

GLOBAL TENDER NOTICE

INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE IIMK Campus P. O., Kozhikode 673570 (Kerala)

Expression of Interest (Eoi) for Selection of Agency for Implementation of Enterprise Resource Planning (ERP) System at IIM Kozhikode

Eoi Reference No.	11-01(69)/EOI-20/2017-IIMK.PUR dated 27.11.2017
Date of Issue of Eoi	28.11.2017
Last date for submission of pre-bid queries	12.12.2017
Date of publishing the responses/ clarifications on pre-bid queries	18.12.2017
Last date for downloading the Eoi document	03.01.2018 at 05.30 PM
Last date and time for submission of completed Eois	04.01.2018 at 03.00 PM
Date & Time of Opening of Eois	04.01.2018 at 04.00 PM
Tentative Date of presentation	Will be communicated later
Cost of Tender Form	₹ 560/- [500 + 60 (GST @12%)] (Payable by way of DD in favour of Indian Institute of Management Kozhikode, payable at Kozhikode/Calicut. Tender should accompany the cost of Tender Form)

Expression of Interest (EoI) for Selection of Agency for Implementation of Enterprise Resource Planning (ERP) System at IIM Kozhikode

1.1 Introduction

The Indian Institute of Management Kozhikode (IIMK) was set up by the Ministry of HRD, Government of India in collaboration with the State Government of Kerala as the 5th Indian Institute of Management.

Institute's main campus is located at Kunnamangalam, Kozhikode, (also known as Calicut) in the State of Kerala. Institute also has a satellite campus located at the Info-Park in Kochi, Kerala.

IIMK proposes to implement Commercially off-the-shelf (COTS) ERP solution across all the sections of IIMK and invites Expression of Interests (EoI) from reputed, eligible and experienced Firms' offering ERP implementation services as detailed in the Scope of Work.

The bidders/agencies/firms are expected to do a preliminary survey and assessment of IIMK's system and processes to understand its requirements before submitting the response. Interested Firms may visit IIMK sections, at their own cost, to have a firsthand knowledge on the activities of the Institute, available infrastructure, work culture and IT systems, prior to submission of the response. Interested Firms will not be given any additional time for undertaking such visits.

The background, objectives and Scope of Work (SoW) to be accomplished by the bidder are provided in the subsequent sections of this document. The bidders may take note of the following:

- i. To be considered for Award of Work process, bidder should submit their EoIs in accordance with the requirements contained in this document.
- ii. IIMK reserves the right to update, amend and supplement the information in this document including the qualification process before the last date and time up to the receipt of bids.
- iii. This document is non-transferable.
- iv. IIMK reserves the right without assigning any reasons to abort the whole process.

2.0 Need for ERP

In order to meet the current challenges for sustaining competitiveness in the market as well as to move towards excellence in governance with less paperwork and enhance efficiency of the people and processes, there is a need for IIMK to undertake an ERP implementation. This exercise will enable IIMK to streamline and standardize the processes across the organization and to adopt some of the global best practices being followed in similar organizations.

A study of the organizational activities is required to be taken up by the bidders so as to get an idea/understanding of the customization to be done and complexity involved in the Unit level implementations. Also a study of the departments which already have their own IT solutions shall be required to be taken up by the bidders for suggesting evolving an integrated solution. This study by the bidders is also needed so that the required integration can be addressed suitably in the proposed ERP solution.

3.0 Pre-Qualification Requirements (PQR)

Bidder must fulfill the following Pre-Qualification criteria and must individually provide the Pre-Qualification documents as documentary evidence:

3.1 The Bidder should be a legal entity registered in India under a relevant Act (such as Private Limited Company, Public Limited Company, Limited Liability Company, Partnership Firm or any other similar business entity) and should have registered offices in India and should be in existence for at least last 5 years, as on 31st March 2017. The Bidder shall have valid Service Tax Registration, PAN number and GSTIN allotted by the respective authorities.

3.2 The Bidder shall not be under a declaration of ineligibility/banned/blacklisted/ fraud by any State or Central Government/ any other Government institutions in India for any reason as on last date of submission of the Bid.

3.3 Bidder should have positive net worth in each of the past three years i.e. 2014-15, 2015-16 and 2016-17. Bidder should have annual turnover of ₹ 1 crore from ERP Business in each of the past three years i.e. 2014-15, 2015-16 and 2016-17.

Details as per Form 6 (*Page 15*) along with audited financial statements to be attached.

3.4 Bidder should have active partnership agreement with the proposed Commercial off the shelf Software (COTS) OEM to supply the licenses and to provide implementation services to implement the solution in India.

3.5 Bidder should have experience of successfully executing three (03) ERP projects (with scope of work including ERP software, sizing of required and networking and manpower services) in past five years. Out of these three ERP Projects, the bidder should have executed at least two projects of ERP implementation in academic institutions such as IITs, IIMs, Central Universities and Top Ranked Institutions of Higher Education during the last five years.

