

EOI No. NID/IT/04/2022 - 23 Dated 21- Jul 22



राष्ट्रीय डिज़ाइन संस्थान
NATIONAL INSTITUTE OF DESIGN

**EXPRESSION OF INTEREST (EOI) NON-COMMITTAL FOR ERP SYSTEM/SOFTWARE FOR
NATIONAL INSTITUTE OF DESIGN AHMEDABAD AND EXTENSION CAMPUSES -
GANDHINAGAR AND BENGALURU.**

Last date for Submission: 04th August 2022

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SECTION – I
Notice Inviting Expression of Interest (Eoi)

National Institute of Design, Ahmedabad invites Expression of Interest (Eoi) for ERP from leading, professionally & Reputed Companies who have required experience in relevant and similar execution for Deployment, Supply, Implementation, and Maintenance of complete ERP solutions in Educational Institutes IITs/ NITs/IIMs/Central/State Universities/ Autonomous Educational/Research Institutions/Deemed Universities/Government Organization.

Interested Service Providers who meet the pre-qualification criteria may furnish their Expression of Interest bids along with all the necessary documents. The scanned copy of proposals/ offers are to be submitted through email to erp@nid.edu with subject should be mentioned as- **“Expression of Interest for ERP Software for National Institute of Design, Ahmedabad and its campuses Gandhinagar and Bengaluru”**. 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 Email.

SECTION - II
GENERAL INSTRUCTIONS TO EOI BIDDER

The EOI bids are to be submitted by 04th August 2022 by 5:00 pm. Bids received later shall be liable to be rejected.

The Email with subject “**Expression of interest (Eoi) for ERP Software for NID Ahmedabad**” shall be opened by authorized representative of NID(Ahmedabad) on the same day at **06:00 PM**. 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.

Any amendment/ updates to the Eoi or its Terms & Conditions will be uploaded on official website of the NID.

The EOI bidders who are qualified based on the prequalification criteria will be short listed and only they shall be,

- a) Invited to visit NID to get updated about the detailed requirement analysis of Institute.
- b) The shortlisted EOI bidders will be asked to make a technical presentation, including demonstration of their product and capabilities along with features mapping against our requirements before the designated Committee/ representative.

The EOI bidder can obtain clarifications regarding the EOI document, scope of work etc. if any by contacting erp@nid.edu

Tele contact: 079-26629757.

IT Centre, National Institute of Design
Opp. Museum Paldi, Ahmedabad 380007

SECTION - III

PRE-QUALIFICATION CRITERIA

Pre-Qualification Documents to be submitted by EOI bidder along with EOI:

- a) EOI bidder should be an OEM having own ERP product or be an Authorized OEM partner having inhouse capabilities of Deployment, Supply, Implementation, and Maintenance of complete ERP solutions of OEM product.
- b) EOI bidder/OEM should be a registered company under the Indian Companies Act with at least 5 years of experience in implementing Customized ERP solutions in Educational Institutes IITs/ NITs/IIMs/Central/State Universities/ Autonomous Educational/Research Institutions/Deemed Universities/Govt organizations/private organization.
- c) EOI bidder should be registered with the Goods & Service Tax Department and have valid GST registration and carry a valid PAN number.
- d) EOI bidder should be a profitable company for the last three years and should have an annual turnover of **Rs. 5 Crores** for similar services only in the last three financial years. EOI bidder must upload Audited Financial Statements for the last three financial years. EOI bidder must upload the detail certified by the Chartered Accountant.
- e) The EOI bidder should submit the audited balance sheet and P & L account statement of last three financial years and should have positive net worth in each year.
- f) EOI bidder/OEM should have successfully developed customized ERP/Management system for at least three (3) higher educational institutions out of which at least one should be a reputed institution like IITs/ NITs/IIMs/Central/State Universities/ Autonomous Educational/Research Institutions/Govt organizations. (Duly filled Annexure B with work orders issued by each client must be uploaded)
- g) EOI bidder/OEM should be currently maintaining such ERP system/software in at least three (3) educational institutions out of which at least one (1) must be a reputed institution like IITs/NITs/IIMs/Central/State Universities/ Autonomous Educational/Research Institutions/ Govt organizations. (Duly signed work orders issued by each client must be uploaded)
- h) EOI bidder/OEM should have executed successfully three (3) single contracts for more

than Rs. 1 crore from similar assignments during the last five years in any of the reputed institutions like IITs/ NITs/IIMs/Central/State Universities/ Autonomous Educational/Research Institutions. EOI bidder must upload work order and satisfactory completion certificate in support of its claim.

