

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

GOREGAON (EAST), MUMBAI

EOI No. IGIDR/EOI/ERP/2022/01. Dated 20.07.2022

REQUEST FOR EXPRESSION OF INTEREST (EOI)

FOR

Appointment of Consultant for the implementation of ERP System at IGIDR

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.
Telephone: 022 6909 6200/548/581. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Expression of Interest (EOI)

“NAME OF THE WORK: **Appointment of Consultant for the implementation of ERP System at Indira Gandhi Institute of Development Research – 400 065.**”

1. Institute invites bids from reputed & qualified consultants for the following service:

| Name of work | EMD (INR) |
|--|-----------------------|
| (1) | (2) |
| Appointment of Consultant for the implementation of ERP System at IGIDR | INR 10, 000.00 |

2. The EOI in two bid system being invited for the above mentioned service. IGIDR reserves its right to award the work to the successful bidder.
3. Bidder has to submit Earnest Money Deposit **Rs. 10, 000.00** (Rupees Ten thousand only) along with the bid.
4. The EOI bids in two bid system are invited through two separate Emails to tender@igidr.ac.in : **“Email-1: EMD and Pre-Qualification/Technical Bid”** and **“Email-2: Financial bid”**. Subject of email should be mentioned as- **“Email-1: EMD & Prequalification Bid for Appointment of Consultant for implementation of ERP System at IGIDR”** and **“Email-2: Financial Bid for Appointment of Consultant for the implementation of ERP System at IGIDR”** respectively. **The Financial bid should be attached as a PDF document protected with a password and the password to be shared at the time of financial bid opening through online meeting.**
5. Last date of submission of EOI bid shall be up to **03:00 PM on 16 August 2022.**
6. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION-A*

LETTER OF OFFER

Date _____

The Registrar,
Indira Gandhi Institute of Development & Research,
Gen. A.K. Vaidya Marg, Film city Road,
Goregaon (East), Mumbai 400065.

Subject: EOI for Appointment of Consultant for the implementation of ERP System at IGIDR, Mumbai.

Reference: NIT No. IGIDR/EOI/ERP/2022/01.

Dear Sir,

With respect to your above mentioned EOI, we hereby submit our bid in the required format along with Company Profile and supporting documents.

Should this bid be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

We have deposited NEFT/DD/FDR/BG as an earnest money or MSME certificate for exemption of EMD to the IGIDR, which will not bear any interest.

Should we fail to execute the contract when called upon to do so. We do hereby agree that this sum shall be forfeited by us to the IGIDR.

We have carefully gone through the terms and conditions prescribed and we accept the same without any alterations/modifications.

Yours faithfully,

Signature

Name & seal of Bidder

* The bidder should submit the Letter of Offer on their company letterhead.

SECTION-‘B’

GENERAL INSTRUCTIONS TO BIDDERS

1. Expression of Interest (EOI) should be addressed to **The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.**
2. Bidder has to submit Earnest Money Deposit of Rs. 10, 000/- (Rupees Ten thousand only) through **NEFT/DD/FDR/BG** to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” Account no. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with the screenshot of the transaction should be included in the part of EOI bid towards Earnest money.
3. The bidders registered under MSME are exempted for submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.
4. The scan copy of EOI bid to be submitted through Email to tender@igidr.ac.in through two separate Emails. “**Email-1: EMD, Pre-Qualification Bid**” and “**Email-2: Financial bid**”. The subject of emails should be mentioned as- “**Email-1: EMD and Prequalification Bid for Appointment of Consultant for the implementation of ERP System at IGIDR**” and “**Email-2: Financial Bid for Appointment of Consultant for the implementation of ERP System at IGIDR**” respectively. All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password and the password to be shared at the time of financial bid opening through an online meeting. The vendor should keep their password securely with them and be required to give it only when asked in an online meeting for a financial bid opening.**
5. The bids will be received up to **3:00 PM on 16 August 2022**. Each copy of the EOI document under their stamp and signature. No bid will be accepted after 3:00 PM on **16 August 2022** under any circumstances whatsoever.
6. The envelope/Email Marked “EMD & Pre-qualification Bid” shall be opened by REGISTRAR or his authorized representative in his office on the next day **17 August 2022 at 11:30 AM**. 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.
7. Financial bid of only qualified bidders will be opened. The date of opening of price bid shall be informed by institute to the qualified bidders.
8. Bid shall remain valid for acceptance by the Institute for a period of three months from the date of opening of the bid and the bidder shall not cancel or withdraw the quotation during this period.
9. The bidder must use only the bid forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the EOI form made by the bidder shall not be valid and shall be treated as null and void.
10. The bid form must be filled in English. If any of the documents is missing or unsigned, the bid may be considered invalid by the Institute in its discretion.
11. Rates should be quoted both in figures and in words in columns specified. All erasures and alterations made while filling the EOI must be attested by initials of the bidder. Overwriting of figures is not permitted.
12. Each Page of the EOI document should be signed by the authorized person or persons submitting the EOI in token of his/their having acquainted himself/themselves with the terms & conditions of contract as laid down. Any bid with any of the documents not so signed will be rejected.
13. A bid which is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their bid is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful bidder may be converted into Performance Security Deposit. The bidder who submitted