3.6 Documentary evidence, along with client contact details and Completion certificate from clients to be attached as per the formats given in this document. The projects should have been completed as

on date of submission of EoI.

- 3.7 Bidder should have ISO 9001/(SEI) CMMI level 3 certifications. Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached.
- 3.8 The bidder should have partnership with at least one COTS OEM for at least last 3 years. The COTS OEM should have been present in India with registered office and support infrastructure for past 3 years.
- 3.9 The COTS application software with which bidder has partnership should have been implemented in at least two similar projects in academic institutions such as IITs, IIMs, Central Universities and Top Ranked Institutions of Higher Education during the last five years (preferably with multi-site operations).
- 3.10 There has to be reference of at least two institutions (IITs/IIMS/Central Universities/Top Ranked Institutions of Higher Education where more than 500 students are using the COTS solution with which bidder has partnership.

4.0 Scope of Work

The broad scope of the project envisages a complete turnkey solution which includes:

- 4.1 System Study.
- 4.2 Helping IIMK procuring the suitable in campus/cloud based ERP solution/software
- 4.3 Customization, Implementation and Maintaining of ERP application/solution.
- 4.4 Sizing of required computing resources (Servers, Storage, Backup solution, network and any other items required) as per requirement either for in campus or cloud based ERP implementation.
- 4.5 Data migration.
- 4.6 Training to IIMK's designated personnel.
- 4.7 Documentation.
- 4.8 Change Management.
- 4.9 Hand-over successfully at the end of the agreed period.
- 4.10 Annual operations and maintenance.

The proposed ERP solution should be deployable in multiple locations, should use Web technology and should be scalable and flexible. The solution should be customized according to the functional requirements of IIMK and should be able to cater to the needs of 2500 users with provision for future expansion.

5.1 Procedure for submission of Eol

- a. The bidders are advised to study this document carefully before participating. It shall be deemed that the Eol has been submitted by the bidder after a careful examination and full understanding of its implications.
- b. The Eol should be submitted in an envelope super-scribed “Eol for selection of agency for Implementation of Enterprise Resource Planning (ERP) System”. This envelope should contain all the relevant Documents. Using the relevant Forms given in this document, Bidders are required to submit the following details along with relevant documentary proofs in claim of their eligibility:

Criteria	Detail	Supporting document required	Compliance (Yes/No) alongwith page numbers of supporting document
Bidder's Profile	Information about the Bidder	Form No. 5	
Financial Strength	Bidder should have annual turnover of ₹ 1 crore from ERP Business in each of the past three years i.e. 2014-15, 2015-16 and 2016-17.	Form No. 6 Certificate from statutory authority for declaring turnover and net worth.	

Project Experience	Bidder should have experience of successfully executing three (03) ERP projects (with scope of work including ERP software, sizing of required and networking and manpower services) in past five years. Out of these three ERP Projects, the bidder should have executed at least two projects of ERP implementation in academic institutions such as IITs, IIMs, Central Universities and Top Ranked Institutions of Higher Education during the last five years.	Documentary evidence as per Form 8	
	Bidder should have implemented at least two ERP projects having at least 500 students each in (IITs/IIMS/ Central Universities/Top Ranked Institutions of Higher Education). Documentary	Documentary evidence as per Form 8/9/10	

Certification	Bidder should have ISO 9001/(SEI) MMI level 3 certifications. Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached.	Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached.	
Experience with the proposed COTS/ Software OEM	The bidder should have partnership with at least one COTS OEM for at least last 3 years.	Certification from OEM	
	The COTS OEM should have been present in India with registered office and support infrastructure for past 3 years		
	References of at least two IITs/IIMs/Central Universities/Top Ranked International Business Schools where the COTS application software with which bidder has partnership has been implemented during the last five years.		
	References of at least two institutions (IITs/IIMS/Central Universities/Top Ranked Institutions of Higher Education) where more than 500 students are using the COTS solution with which bidder has partnership.		

c. The EoI should also address the following points:

- Methodology and approach for implementation of the solution in terms of process design, solution configuration, deliverables, formats for deliverables, The Automation Project standards, the acceptance criteria for the deliverables, , data migration, testing, user adoption, cut over etc.
- Project Plan, structure and team – the project timelines, resource loading, and expertise deployed for the project, the mechanisms for review, feedback, risk mitigation etc.

