



भारतीय प्रौद्योगिकी संस्थान इंदौर  
Indian Institute of Technology Indore  
सिमरोल, खंडवा रोड़ इंदौर – 453552  
Simrol, Khandwa Road, Indore- 453552

**Expression of Interest (EOI)  
For implementing  
ERP (Enterprise Resource Planning)  
Systems for the Institute**

**Documents to be submitted online**

भारतीय प्रौद्योगिकी संस्थान इंदौर  
(सामग्री प्रबंधन विभाग)  
Material Management Section  
(Material Management Section)

सहायक कुलसचिव  
(सामग्री प्रबंधन विभाग)  
Assistant Registrar  
(Materials Management Section)

## Expression of Interest (EOI)

Indian Institute of Technology Indore invites online Expression of Interest (EOI) from eligible, reputed companies/firms for implementing ERP (Enterprise Resource Planning) Systems for the Institute as specified in this EOI document.

The Expression of Interest Document can be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in/epublish/app> OR the Institute website - <https://iiti.ac.in/tenders>

The Eoi is to be submitted online only through the E-procurement portal of <https://eprocure.gov.in/epublish/app>

## Schedule of Tendering:

Sl. No.	Event	Date and Time/ Remarks
01	Downloading of EOI document online from CPPP	<b>From August 25, 2022</b> <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> & <a href="http://www.iiti.ac.in/tender_mms.php">http://www.iiti.ac.in/tender_mms.php</a>
02	Submission Start Date	<b>August 25, 2022</b>
03	Last date & Time of Submission of EOI Online	<b>September 15, 2022 upto 03:00 P.M.</b> Please refer tender Terms at IITI
04	Opening of EOI Online	<b>September 16, 2022 at 03:00 P.M.</b> Please refer tender Terms at IITI
05	All the communications with respect to the EOI shall be addressed to:	<b>Assistant Registrar (MMS)</b> <b>IIT Indore, 4th Floor, West Wing</b> <b>Abhinandan Building, Khandwa Road,</b> <b>Simrol, Indore- 453552</b> Tel.: 0731-6603408/3369/3551, Email: <a href="mailto:mms@iiti.ac.in">mms@iiti.ac.in</a>
06	Submission of EOI Online	<a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
07	FOR TAKING ASSISTANCE, IF ANY	CPP Portal website: <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> CPP Portal Help Desk Toll Free No.:18002337315, 180030702232

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## INSTRUCTIONS FOR ONLINE SUBMISSION

The tender shall be submitted in accordance with these instructions and any tender not confirming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.
2. More information useful for submitting the online bids on the CPP Portal is available/ obtained at [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)
3. For Registration: Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
4. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulate any condition of his own, such conditional tender is liable to be rejected.
5. IITI reserves the right to reject any tender/bid wholly or partly without assigning any reason.
6. The Technical Committee constituted by the IITI shall have the right to verify the particulars furnished by the bidder independently.
7. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
8. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line <http://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
9. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.
10. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The IITI reserves the right to accept or reject any or all the tenders.
11. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link:-  
<http://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page>

  
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(Materials Management Section)

## **Instructions for Online Bid Submission**

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

More information useful for submitting online bids on the CPP Portal may be obtained at:  
<https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.); with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid

documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

*Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

### SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 4) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 5) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 7) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.



## GENERAL INSTRUCTIONS TO THE BIDDERS

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>

### Online Bid Form

The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the goods to be supplied, a brief description of the goods, their country of origin, quantity and prices.

### Online Bid prices

The Bidder shall indicate on the Price Schedule the unit price and total bid prices of the goods it proposes to supply under the Contract. To this end, the Bidders are allowed the option to submit the online bids for any one or more schedule specified in the "Schedule of Requirement" and to offer discounts for combined schedules. However, Bidders shall quote for the complete requirement of goods and services specified under each schedule on a single responsibility basis, failing which such bids (for the schedule in question) will not be taken into account for evaluation and will not be considered for award.

**Force Majeure:** Neither the contractor nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this contract caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.

**Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.

Note – Non-compliance of the above may disqualify your offer for consideration.

  
**Assistant Registrar (MMS)**  
**सहायक कुलसचिव**  
**(सामग्री प्रबंधन विभाग)**  
**Assistant Registrar**  
**(Materials Management Section)**

## **SECTION-I**

### **EOI Notification:**

IIT Indore (IITI) invites Expression of Interest from eligible, reputed companies/firms for implementing ERP (Enterprise Resource Planning) for the Institute as specified in this EOI document.

This Eoi is issued with the objective to finalize and issue the Request for Proposal (RFP) for implementation of an ERP Solution in IIT Indore. IIT Indore reserves the right to use the documents submitted as part of this Eoi in finalization of the RFP.

### **BACKGROUND**

IIT Indore is an Institute established under IITs Act 1961 and is an Institute of National Importance. IITI is a fully funded Autonomous Body under Government of India. It is a teaching and research Institute.

IITI has currently 11 Academic departments (list is in the Annexure), Administrative Departments, and Centers.

### **Brief About the Institute and the activities:**

At present, the Institute has around 3000 students. The Institute has planned to accommodate approximately 5000 plus students by the end of the next phase of campus construction.

As of July 2022, IITI has 11 departments with enrolment of 2700 students, pursuing studies in various programs viz. B.Tech., M.Sc, M.Tech., MS and Ph.D.

As of July 2022 IIT Indore has around 200 faculty members. As far as non-faculty posts are concerned, the Institute is functioning with 120 permanent staff and several project staff. IIT Indore has a very vibrant research culture with many Grant-in-Aid projects and labs.

It may be noted that the number of Departments and students may vary from time to time.

The Bidders have to understand the functioning of the Institute while preparing their offers. The following are required to be considered:

1. IIT Indore is a growing organization.
2. The number of students, faculty, staff, students, research / project staff, research projects, etc will continue to grow.
3. The number of departments, centers, and programmes offered will also continue to grow.
4. The proposed ERP solution should facilitate the smooth addition of new departments/centers/courses/workshops, etc. and also should enable smooth functioning, integration and coordination among all the existing academic and non academic units.
5. The provider of ERP solutions should also port data from the existing systems to the new ERP system.

## SECTION-II

### ELIGIBILITY CRITERIA FOR THE BIDDER

#### PRE-QUALIFICATION CRITERIA (Stage-I)

Sl. No.	Particulars	Compliance YES/NO (If No, Confirm the deviation)	Attach the Documents and Confirm the Page No.
1	Name of Firm/Tenderer/Company (in block letters)		Attach as enclosure & refer here]
2	Permanent Address & Telephone No.		Attach as enclosure & refer here]
3	Full Postal Address, Telephone/Fax No./E-mail:		Attach as enclosure & refer here]
4	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm (in original).		Attach as enclosure & refer here]
5	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in Original).		Attach as enclosure & refer here]
6	Income Tax Return (last three years), PAN No., Professional Tax, GST Regn. Nos. (enclose photo copies)		Attach as enclosure & refer here]
7	Company Category		Attach as enclosure & refer here]
8	Detail of technical manpower		[Attach as enclosure & refer here]
9	The bidder/Company should have completed & maintained at least TWO projects of ERP System Supply/Development and Implementation during the last 5 years with any of Centrally Funded Technical Institute (CFTI)/ State or Central University/ IIMs/IIITs/IITs/ISB and Deemed Universities having at least 1000 students		[Attach as enclosure & refer here]