- i) EOI bidder/OEM should have ISO 9001:2015 and ISO27001:2013 certification in software development.
- j) EOI bidder/OEM must have a minimum strength of 50 technically qualified professionals as on 30/06/2022 on its rolls.
- k) EOI bidder/OEM should not have been blacklisted for any reason by any government institution/ department in the past three years.
- l) The ERP Product OEM should also have 24 X 7 X 365 days support center located in India.

EOI bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the EOI 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 wherever applicable, with duly stamped and signed by the authorized person of the EOI bidder and scan copy to be submitted along with the EOI.

SECTION - IV

GENERAL TERMS AND CONDITIONS

1. EOI bidder shall not be permitted to withdraw his/ her/ its offer or modify the terms and conditions thereof after acceptance of EOI. Any such attempt shall debar that bidder to participating in any procurement process undertaken by NID, for a period of one year.
2. NID(Ahmedabad) reserves the right to accept/reject any or all the bids or in part and cancel the process without assigning any reason whatsoever. The same shall be binding on the participants.
3. NID(Ahmedabad) also reserves the right to modify and/ or relax any terms & conditions of this EOI document before last date of submission of EOI to safeguard its interest.
4. NID(Ahmedabad) reserves the right to cancel the EOI process without assigning any reason whatsoever, at any stage, in case of any change in requirement.
5. The Bidder shall bear all costs associated with the preparation and submission of the Bid and NID will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
6. Amendment of Bidding Documents.
 - (a) At any time prior to the deadline for submission of bids, NID, for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the bidding documents by amendment.
 - (b) Bidders will be notified of the amendment if any, published on NID, CPPP and nprocure websites and such modification will be binding on them.
 - (c) In order to allow prospective Bidders a reasonable time to consider the amendment in preparing their bids, NID, at its discretion, may extend the deadline for the submission of bids.
7. Language of Bid.

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NID shall be in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For purposes of interpretation of the bid, the translation shall govern.

Bids will be prepared in English language and if any supporting documents are there in the local language the same can be accepted.
8. Technical Section
 - Clause by clause Compliance statement for Bid document including

all annexure to be submitted.

- All annexure / Table, duly filled-in with necessary proofs, as required and stated in the bid document.

Lack of information to Bidder.

The Bidder shall be deemed to have carefully examined all work-order documents to his entire satisfaction.

9. Terms and Conditions.

Terms and conditions for Bidders who participate in this EOI are specified in the section named "Terms and Conditions". These terms and conditions are binding on all the Bidders.

10. Preliminary Scrutiny.

NID(Ahmedabad) will scrutinize the bids received to determine whether they are complete and as per requirement.

11. Clarification on Bids Received.

To assist in the scrutiny, evaluation and comparison of bids, NID(Ahmedabad) may, at its discretion, ask some or all the Bidders for clarifications on the bid made by them. The request for such clarifications and the Bidder response will necessarily be in writing.

12. Bids not considered for evaluation.

Tech Bids that are rejected during the bid opening process due to incomplete documentation or late receipt, partial submission shall not be considered for further evaluation.

13. In all matters of dispute arising on the work, the matter shall be referred to The Director, National Institute of Design, Ahmedabad for a decision. The decision so taken by the authority shall be binding on both parties.