- Support and maintenance – the approach, methodology, plan, resource loading etc.
- d. The envelope shall indicate the name and address of the bidders to identify the EoI and to enable the EoI to be returned unopened in case it is declared 'late' or 'rejected'.
- e. The EoI may be sent by the bidders by Courier/Speed-post, with the envelope marked as above to the following address:

**THE CHIEF ADMINISTRATIVE OFFICER,
INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE
IIMK CAMPUS P.O., KOZHIKODE – 673 570, KERALA
Phone: 0495-2803001-2803009**

- f. Alternatively, EoI may also be deposited by the bidders in the tender box kept in Indian Institute of Management Kozhikode, IIM Kozhikode Campus Post Office, Kunnamangalam, Kozhikode 673 570, Kerala.
- g. EoIs received through Fax/E-mail or through open letter shall be rejected.
- h. Any EoI received late/after the deadline for submission of the bids shall be rejected and returned unopened to the bidder.
- i. The EoIs of bidders meeting the PQR will be required to **make a presentation on a mutually convenient date which will be communicated later**. Those who are shortlisted based on PQR and presentation will be invited to submit their Technical and Financial Bids.

6.0 Clarifications on EoIs

To assist evaluation and comparison of the EoIs, the IIMK may at its discretion ask the bidder for clarification on the EoI. The clarification and response from bidder shall be in writing.

7.0 Cancelling the EoI

IIMK reserves the right to cancel/reject the EoI and any or all the bids without assigning any reason whatsoever at any time/stage.

Bid Formats / Forms

Form-1: Eol Submission Form
(to be submitted on the letter head of the bidder)

To

The Chief Administrative Officer (CAO)
Indian Institute of Management Kozhikode
IIM Kozhikode Post Office
Kunnamangalam
Kozhikode 673 570
Phone: 0495-2809150

Subject: Submission of Eol for “selection of agency for Implementation of Enterprise Resource Planning (ERP) System”.

Dear Sir/Madam,

We, the undersigned, offer to provide consultancy services for IIMK activities for Implementing ERP Solution in accordance with your Eol dated..... We are hereby submitting our Eol, which includes all the relevant Pre-Qualification Documents.

We hereby declare that all the information and statements made in this Eol are true and accept that any misinterpretation contained in it may lead to our disqualification and rejection of the Eol.

We also understand that you are not bound to accept any proposal you receive.

Yours faithfully,

Authorised signature (*in full and initials*)

Name and designation of the signatory

.....

Name of the Firm

Business address

Office seal.....

Place.....

Date

Form-2: Bidder's Authorization Certificate
(to be submitted on the letter head of bidder)

To

The Chief Administrative Officer (CAO)
Indian Institute of Management Kozhikode
IIM Kozhikode Post Office
Kunnamangalam
Kozhikode 673 570
Phone: 0495-2809150

Dear Sir/Madam,

<Bidder's Name>. <Designation> is hereby authorized to sign relevant documents on behalf of the company in dealing with Tender of reference (Tender No. & Date) _____ He is also authorized to attend meetings and submit technical and commercial information as may be required by you in the course of processing above said tender.

Yours faithfully,

Authorised signature *(in full and initials)*

Name and designation of the signatory

.....

Name of the Firm

Business address

Office seal.....

Place.....

Date

Form-3: Self Declaration
(to be submitted on the letter head of the bidder)

Ref:

Date

To

The Chief Administrative Officer (CAO)
Indian Institute of Management Kozhikode
IIM Kozhikode Post Office
Kunnamangalam
Kozhikode 673 570
Phone: 0495-2809150

Dear Sir/Madam,

In response to the Eol No. _____
_____ dated _____, as Owner/Partner/Director
_____, I/We hereby declare that
our Agency _____ is having unblemished
past record and was not declared ineligible for corrupt and fraudulent practices either
indefinitely or for a particular period of time.

We understand that in case the above information is found incorrect, our Eol will be
rejected.

Yours faithfully,

Authorised signature (*in full and initials*)

Name and designation of the signatory

.....

Name of the Firm

Business address

Office seal.....

Place.....

Date

Form-4: Certificate of Conformity
(to be submitted on the letter head of the bidder)

To

The Chief Administrative Officer (CAO)
Indian Institute of Management Kozhikode
IIM Kozhikode Post Office
Kunnamangalam
Kozhikode 673 570
Phone: 0495-2809150

CERTIFICATE

This is to certify that, the services for IIMK activities for Implementing ERP Solution which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the Tender document.

Yours faithfully,

Authorised signature *(in full and initials)*

Name and designation of the signatory

.....

Name of the Firm

Business address

Office seal.....

Place.....

Date

Form-5: Bidder's Profile

Sl. No.	Particulars	Details
1.	Name of Bidder	
2.	Incorporated as <i>(State Sole Proprietor, Partnership, Private Limited or Limited Firm, LLP)</i>	
3.	Incorporation year	
4.	Full address	
5.	Name of the top executive with designation Telephone Mobile Email	
6.	Service tax number	
7.	Sales tax/ VAT No.	
8.	CST No.	
9.	PAN No.	