the MSME certificate for EMD exemption need to submit Performance security deposit after declaring as successful bidder. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the Institute.

14. The Institute does not bind itself to accept the lowest or any bid and reserves to itself the right to accept or reject any or all the bids, either in whole or in part, without assigning any reasons for doing so.
15. The rates shall also be firm and shall not be subject to change. The quoted amount in EOI must include in their rates, applicable GST and any other tax and stamp duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, stamp duty or levy whether existing or future, shall be entertained by the Institute.
16. The intending bidder can obtain any clarifications regarding the EOI document, scope of work etc. if any by contacting to **Mr. Lingaraj Panda (System Analyst)** on his **mobile- 9967635444** or through email- lingaraj@igidr.ac.in or from the office of **computer centre** of the **Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065** between 10:00 AM to 05:00 PM on any Institute's working day.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place:

Signature of Bidder

With the seal of their company

Date:

SECTION-‘C’

GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions.

1. The successful bidder shall provide the services strictly in accordance with scope of work and as per detailed instructions of the Institute's.
2. In all matters of dispute arising on the work, the matter shall be referred to the **Registrar Indira Gandhi Institute of Development Research, Goregaon** for a decision.
3. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.
4. **Payment Terms:** Payment shall be made after successful completion of services in phases as below-
 - a. 10% of contract value after completion of preparation and submission of details FRS.
 - b. 10% of contract value after completion of the tender process.
 - c. 10% of contract value after onboarding of vendor for implementation of ERP system.
 - d. 20% of contract value after successful implementation of Phase-1 as scheduled by the Institute.
 - e. 20% of contract value after successful implementation of Phase-2 as scheduled by the Institute.
 - f. 20% of contract value after successful implementation of Phase-3 as scheduled by the Institute.
 - g. 10% of contract value after handing over of the project by vendor and submission of report by vendor and the consultant.
5. **Completion Period:** The time period allowed for completion of work shall be 3 months for completion of tender process and onboarding of vendors and 9 months for implementation of ERP project from the date of issuance of work order.
6. **Penalty Clause:**

Time allowed for carrying out the work is 12 months, which shall be strictly observed by the successful bidder and it shall be reckoned from the 4th day of issue of work order. If the consultant fails to complete the service within the specified period they shall be liable to pay compensation at the rate of 1% per week subject to a maximum amount of 5% of the contract amount.
7. **Termination Clause:**
 - a. Without prejudice to any other remedy available to the Institute, in case of default on the part of the consultant in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the consultant commits substantial breach of his obligations and such breach is not corrected within 7 (seven) days from the date of receipt of the notice specifying the breach, by the consultant, the Institute may terminate this contract by giving a 15 (fifteen) days written notice of intended termination to the consultant.

- b. In the event of this Contract being terminated, the Institute shall be liable to make payments of the amount due under this Contract up to the effective date of termination for which services (including parts thereof) have been rendered by the consultant as per the payment terms.
 - c. Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the consultant without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this Contract.
 - d. Forthwith on the expiry or earlier termination of this Contract, the consultant shall, return to the Institute all the data, materials and equipment, belonging to the Institute with regard to this Contract. The Institute shall also intimate to the consultant a time when it can collect its equipment stored in the Institute and the consultant shall collect the same. In the event that the consultant does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.
8. On the earlier termination of this Contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature with company seal

Date:

SECTION 'D'