14. Jurisdiction: - In the event of any dispute not resolved amicably as enumerated in clause above, Ahmedabad shall be considered as the place of execution of this work-order arrangement and only courts in Ahmedabad alone shall have jurisdiction in the matter

SECTION - VI
FEATURES REQUIREMENTS

National Institute of Design is internationally acclaimed as one of the finest educational and research institutions for Industrial, Communication, Textile and IT Integrated (Experiential) Design. It is an autonomous institution under the aegis of the Ministry of Commerce and Industry, Government of India. **The Act of Parliament, by virtue of the National Institute of Design Act 2014, has declared NID 'Institution of National Importance'.**

It is also recognized by the Department of Scientific and Industrial Research, Government of India as a Scientific and Industrial Research Organization.

National Institute of Design, Ahmedabad is longing for Installing a comprehensive, integrated ERP software system, to address the needs of all its major functions. Institute needs a common database which can be shared by all departments so as to bring down any redundancy of work as well as ensure better coordination and workflow.

The brief outlines of activities of the departments are given below for reference, to design the solution details of the process will be obtained through SRS by the EOI bidder.

- FINANCE, ACCOUNTING, PAYROLL AND AUDITING MANAGEMENT SYSTEM
- GRANT MANAGEMENT
- BUDGET MANAGEMENT
- ASSET MANAGEMENT, STORES, INVENTORY AND DISPOSAL MANAGEMENT
- HUMAN RESOURCES (HR) MANAGEMENT (as per Central Govt.)
- STUDENT LIFE CYCLE MANAGEMENT (process from Admission to obtaining Degree)
- ACADEMIC ACTIVITY MANAGEMENT
- PROCUREMENT CYCLE MANAGEMENT
- CONTRACT & INSURANCE MANAGEMENT
- EVENT MANAGEMENT
- PROJECTS MANAGEMENT
- FUNDED RESEARCH PROJECTS MANAGEMENT
- CONSULTANCY PROJECTS MANAGEMENT
- SCHOLARSHIP AND SPONSORSHIP MANAGEMENT
- ENDOWMENT MANAGEMENT

- CORRESPONDENT INTER/INTRA CAMPUS
- COOPERATIVE SOCIETY MANAGEMENT
- 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
- ALUMNI MANAGEMENT
- PLACEMENT MANAGEMENT
- PHD PROGRAM MANAGEMENT
- LMS (Learning Management Systems)
- HOSTEL MANAGEMENT
- GUEST HOUSE MANAGEMENT
- TRANSPORT MANAGEMENT
- VISITORS MANAGEMENT
- LIBRARY MANAGEMENT SYSTEMS / INTEGRATION WITH LTLs SOFTWARE (preferably)
- STUDENT, FACULTY, EMPLOYEE SELF SERVICE POTENTIAL to access the various functionalities of ERP Systems.
- Institute WEBSITE DEVELOPMENT 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

EOI bidder may suggest/recommend any other function of the institute not covered above as per the industry best practice.

Some of the outcome expectation from the integrated software are:

- Reduce paperwork and manual filing and record keeping, while ensuring confidentiality.
- Workflow based process approval and archival mechanism
- Digital signatures for selected high-level functionaries
- Web-based application hosted on cloud/Onsite with the capacity for future improvement and upgradation.
- Availability of Real- time information at all levels.
- Provides an effective Decision support system so that timely decisions can be taken.
- Data consistency and highly secured system with backup and restoration system.
- Access with single sign-on
- Fully configurable web-based system
- Supporting bio-metric, internet banking, and smart card inputs

- Capability for continuous improvement and up-gradation
- Configurability through web-interface and client interface
- Comprehensive data and application security features
- Archival of information and data
- define and view rules and regulations of the Institute as per applicable GOI / NID Ahmedabad norms
- role-based access rights and collaborative validations of data entries
- Faster and automatic customized report generation as per requirements, and Provision for decision support mechanism
- The ERP solution should be vertically and horizontally scalable to handle increased load without requiring forklift upgrade.

Training Warranty & post warranty Support

- Has capabilities to provide on-site comprehensive warranty/AMC for at least 10 years for ERP Solution/ products/ equipment / software from the date of implementation of last module of ERP of each phase.
- Has capabilities to provide adequate training to different personnel at various levels of the departments.

