINANCIAL BID"& both these sealed covers to be put in a bigger envelope which should be sealed and superscribed "**TENDER DOCUMENT FOR SUPPLY OF CLOUD BASED ACADEMIC ERP SYSTEM**".
- (ii) The EMD amount and Tender Cost should be attached with the Technical Bid and put in the envelope that contains the Technical Bid. In case of MSME, holder exemption will be given in the processing fees (tender cost) and EMD. The sealed Tender Document should be dropped at the 3<sup>rd</sup> Floor of IIPS Library Building at the Dispatch Section on or before 4<sup>th</sup> March, 2022 by 3:00 p.m.
- (iii) The bidders should ensure that it complies with the above requirements before applying for tender.
- (iv) The technical bid envelope must contain the technical bid in prescribed Proforma as per Annexure – I along with Earnest Money Deposit (refundable but non-interest bearing) **Rs.30,000/-** form of Demand Draft favoring IIPS,

Mumbai and payable at Mumbai with all relevant documents in support of eligibility and experience criteria. Processing fees of **Rs. 2500/-** (non-refundable) in form of Demand Draft favoring IIPS, Mumbai should also be submitted along with EMD

- (v) The financial bid envelope must contain only the financial bid as per Annexure – II and shall include all costs for items and services as per the scope of tender.
- (vi) MSME Companies are exempt from the submission of Earnest Monet Deposit Amount.
- (vii) Bids not accompanied with EMD will summarily be rejected. Also, the EMD will be refunded to unsuccessful bidders after awarding Tender to L1. However, in the case of successful bidder, the EMD will be refunded after receipt of Performance Guarantee.
- (viii) Successful tenderer shall have to deposit Performance Guarantee of 5 % of the amount quoted in the form of Bank Guarantee/ Fixed Deposit from a Nationalized Bank in favour of IIPS Mumbai, valid for contract period and further renewable. This will be for due performance of the agreement in all respects. The Director & Sr. Prof, IIPS, Mumbai will be at liberty to adjust whole or part of this money to recover penalties or any other dues accruing to the IIPS. No appeal shall lie with any authority against the decision taken by him in pursuance of this clause. The performance guarantee should be valid for a period of 60 days beyond contract period.
- (ix) IIPS Shall not be liable to pay any interest on Earnest Money Deposit/ Security Deposit, which would stand credited to the IIPS. The successful bidder will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender otherwise the contract will be terminated and Earnest Money Deposit will be forfeited.
- (x) The technical bid will be opened at IIPS, on 7<sup>th</sup> March, 2022 at 2:00 p.m.(tentative). In the presence of the bidders/ their authorized representatives who wish to be present. The Financial bid will be opened on the date, which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.
- (xi) The interested Bidders are advised to read carefully the entire tender document before submitting their tender document in prescribed format and/or are found incomplete in any respect will be summarily rejected.
- (xii) All the documents attached with the bid must be legible and self-attested.

- (xiii) In case of any query IIPS will request the prospective bidder to submit their query through email at the designated email id's which will be informed/uploaded on the institute website.
- (xiv) A detailed proposal of the Academic ERP should be attached with the Technical Bid
- (xv) IIPS will call the technically qualified bidder for giving their ERP presentation on a particular date and time. Any modifications/suggested by the duly designated committee will be discussed during the presentation and the bidder have to implement the same accordingly.

#### 4. ELIGIBILITY CRITERIA:

#### Annexure-I

##### TECHNICAL BID

(Please go through the terms and conditions before filling up the Technical Bid)

S N	Particular	Details	Remarks if any
1	Name of the Firm/Agency/ Company		
2	Full Address of the Registered Office/Branch Office (if any)		
3	Telephone No		
4	Fax No :		
5	Email Address		
6	Website (if any)		
7	Status (whether firm is Proprietary/ Partnership Firm/Private Limited/Public Limited, Registered under Societies Registration Act Etc.		

8	Registration Number of the Organization (Please attach certificate of Registration/Incorporation)		
9	Name of the Director/Proprietor		
10	Designation		
11	Complete Address		
12	Phone No		
13	Mobile No		
14	Email :		

15	Annual Turn Over (Amount in Lakhs)  (Please attach copy of ITR for each financial year)	2018- 2019 :	
		2019-2020 :	
		2020-2021 :	
16	Details of Registration under various statutes		

S N	Registration Under	Registration NO.	Certificate Attached (Pls. mention YES/NO)
1	Shops & Establishment Act		
2	License Under the Contract Labour Act		
3	Provident Fund Registration Number		
4	Employee State Insurance Registration Number		
5	GST Registration Number		

6	Permanent Account No. (PAN)		
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7	Certified extracts of the bank Current Account containing transaction during the last three years	1)Name of the Bank :  Branch :	Attach certified copies
		2)Name of the Bank :  Branch :	
8	Valid MSEM/NSIC certificate for exemption in processing fees and EMD		
9	Any other relevant document (if you wish to enclose – please give details – if the space provided is insufficient, a separate sheet may be attached duly signed and sealed		

17. Give details of the major similar contracts handled by the Bidder during the **last five years** with **minimum turn over of Rs. 25 Lakhs per annum** or **two similar contracts in the last two years with minimum turn over of Rs. 50 Lakh per annum** in the prescribed format along with work order copies and contract successfully completed order (if any) (if the space provided is insufficient please attach a separate sheet).