PRE-QUALIFICATION CRITERIA

● **Pre-Qualification Documents to be submitted by Bidder along with EOI:**

1. The bidder should be Firm/Partnership firms/Company/Society/Trust having appropriate registration (Submit documents like Partnership Deed, MOA, Certificate of Incorporation/Registration of Shop & Establishment/registration under Trust/Society).
2. The bidder should have experience of at least 5 years in providing consultancy services for the implementation of ERP systems (Submit relevant work order copies).
3. The Bidder should have valid PAN, Goods and Service Tax registration number (GST).
4. The bidder should have successfully completed at least **two** assignments at two different organizations preferably one in higher educational institutes/universities as a consultant for the execution of ERP projects amounting not less than **Rs. 50.00 Lakh** during the period of the last **seven years**. The bidder should submit a copy of work orders/appointment letters/contract agreement etc.
5. The bidder should have an average annual turnover for **Rs. 25.00 Lakh** during last three consecutive years and submit the copy of Audited Balance Sheets, Profit & Loss statements or CA certificate indicating turnover amount for last three financial years (i.e., FY 2018-19, FY2019-20 and FY 2020-21).
6. Submit details of at least 02 clients along with name & contact number of representatives and copy of the certificate of appreciation if any.
7. The bidder should not have been blacklisted by any Central/State Government/Public Sector Undertaking/Institute of Govt. of India. Should submit the undertaking as per **Annexure-A***.
8. The bidder should submit the details of their experienced staff in ERP consultancy projects as per format at **Annexure-B**.
9. Submit the Organization chart for the project team.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company, to be submitted along with the EOI duly stamped and signed by the authorized person of the bidder.

● **Information to be furnished by the bidder:**

| Sr. No. | Item | Information to be filled by Bidder |
|---------|--------------------|------------------------------------|
| 1 | Name of the bidder | |
| 2. | Address | |

| | | |
|-----|--|--|
| 3. | Telephone Number: Office /Residence: Mobile Number: E-Mail address: | |
| 4. | Details of Registration (number & date) if applicable: | |
| 5. | Month and Year in which the firm / company/Society/Trust was formed/ incorporated. | |
| 6. | Type of organisation (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., Trust/Society etc.) | |
| 7. | Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm) | |
| 8. | Qualification Details of staff of bidder (Enclose appropriate certificates) | |
| 9. | Turnover of Bidder in last 3 financial years (In Lakh) | FY2018-19: FY2019-20: FY2020-21: |
| 10. | Bank Account Details | A/c No. Bank Name: IFSC: |

Date:

Signature with company seal

SECTION-‘E’
SCOPE OF WORK

Scope of Work for the Consultant:

1. The successful bidder will visit the Institute to understand the details of the requirement. The shortlisted consultant will be required to discuss the outline and timeframe of the said work with all the respective/HOD's of the department.
2. IGIDR intends to appoint a proven, experienced & reputed Project Management Consultant (PMC) to study, assess, monitor & manage the execution of the complete ERP implementation in a timely manner.
3. The ERP implementation to cover the following modules:
 - FINANCE, ACCOUNTING AND AUDITING MANAGEMENT SYSTEM
 - GRANT MANAGEMENT
 - BUDGET MANAGEMENT
 - ASSET MANAGEMENT, STORES & INVENTORY MANAGEMENT
 - HUMAN RESOURCES (HR) & PAYROLL MANAGEMENT (as per Central Govt.)
 - PROJECTS MANAGEMENT
 - ACADEMIC ACTIVITY & CONSULTANCY, RESEARCH, PUBLICATION MANAGEMENT
 - PROCUREMENT LIFE CYCLE MANAGEMENT WITH E-PROCUREMENT PORTAL
 - CONTRACT & INSURANCE MANAGEMENT
 - EVENT MANAGEMENT
 - ACCREDITATION DATA MANAGEMENT (NAC, IQAC ETC) (Quality control)
 - DOCUMENT MANAGEMENT SYSTEM WITH WORKFLOW
 - LEGAL CASES AND RTI MANAGEMENT
 - FUNCTIONING OF VARIOUS CELL/COMMITTEES
 - PAYMENT GATEWAY & SMS INTEGRATION
 - HELP DESK TICKETING FOR ALL DEPARTMENTS
 - IDENTITY MANAGEMENT WITH ROLE BASED ACCESS
 - STUDENT LIFE CYCLE MANAGEMENT (process from Admission to obtaining Degree)
 - ALUMNI MANAGEMENT
 - PLACEMENT MANAGEMENT
 - THESIS MANAGEMENT
 - LMS (Learning Management Systems)
 - HOSTEL MANAGEMENT
 - GUEST HOUSE MANAGEMENT
 - TRANSPORT MANAGEMENT
 - LIBRARY MANAGEMENT SYSTEMS / INTEGRATION WITH KOHA SOFTWARE (preferably)
 - STUDENT, FACULTY, EMPLOYEE SELF SERVICE POTRAL to access the various functionalities of ERP Systems.
 - Institute WEBSITE DEVELOPMENT with links to ERP database to generate Dynamic content for various section of the website.
 - MOBILE APPLICATION FOR THE USERS TO ACCESS /INTERACT WITH THE VARIOUS MODULES OF THE ERP SYSTEMS.
 - MIS REPORT & DYNAMIC REPORT GENERATION
4. The PMC should carry out the necessary process for selection of System Integrators for (a) ERP Implementation; (b) System Integration.