Guiding Principles

EOI bidder should adopt best practice related to various function of ERP solution while requirements study of proposed ERP solution. The best practices may be more than what are specified below:

- The proposed solution should be an Integrated, Scalable, Modular User-friendly and Highly Available.
- The proposed solution can be **cloud based model or onsite** and should have load balancing and distributed deployment capabilities.
- The proposed solution must implement role-based access for authentication and authorization to various modules and applications.
- The proposed solution must implement latest technology and support future technologies like Internet of things (IOT), Artificial Intelligence (AI), Machine learning (ML)
- The proposed solution should implement dashboards and KPIs (Key performance indicators), Analytics which help in quick decision making.
- The proposed solution must implement BIRT (Business Intelligence and Reporting Tools) reports for taking export as MS Excel, Word and PDF formats.
- The proposed solution must implement a multi-level security across various tiers and software layers of the IT platform.
- Best practices from the industry must be implemented across the tiers and layers of the

proposed solution and across various phases of the ERP.

SYSTEM REQUIREMENTS SPECIFICATION (SRS)

Preparation of a System Requirements Specification (SRS), document based on a study of the processes of the Institute. The SRS should be prepared using industry standard practices based on models such as Use Cases. The actual methodology to be used is to be given in detail. It is to be understood that the SRS is not for a customized implementation, but as a first step to understand the existing processes and to provide specific inputs to the gap analysis. Since the SRS will be based on end-user inputs, its preparation will help speed up the implementation:

Documentation

Providing all design, documents, user and operational manual

SECTION - VI

DETAILS OF THE PROPOSED ERP

EOI bidders are required to upload/attached following details. For Additional/More details EOI bidder can upload Separate Sheet/Brochure/Documents in the Technical Bid with Authorized sign and stamp.

Name of the ERP:

Sr. No	Name of Modules	Available Features
--------	-----------------	--------------------

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Date:

Signature of EOI bidder with seal

SECTION - VI

INFORMATION TO BE FURNISHED BY THE EOI BIDDER:

Sr. No.	Item	Information to be filled by EOI bidder
1	Name of the EOI bidder	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: E-Mail address:	
4.	Details of Registration (number & date):	
5.	Month and Year in which the firm / company was formed/ incorporated.	
6.	Type of organization (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., etc.)	

SECTION: VII

Platform/Other Technical Details related to “ERP Software”

1) Software Development Platform/Front-end/Programming Languages etc.:

2) Back-end Database Software/Platform:

3) Supported Operating System:

4) Supported Browser

5) ERP Licenses requirements perpetual/subsription and student/faculty

6) Deployment Architecture:

(A) Onsite: _____

(B) Cloud Based: _____

7) Any Other Application/System Related Technical Details:

8) Dependency List, if any:

ANNEXURE – A
LETTER OF OFFER

Date _____

To,
The Director
National Institute of Design
Opp Musuem, Paldi Ahmedabad 380007
Gujarat – India

Subject: Expression of interest (Eoi) for ERP System/Software

Reference: EOI No. NID/IT/04/2022 - 23 dated 21 Jun 22

Dear Sir,

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

Should this EOI be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions.

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

Yours faithfully,

Signature

Name & seal of EOI bidder

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

ANNEXURE – B

SIMILAR WORK EXPERIENCE

Date:

Subject SUPPLY AND INSTALLATION OF ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION

1. We hereby declare and confirm that we, _____ (Name of the EOI bidder), having registered office at _____ (address) have successfully executed following projects. We are providing the details below:

Sr. No	Name of the Organization	Address of Installation	Start Date of the Project	Completion Date of the Project	Scope of Work Description in Brief of the Module used in the Solutions	Value of The Project in Rs.	Supporting PO and Completion Certificate attached or not
1							
2							
3							
4							
5							
6							

Yours Sincerely,

(Signature of Authorized Signatory)

Name and Designation of the Authorized Signatory:

Seal:

Annexure – C

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD.

UNDERTAKING

To,
The Director
National Institute of Design
Opp Musuem, Paldi Ahmedabad 380007
Gujarat – India

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.*