**THE REQUIRED INFORMATION HAS TO BE IN FORMAT BELOW ONLY. PLEASE ATTACH THE WORK ORDER OF THE CURRENT CONTRACT AND ATTACH ATLEAST 3 SATISFACTORY WORK COMPLETION CERTIFICATE**

Sl .n o	Name & Address of the institute	Name & Designat ion of the Authorit y awardin g the contract	Contr act Value	Contr act Period	Natur e of s/w provid ed	No. of stude nts of the instit ute	Type instit ute
1							
2							
3							
4							
5							

**18. Details of Demand Draft:**

- **For Processing Fees**

DD No : \_\_\_\_\_ Date \_\_\_\_\_

Amount : \_\_\_\_\_ Name of Bank : \_\_\_\_\_

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

- **(2) For EMD**

DD No : ..... Date : .....

Amount : ..... Name of Bank : .....

Address : .....

.....

## **5. OBJECTIVE AND SCOPE OF WORK & SERVICES TO BE RENDERED :**

### **Objectives**

- To bring automation & computerization of Academics of IIPS.
- To deploy paperless internal processes.
- To bring Academic system under a central E-Governance System.
- To bring integrity & consistency in the information of the academic system..
- To connect all departments with real – time information communication channel.
- To deploy Quality of service (QoS) Standards.
- To bring accuracy, transparency effectively and efficiently.
- To bring automation in processes.
- To develop a special one stop solution to track the information, data, documents and processed and review accountability matrix.
- To enhance the auditing and authorization of system.
- To develop cloud-base responsive robust solution with the latest technology and Mobile friendly – responsive web standards.
- To develop automated notification system for critical and high security processes

### **Scope of Work**

The scope of work for the bidder for the project is broadly segregated under the following:

- Design, Development, Deployment (Cloud hosting) and maintenance of Academic ERP system.
- Provisioning of Cloud infrastructure required for hosting the ERP system.
- Support up to 2,000 users /year (Approx.).
- Provisioning of dashboard with DNS & DNS hosting for ERP system.
- Operation and Maintenance of the Application Software and Cloud Infrastructure provided for the same
- Training of IIPS Employees.
- Customization and Enhancement of the functionality in the modules as per IIPS requirements during the contract period.

## **Detailed Scope of Academic ERP Software**

The broad scope of ERP to be design and develop will be as per these functional requirements prepared in terms of various modules required at IIPS. Integrated Academic system is required by the Institute for single point control and management. List of modules are as under

### **1. Student Portal Management**

It Comprises of following

- Student Log In
- Detailed Personal Profile
- Syllabus Details
- Time Table
- Semester - Subject Wise Attendance
- Semester – Subject Wise Result History
- Download Teaching Notes, Assignments
- Course Registration
- Course Feedback
- Fee Schedule
- Detailed Fee Summary (Paid/Dues/Fines/Exemption etc.)
- Fee payment
- My Calendar
- Event Based Alerts
- Online Leave Application
- Leave Status
- Leave Report Card

### **2. Faculty Portal Management**

It Comprises of following

- Faculty Log in
- Batches / Students
- Scheduled Classes
- Mark Attendance
- Student evaluation (Marks / Grades)
- Upload Teaching notes, Assignments
- Course Progress View
- Event Based Alerts
- Number of student allotted as guide.

### **3. Academic & Student Management Module**

This section will deal with all the information pertaining to a student such as personal, academic as well as admission /fellowship and student report generation as per different criteria like , category, gender etc.

- Admission
- Semester registration
- Student Information
- Programs
- Specializations/Elective
- Class
- Time Table
- Scholarships/Fellowship
- Ph.D Course Management(Such as Guide allocation, Ph.D registration, half yearly report, Proposal presentation, synopsis, Thesis submission, Viva-Voce, Provisional certificate ,Fellowship etc)
- Semester/year wise student report as per different criteria. [All above reports can be produced in graphical as well as in text format like pdf, excel, csv etc.]
- Student Feedback
- Placement Report

### **4. Fees Management Module**

Using this section all types of fee under different heads can be collected from the student through online using integrated Payment Gateway and can generate different types of reports.