Signature :

Name :

Designation :

SEAL :

Date :

Place :

Please attach necessary documents as per the above form.

Form-6: Financial Information

Please provide CA certified financial information of three last declared financial years.

Particulars	2014-15	2015-16	2016-17
Annual Turnover			

Note :-

- *Please attach copies of relevant financial statements and audited accounts for the three last declared financial years*

Form 7: Manpower Details/Number of ERP Professionals
(On Bidder's letter head)

To

The Chief Administrative Officer (CAO)
Indian Institute of Management Kozhikode
IIM Kozhikode Post Office
Kunnamangalam
Kozhikode 673 570
Phone: 0495-2809150

Subject: Number of Professionals

Respected Sir,

This is to certify that <<Company Name>> have more than 100 ERP professionals on its rolls as of 31 March 2017.

Dated this Day of 2017

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal / Stamp of bidder

Form-8: ERP Implementation Experience (General)

Sl. No	Items	Details
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
Project Details		
3.	Project Title	
4.	Start Date: MM/YYYY End Date : MM/YYYY	
5.	Current Status (work in progress/completed)	
6.	Number of staff deployed in the assignment	
Size of the project		
7.	Total Cost of the project	
8.	Period of contract	
9.	Technologies used	
10.	Number of end users catered to by the system	
11.	Number of transactions handled by the system on a	
12.	Multi-lingual features catered to for the web site	
13.	Any other information to be	
14. Narrative Description of the Project		
15. Documentary Proof and necessary details		
<i>Please attach the proof - Work Orders, Certificates or Letter of Appointments etc. with the credential only</i>		

Form-9: ERP Implementation Experience in Academic Institutions
(IITs/IIMs/ Top Ranked Institutions of Higher Education)

Sl. No	Items	Details
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
Project Details		
3.	Project Title	
4.	Start Date: MM/YYYY End Date : MM/YYYY	
5.	Current Status (work in progress/completed)	
6.	Number of staff deployed in the assignment	
Size of the project		
7.	Total Cost of the project	
8.	Period of contract	
9.	Technologies used	
10.	Number of end users catered to by the system	
11.	Number of transactions handled by the system on a	
12.	Multi-lingual features catered to for the web site	
13.	Any other information to be	
14.	<i>Narrative Description of the Project</i>	
15.	<i>Documentary Proof and necessary details</i>	
	<i>Please attach the proof - Work Orders, Certificates or Letter of Appointments etc. with the credential only</i>	

Form 10: Experience with COTS Software OEM

Sr. No.	Items	Details
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
Project Details		
3.	Project Title	
4.	Start Date: MM/YYYY	
	End Date: MM/YYYY	
5.	Current Status (work in progress/completed)	
6.	Number of staff deployed in the assignment	
Size of the project		
7.	Total Cost of the project	
8.	Period of contract	
9.	Technologies used	
10.	Modules implemented	
11.	Number of end users catered to by the system	
12.	Number of transactions handled by the system on a yearly basis	
13.	Multi-lingual features catered to for the web site	
14.	Any other information to be shared	
15. Narrative Description of the Project		
16. Documentary Proof and necessary details		
Please attach the proof - Work Orders Certificates or Letter of Appointments etc with the credential only		

Form-11: Non-Disclosure Agreement (NDA)

Third Party Non-Disclosure Agreement

I _____, on behalf of the _____ (Name of the Company), acknowledge that the information received or generated, directly or indirectly, while working with IIMK on contract is confidential and that the nature of the business of the IIMK is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the IIMK. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects,
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to IIMK all documents and property of IIMK, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/ data/ configuration, and all other materials and all copies thereof relating in any way to IIMK's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of IIMK and are reasonable given the nature of the business carried out by IIMK. I agree that this agreement shall be governed by and construed in accordance with the laws of the country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this _____ day of _____ 20 .

Authorised Signature (in full and initials)
Name and designation of the signatory
.....
Name of the Firm
Business address
Office seal..... Place.....
Date

Form-12: Deviation Sheet

Deviation Sheet

Sl. No.	Reference of the Clause No. of the Eol	Text as written IIMK Eol	Deviation asked for by the bidder	Remarks

Signed by _____

Name _____

Designation _____

Organisation _____

Date & Place _____

Phone/Fax/Mobile/Email:

Stamp & Seal _____

Form-13: High Level Project Approach

Sl. No.	High Level Project Approach
1	Detailed project approach must be tabulated here

Form-14: Detailed Project Approach

Sl. No.	Detailed Project Approach	Duration	No. of resources	On-site/Off-site
	All the activities to be carried out under each scope should be listed here in bullet points			

Form-15: Expectations of the firm from IIMK Team

Sl. No.	Expectations from IIMK
1	How can core IIMK team aid in the project should be mentioned here