5. Conduct 'As-is' study and to recommend changes with respect to project management & successful implementation and submission of tentative project plan aligning with the requirements of IGIDR.
6. To conduct/prepare a Functional Requirement Study (FRS) in coordination with IGIDR project team/concerned departments and getting the FRS document approved by IGIDR.
7. Prepare & submit 'To-be' proposal for ERP implementation in phases of the proposed modules and get the 'To be' document approved by IGIDR.
8. Submission of detailed project plan along with timelines aligned with IGIDR's indicative timelines.
9. Prepare and submit the estimated cost for implementation of ERP project at IGIDR based on requirement of modules and FRS approved by the institute.
- 10. Tendering Process for selection of System Integrator:**
 - i. Preparation of tender document in coordination with the IGIDR project team.
 - ii. Bid management process: Preparation of replies to bidders' queries; etc.
 - iii. Assisting IGIDR in releasing Corrigendum on need basis if any.
 - iv. Technical Evaluation of bids as per the criteria set in the RFP/tender.
 - v. Preparation of detailed bid evaluation statement/report.
 - vi. Preparation of comparative statement of financial bids and analysis.
 - vii. Preparation of documents such as Award of work, Contract document, Nondisclosure agreement, integrity pact etc.
11. Aligning various stakeholder teams for discussions, finalization of the implementation plan, ensuring the implementation plan is vetted by OEM/system integrator wherever applicable, managing project timelines, review of project progress, conducting meetings with various stakeholders, presentation to various committees at various project stages, resolution to issues during the implementation, overseeing the complete ERP implementation activities.
12. Managing User Acceptance & Testing (UAT) conducted by ERP vendor, help IGIDR on change management and commissioning of entire IT transformation project after successful implementation.
13. Managing the parallel audit of all the implementation projects leading to successful commissioning & moving the implementations to production.
14. Define & implement project risk management framework for the projects.
15. Conduct training on capacity building in coordination with the ERP implementation organization.
16. Deputation of team/representative during the execution of project.

Date:

Signature of Bidder with seal

SECTION-'F'
FINANCIAL BID*

EOI No. IGIDR/EOI/2021/...../.....

Date:12.2021

| Sr. No. | Particulars | Quantity | Unit | Quoted Amount INR |
|----------------|---|-----------------|-------------|--------------------------|
| 1 | Providing consultancy services for implementation of ERP system as per required modules at IGIDR including preparation of FRS, tendering process, coordination with stakeholders, preparing implementation schedules, recommendations wherever required, checking of various modules and implementation, Parallel audit of implemented project etc. as mentioned in the scope of work. (inclusive of all charges) | 1 | No. | |
| | | | | |
| | Net Amount INR | | | |
| | GST @..... Amount INR | | | |
| | Total Amount including GST INR | | | |

Total quoted amount in words Rupees

Date:

Signature of Bidder with seal

Annexure – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

UNDERTAKING

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s _____, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company letter head duly signed and stamped on it.*

Annexure – B*

- Details of Experienced Staff related to ERP consultancy projects:

| Sr. No. | Name of employee | Qualification | Designation | Experience (No. of Years) | Domain Knowledge |
|----------------|-------------------------|----------------------|--------------------|----------------------------------|-------------------------|
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**To be submitted on company letterhead duly signed and stamped on it.*