- Fee Configuration for different heads
- New admission fee deposit
- Semester/ Yearly Fee deposit online
- Miscellaneous Fee Collection online
- Receipt generation
- Main receipt / miscellaneous receipt
- Student fee payment track record
- Expected reports:
  - i. Daily/ monthly/ semester/ yearly fee collection/ miscellaneous report
  - ii. Defaulter report
  - iii. Head wise (hostel, transport, alumni etc.) collection report
  - iv. Any customize report

All above reports can be produced in graphical as well as in text format like pdf, excel, csv etc.

## **5. Exam Module**

It Comprises of following

- Exam calendar
- Question Paper Creation
- Evaluation
- Exams/ Hall tickets Creation
- Exams Arrangements
- Result declaration
- Transcript/Marksheet/ Degree Generation
- Exam Time Table
- Exam Attendance
- Convocation

## **6. Attendance Module**

It Comprises of following

- Student Attendance
- Holidays settings
- Custom reports for attendance
- SMS alert

## **7. Certificate Management Module**

It Comprises of following

- Online application for different certificate
- Document Upload
- Status of application
- Different certificate generation

## **8. Hostel Management Module**

It Comprises of following

- Fee payment
- Room allotment

## **9. Training**

The successful bidder must provide the offline training and documentation for all users of the system. Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the system. Over and above these trainings, the helpdesk shall provide the support to all users of the system.

## **10. Intellectual Property Rights (IPR)**

All necessary hardware, software, Source Code & object code of the software, Database generated, Design Document, All Requirement Specification, Hardware Sizing Documents, Test Plan, Test Data, Test Cases, licenses, cloud services etc. Intellectual Property Rights(IPR) will be in the name of the IIPS. IIPS shall have the sole proprietary rights over them.

### **Application Security**

The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers. Using Firewalls and Intrusion Detection Systems such attacks and theft should be controlled and well supported (and implemented) with the security policy.

The security implementation shall cover all three layers namely physical, network and transport layer.

System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.

System should have the ability to perform password management functions including controlled password expirations, minimum password length and enforcement of alphanumeric password standards, password history logging and user locking for failed login attempts.

System should maintain an audit trail of all the transactions and all entries into the system.

### **Maintenance Support**

The bidder has to ensure to deploy a required technical team at IIPS for the smooth implementation of project.

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 activities. The support 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.

The bidder will deploy a team providing support for both functional as well as technical issues. The functional and technical issues in the implemented system resulting in disruption of day to day activities of end users shall be referred to as 'Incidents'. These incidents shall be assigned a 'priority' which will be on the basis of the urgency/criticality and impact on IIPS.

The bidder shall provide and implement from time to time the Updates/New releases/New versions of the software and operating systems as required. The bidder shall provide updates & patches of the ERP software and tools to IIPS as and when released without any additional cost to IIPS.

The nature of support would be 24 ×7. The normal technical support hours would be 09:00 AM to 6:00 PM from Monday to Saturday every week. However, after that time and on Sunday (24 ×7 hrs), the nature of support would be on On-Call basis only for critical high priority incidents. For On-Call support, bidder shall nominate team and details of this team should be available to IIPS. If the system is inaccessible, the bidder has to work 24×7 till system availability.

Bidder would deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk etc. for onsite working and support.

Bidders must ensure the backup of ERP services and data on a daily basis.

### **Additional Technical points**

The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers. The security implementation shall cover all three layers namely physical, network and transport layer.

System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.

The bidder shall deploy the application only after it is security audited and certified as follows:

- GIGW compliance audit conducted by STQC Directorate.
- Safe to Host audit for the ERP portal conducted by Cert – In empaneled agencies.

Bidder must ensure regular backups for all databases in accordance with the backup and archive policies and recovery whenever required with appropriate permissions.

Bidders must ensure the backup of ERP services and data on a daily basis at Local Storage server that is to be installed at the Institute campus. The required storage server will be provided by the bidder.

Testing of backup media should be undertaken from time to time to ensure availability of data.

The bidder shall provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution.

Bidder would deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk etc. for onsite working and support.

The bidder must provide the necessary API/payment gateways and integrate the application/ERP with the other ERPs/ accounting software running in the institute (if any) without any additional cost. The bidder shall provide and implement from time to time the Updates/New releases/New versions of the software and operating systems as required. The bidder shall provide updates & patches of the ERP software and tools to IIPS as and when released without any additional cost to IIPS. System should maintain an audit trail of all the transactions and all entries into the system.

## **6. TERMS & CONDITIONS:**

- (a) Each page of the tender document is required to be signed by the bidder. The bidder shall also sign the documents / certificates in support along with the tender.
- (b) Tenders without EMD shall be summarily rejected.
- (c) Tender shall be submitted in prescribed / official tender document only. If submitted in any other form, the same shall be summarily rejected.
- (d) The tender documents shall be written legibly and free from erasing, corrections and overwriting, otherwise the bid will be rejected.
- (e) If any date mentioned above happens to be a holiday, then the next working day will be the relevant date.
- (f) IIPS reserve the right to accept/reject any/all offer(s) without assigning any reason.
- (g) IIPS reserve the right to cancel this tender at any time without assigning any reason before the selection of software vendor and the tendered shall not be entitled to claim any damage or compensation due to such cancellation.
- (h) This tender is subject to the jurisdiction of the local courts at Mumbai only. All disputes arising out of the tender shall have the jurisdiction of the local courts at Mumbai only.
- (i) Tenders received where the technical bid as well as financial bid is in same envelope shall be rejected.
- (j) IIPS may extend the contract for additional maximum of 02 years on early basis subject to satisfactory performance. The rates quoted shall be valid for 3 years. An increment of 5% on charges would be given after the end of every year for the next year.



## **7. FINANCIAL BID GUIDELINES:**

- a. Unless explicitly indicated, the bidder must not include any technical information regarding the services in the Financial Bid.
- b. As part of the financial bid, the bidders shall mandatorily quote for all the components as mentioned in the Annexed Financial Bid format of this tender.
- c. The Bidders are advised not to indicate any separate discount. Discount, if any, must be merged with the quoted prices. Discount of any type, indicated separately, shall not be taken into account for evaluation purpose of this tender.
- d. The bidder must quote the prices strictly in the manner as indicated in the tender, failing which bid is liable for rejection. The rate/cost shall be entered in words as well as in figures.
- e. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications. No upward adjustment of the financial bid price (to be mentioned in the letter of intent) shall be made because of any variations except for GST component. A bid submitted with an adjustable price quotation or conditional bid may be rejected as nonresponsive.
- f. The rates quoted by the tenderers/contractors should be exclusive of GST and the same will be payable by the Institute over and above the schedule of rates.
- g. Prices must be quoted entirely in Indian Rupees and must be inclusive of applicable rates, taxes & except for GST.
- h. All costs incurred due to delay of any sort, shall be borne by the Bidder.
- i. IIPS reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- j. If the price for any of the services is not explicitly quoted in the Financial Bid or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and IIPS has the right to source services for which no price was quoted or quoted as zero, at no additional price.
- k. If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the agreement.

## FINANCIAL BID

S.No.	Description	Amount	Remarks if any
1	One time set up of Academic Module		
2	Recurring Cost		
3	GST		
Total			

\* Please note the amount to be quoted has to be rate per user per month basis

Signature of the Bidder \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Seal of  
organization

## OTHER CONDITIONS

1. The registered users include only students, faculty, and administrators belonging to IIPS MUMBAI. 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.
2. Above prices will remain constant for three years (36 months) from the submission of first monthly bill. No Rates thereafter shall be negotiated during this contract.
3. All updates to the solution will be provided to IIPS MUMBAI at free of cost over this three-year period. However, IIPS MUMBAI 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.
4. 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.
5. The payment towards AMC charges will be made quarterly after due certification from Assistant Registrar - Academic.
6. In all matters of dispute relating to this Contract, the decision of the Director & Sr. Professor, IIPS, shall be final and binding upon the agency. He reserves the right to accept or reject any tender without assigning any reason thereof.
7. A technical person should be allotted for the training of the ERP software to all the users for the agreed time.
8. A penalty clause shall be a part of the final agreement/contract signed between the Institute (IIPS) and the successful bidder. The terms of the penalty clause shall be worked out at the time of the signing of the final contract.

**DECLARATION**

I \_\_\_\_\_ s/o; \_\_\_\_\_ d/o \_\_\_\_\_;  
w/o \_\_\_\_\_ Shri. \_\_\_\_\_ Signatory of the service  
provider, mentioned in this Tender Document, am competent to sign this declaration  
and execute this Tender Document.

2. I have carefully read and understood all the Terms & Conditions of the Tender and  
undertake to abide by them

3. The information/documents furnished along with the Technical and Financial Bid  
are true and authentic to the best of my knowledge and belief. I/we, am/are well  
aware of the fact that furnishing any false information/fabricated document would  
lead to rejection of my tender at any stage besides liabilities towards prosecution  
under appropriate law

4. It is also certified that our Agency's has not been terminated/blacklisted by any  
other organization and also no court case is pending/ongoing against the agency with  
regard to manpower supply in any court.

5. We understand that the decision of IIPS to accept/reject would be final and binding

\_\_\_\_\_  
**Signature of the Contract/or  
Authorized Signatory with  
Seal of the Agency/Firm :**

**(Name to be written – below signature)**

Date : \_\_\_\_\_

Place : \_\_\_\_\_