10	Detailed Documents in respect of at least one ERP system. (Refer point No.4 of Pre-Qualification Criteria )		[Attach as enclosure & refer here]
11	DECLARATION REGARDING CLEAN TRACK		[Attach as enclosure & refer here]
12	DECLARATION OF ANNUAL TURNOVER AND INCOME TAX RETURN		[Attach as enclosure & refer here]
13	Performance Report for ERP Services provided in Government/ Semi-Government/ Autonomous Organizations		[Attach as enclosure & refer here]
14	The bidder/ Company should have been in the software design and development business and in implementation of ERP (Enterprise Resource Planning) Systems for at least 5 years as of 31st July 2022.		[Attach as enclosure & refer here]
15	The Bidder should be registered for Sales Tax/VAT/Service Tax/Excise/GST as applicable. The copies of documentary evidence in support of this must invariably be enclosed with the offer		[Attach as enclosure & refer here]
16	The bidder should have an average turnover of at least Rs.5 crores (Rupees: Five Crores only) in the last 3 financial years, (in any case in a given year it should not be less than Rs.2 Cr)		[Attach as enclosure & refer here]
17	The bidder / company should submit a detailed documentation in respect of at least one ERP system they have implemented in any one CFTI/ State or Central University/ IIMs/ IIITs/ISB and Deemed Universities. The documentation should detail the tender document, the modules implemented, methodology followed, time taken to complete the implementation from the date of issue of LOI, the functionalities implemented in each of the modules with work flow charts, the methodology used to derive work flow charts, a diagram showing the interaction between different modules, security mechanisms used in the solution, the nature of AMC contract, details of training to the Staff of the client, etc.		[Attach as enclosure & refer here]

18	Firm should have national presence with staff strength of not less than 50		[Attach as enclosure & refer here]
19	Should attach the order copy along with work completion certificate		[Attach as enclosure & refer here]
20	Understanding of Indian local conditions and India focus for Indian statutory laws, governance, taxes / duties, Government budget updates, import / export updates as a consultant for ERP implementation for Clients of similar stature.		[Attach as enclosure & refer here]

**Bidders are required to submit all supporting documents for above criteria with sign and stamp.**

**PRESENTATION TO THE EVALUATION COMMITTEE (Stage-II)**

Companies/Agencies shortlisted in pre-qualification ( Stage I) will be invited for making a presentation in presence of ERP Evaluation Committee at IIT Indore, they will be given a slot of fixed time period at a later date.

There will be no shortlisting/selection of bidders after Expression of Interest and the provision of bid submission will be open to all eligible bidders based on the Tender document (NIT)/RFP which will be published later, in line with non-committal mode of Expression of Interest.

The Director/any designated competent authority of IIT Indore reserves the right to modify contents of this Invitation for EoI or withdraw it completely at any point in time, without assigning any reason thereof.

## SECTION-III

### SCOPE OF WORK:

IIT Indore intends to implement an ERP project to automate and streamline its core Administrative, Academic, Research and Development, Human Resource Management, Finance, Examination, Hospital Operations, Stores, Purchase and other processes to improve administrative efficiencies and provide improved services to its stakeholders. For this purpose, it requires services of a competent IT Company/Firm which can understand the Institute's requirements of ERP and provide complete and fully integrated ERP application with implementation. The broad functional areas/modules identified, to be covered under 'The ERP System for IIT' include; but not restricted to-

- Academic Information Management System
- Admissions
- Alumni
- Attendance
- Budget, Finance and Accounting
- Payroll
- Stores & Purchase
- Inventory/Asset Management System
- Research and Development Projects Management
- Patents and Publications management
- Faculty & Staff Information
- Fee Management
- General Administration
- Hostel Management System
- Human Resources Management Recruitment as per GoI rules catering to reservations, roster maintenance, etc.
- Establishment Module including Employee Performance appraisal module (APAR)
- Infrastructure (Equipment) Management
- Construction and Maintenance Division (CMD)
- Hospital Management System
- RTI and Vigilance Cell Module
- Sports Management System
- Security Management System

While above inclusions are to guide the core functionality expected, these may however be added/amended based on IIT's requirement. IIT reserves the right to procure any one or combination of modules listed above or proposed by the bidder with necessary customization/modification.

Further, the following requirements should also be met by the proposed solution:

1. Front-end needs to be mobile responsive which will change itself to Mobile/Tablet/Laptop/Desktop's display accordingly for better view and usage of the application.
2. Single Sign On (SSO) needs to be implemented, which will allow logging into multiple modules with one login.

3. Every module (excluding sub modules) needs to be deployed in an independent virtual machine environment and the source code has to be given to IITI perpetually.
4. Every module needs to communicate in a secure way (i.e., using REST/Any other suitable API) with the other modules in case of data transfer/communication.
5. Bidder may be asked to supply necessary hardware for in house deployment.

#### **IMPLEMENTATION:**

1. To implement the solution at locations - as required by the IITI.
  - a. IITI may implement the ERP in phases.
  - b. IITI may contact the organization where similar ERP has been successfully implemented by the bidder.
2. To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, backup measures, disaster recovery, change management, etc
3. The Bidder is expected to incorporate all changes in business requirements in the application during the term of the project if any such changes arise.
4. Data integration/migration from the existing system to the new ERP System of IITI.
5. The bidder is required to depute adequate numbers of appropriate personnel at the user sites for required no. of days during the ERP Project Implementation.

#### **Training to the Users/Staff:**

1. To prepare the training schedule of ERP System/Modules for end users and take approval from IITI.
2. To train the designated technical and end users to enable them to effectively operate the ERP System/Modules.
3. To prepare training manuals and videos for ERP System/Modules and submit to the IITI.

**Technical Support and AMC:**

The Bidder/Company/firm has to give full support for five years after the ERP system goes live with the AMC contract. The performance of the company will be assessed based on the SLA model and may attract a penalty if not honored.

**Details of ERP System for IITI:**

Bidders are required to provide the following details of their proposed ERP System for IITI. For Additional/More details bidder can attach Separate Sheet/Brochure/Documents in the Technical Bid with Authorized sign and stamp.

**(I) Modules available in the ERP System being presented by the Bidder.**

S.no.	Name of Module	Available Features
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

**(II) Platform/Other Technical Details related to ERP System proposed for IIT:**

1. Software Development Platform/Frontend/Programming Languages etc.

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2. Backend Database Software/Platform:

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3. Operating Systems Compatibility:

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4. Browser Compatibility:

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5. Software Licenses requirements to use/run ERP System(if any):

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6. (A) Onsite —.....

(B) Cloud Base—.....

7. Security Parameter/Measures in ERP System:

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8. Any Other Application/System Related Technical Details:

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9. Suitable hardware design/configuration

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**Annexure-1**  
**List of Academic Departments**

**Departments in Engineering**

- Astronomy Astrophysics and Space Engineering
- Bioscience and Biomedical Engineering
- Civil Engineering
- Computer Science and Engineering
- Electrical Engineering
- Materials Science and Metallurgical Engineering
- Mechanical Engineering

**Departments in Science**

- Chemistry
- Physics
- Mathematics
- Humanities and Social Sciences

**Annexure-2**  
**Administrative Departments**

- Director's Office
- Dean's Offices
- Registrar's Office
- HoDs' Offices
- Academic Section
- Administration Section
- Establishment Section
- Recruitment Section
- Finance and Accounts Section
- Research and Development Accounts Section
- Stores and Purchase Section
- Hostel Coordination Unit
- Construction and Maintenance Division
- Guest Houses
- Security Office
- Central Workshop
- Placement Section
- Hospital
- Computer Center

Annexure-3  
**CLIENT DETAILS**

(To be submitted on Firm/Company Letterhead)

To,  
The Joint Registrar  
Materials Management Section  
I.I.T. Indore,  
Simrol, Khandwa Road  
Indore –  
453 552.

Date :

**Sub: NIT No. IITI(MM)/CC/1/1A/248/DV/2022-23 for “For implementing ERP (Enterprise Resource Planning) Systems for the Institute”**

Dear Sir,

Brief particulars of the similar work done in government institutions:  
(Please attach copy of work orders for our reference)

Order Placed by (full add of client)	Order No. & date	Brief Description of similar work done Rate Contract with other Companies / govt organization	Value of order	Date of completion of contract	Contact Person along with Telephone No., Fax No. And email Address
1	2	3	4	5	6

\_\_\_\_\_  
(Signature of the Tenderer)  
Company Seal:  
Date:

