



NOTICE INVITING TENDER in two-stage bidding process

FOR

**SUPPLY, INSTALLATION, IMPLEMENTATION AND SUPPORT  
OF ENTERPRISERE SOURCE PLANNING (ERP) SOLUTION**

**AT**

**NATIONAL INSTITUTE OF DESIGN, ANDHRA PRADESH**

Tender Enquiry No. NIDAP/ Admin/NIT/2021/004 dated

28/12/2021

## **National Institute of Design, Andhra Pradesh**

**(An autonomous Institute under the DPIIT) Ministry of Commerce & Industry, Government  
of India -**

**EEE & ECE Building, Ground Floor, ANU Campus, Guntur, Andhra Pradesh - 522510,  
Website [www.nid.ac.in](http://www.nid.ac.in)**



# NATIONAL INSTITUTE OF DESIGN ANDHRA PRADESH

(An autonomous Institute under the DPIIT, Ministry of Commerce and Industry, Government. of India)  
EEE & ECE Building, Ground Floor, ANU Campus Guntur 522510 web: www.nid.ac.in Ph: 0863-2377204

## NOTICE INVITING TENDER FOR IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING (ERP) SOLUTIONS THROUGH E-PROCUREMENT

### **Brief About NID AP**

**NATIONAL INSTITUTE OF DESIGN ANDHRA PRADESH** is established in 2015 as an autonomous Institute under the DPIIT, Ministry of Commerce and Industry, Government of India. Presently NID AP is operating from the Transit Campus located at EEE Building, Acharya Nagarjuna University(ANU), Nagarjuna Nagar, Guntur - 522510, Guntur - Vijayawada Highway, Andhra Pradesh and it is expected to migrate to its own campus at Amaravathi in **Sakhamuru – Village, Thulluru Mandal, Guntur Dist. Andhra Pradesh - 522237, (Besides VIT - AP) shortly.**

### **Part I-Instruction to Bidders**

- 1. Online Bids are invited in two-stage method from Reputed/Well-established/Registered and experienced IT Companies/Firm/Institutions for development and implementation of ERP at, National Institute of Design, Andhra Pradesh.**
2. At the first stage technical bids, which are otherwise eligible, shall be evaluated through an appropriate committee constituted by the NIDAP. The committee may hold discussions with the bidders and if any such discussion is held, equal opportunity shall be given to all bidders to participate in the discussions. NID AP may add, amend or omit any specification of the subject matter of requirement or criterion for evaluation. In the second stage of the bidding process, NID AP shall invite bids from all those bidders whose bids at the first stage were not rejected, to present final bid with bid prices in response to a revised set of terms and conditions of the requirement. Any bidder invited to bid but not in a position to supply the subject matter of procurement due to modification in the specifications or terms and conditions, may withdraw from the bidding proceedings without forfeiting any bid security that he may have been required to provide or being penalised in any way, by declaring his intention to withdraw from the procurement proceedings with adequate justification.

### **3. Important key Dates of Tender.**

1. Tender Reference No.	Tender Enquiry No. NIDAP/ Admin/NIT/2021/004 dated 28/12/2021
2. Date / Time of release of Tender through e-Procurement Portal	December 29, 2021 at 09:00 hrs.
3. Pre-Bid meeting	December 31, 2021 at 11:00 hrs.
3. Bid Submission Start Date / Time through e-Procurement Portal	December 31, 2021 at 16:00 hrs
4. Bid Submission End Date / Time through e-Procurement Portal	17 January 2022 up to 15:00 hrs.
5. Opening of Tender (Technical Bid) Date / Time	18 December 2021 at 15:30 hrs.

6. Invitation and opening of Tender (Financial Bid) Date /Time	Date & Time will be informed through <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
7. The Tender document is also available at our web-site	<a href="http://www.nid.ac.in">www.nid.ac.in</a>

3. Detailed technical Specifications, Terms and Conditions, Scope of Work, various format and Proforma for submitting the proposal are described in this tender document and its Annexure I to IX for any query, please send email to [procurement@nid.ac.in](mailto:procurement@nid.ac.in) or Contact Phone No. 0863 – 2377204.

### **Part II-Scope of work**

1. Scope of Work includes supply, installation, customization, implementation, commissioning and support of Enterprise Resource Planning (ERP) solution. Following are the key requirements across business processes at NIDAP. For details on each functions/area of NIDAP refer BROAD FUNCTIONAL REQUIREMENT SPECIFICATION”.

#### **General Scope:**

Following are the general features required in ERP application.

- Web-based application hosted in the cloud data center.
- Secure web-based access
- Access with single sign-on & Two factor authentication
- Fully configurable and AI powered web-based system
- Supporting bio-metric, internet banking, and smart card inputs /QR /Barcode
- Capability for continuous improvement and up-gradation.
- Configurability through web-interface and client interface.
- Provision for decision support mechanism.
- Facilitate paperless working.
- Workflow based process approval and archival mechanism.
- Digital signatures for selected high-level functionaries.
- Comprehensive data and application security features.
- Adequate security provisions for preventing tampering of the software as well as data.
- Archival of information and data.
- Provision to define and view rules and regulations of the Institute as per applicable GOI / NIDMP norms.
- Provision for role-based access rights.
- Provision of interactive validations of data entries.
- Provision for data item-based access rights.
- Provision for reports generation as per requirements.
- Provision of Linguistic support (Hindi) wherever applicable.
- The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
- Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).
- System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.
- Shall provide automated logs for administrators as well as users
- Solution shall be widely compatible with various browsers/operating systems like (Chrome/Firefox/Safari on Windows, MacOS and Linux)

2. The work shall be executed to the highest standards using **best quality software/ manpower/ inputs**. The system design shall use state of the art techniques/tools. The Service Provider shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the Service Provider to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system. Supply of all equipment/software with all accessories, paper license software and documentation will be ensured.
3. ERP solution must be hosted on Cloud. Bidders must provide MeitY, GoI, empaneled cloud service solution for hosting of ERP solution including AMC period, on end to end solution basis. The financial implication of the same may be included in the financial proposal.

**The bidder shall provide the Cloud Sizing & Bandwidth Requirement of proposed solution. Such sizing shall be viable for total number of users as specified and considering initial 03 years' time span and another (05) years comes with the AMC. All technical requirements & maintenance on cloud data center are provided by the bidder and ensure smooth functioning of Enterprise Resource Planning (ERP) Solution.**

Bidder must be responsible for all following layers responsibility of ERP solution at all time 24x7x365 in warranty period as well as AMC period.

1. Application
2. Data
3. Runtime
4. Middleware
5. O/S
6. Virtualizations
7. Servers
8. Storage
9. Networking.

**Note:** - Bidder must provide provision for disaster recovery. The bidder should ensure that in the event of setting up of a Disaster Recovery environment, no additional cost would be incurred by NID AP on account of ERP software licenses and bolt-in application (if any). bidders must be provided complete backup of ERP solution with database and data, if NID AP required.

**The cloud data center provisioned by the Bidder must be scalable and shall allow NID AP to use through a user-friendly interface.**

**The ERP Solution supplied must include:**

- ERP Software.
- Database/ License for Database and any other third-party software license.
- Any System/Application Software (if required).
- Middleware (if required).
- Third party bolt-on software (if required) to provide or grant licenses, as per

- NID AP requirement.
- Any other software as part of the required solution.

**The following considerations must be taken for supply of software:**

- The software supplied must be the latest version of the software supplied by the OEM.
- Beta versions/Open-source software version of any software shall not be accepted.
- The Bidder shall furnish the requirements and details of system software and details of the supporting software like operating systems, Anti-virus solutions, database solutions and Networking solution etc. The Bidder should also make sure to provide the same for the ERP product.

**4. Supply and installation of all equipment/software will be carried out in four phases with at least three months' gap between two phases.**

5. The completed installation shall be subject to checks at all stages and tests as prescribed in the bid or as deemed necessary by NID AP. The same shall be done by NID AP and the Service Provider shall be liable to rectify such defects as brought out by NID AP during these checks and tests and make good all deficiencies at his/ her own cost.
6. During the warranty period, modifications in modules as per requirement of NID AP will be carried out free of cost.
7. Supply, Installation, Configuration, Customization (as required), Implementation and training of the ERP solution.
8. Supply of the ERP product including source code and database licenses for requisite users in line with NIDAP's requirements. Bidder shall deliver one hard and one soft copy of all legal licenses, registration documents, user manuals, technical manuals, and systems manuals.
9. Supply of any other software required for successfully implementing and managing the ERP System.
10. The Implementation partner should support the ERP Software Product version supplied to NIDAP for a period of 36 calendar months (One year on-site and two-year remote support) from the date of Go-Live. Go-Live date shall be the date of successful implementation of all modules with full integration. Bidders are expected to give detailed information covering each of the above points along with timeframe as part of the proposal.
11. Identification of the customization needs to match with EPI's requirements including addition of new reports, change management and provide necessary documentation including effort required for the same.
12. The Implementation Partner shall implement all required upgrades, patches, bug fixes etc. until the end of support period.
13. The Implementation Partner will give adequate training at all locations to different personnel at various levels of the organization.
14. The Implementation Partner will also cater to necessary change management essential for

the implementation of the ERP application.

15. The bidder should clearly indicate the Internet Bandwidth, VPN/WAN requirements.

16. Data migration will take place from the current system to proposed ERP for the data that is two-year-old. The amount of Data to be migrated is estimated to be around 10 GB.

17. In spite of the above, some minimum changes might have to be made to meet the unique operational and business requirements. Such customizations shall be identified during the 'To-be' stage and will be firmed up during the implementation process and will be executed completely by Implementation Partner. Such customization will be limited to the development of additional forms, reports, graphs and queries.

18. EPI shall use the existing standard functionality of the ERP solution as far as possible and shall make all efforts to avoid making any modifications to the software as they affect support of the product and also hinder the future upgrade paths.

19. The Implementation Partner will provide support during the period of Warranty and AMC of the ERP and any other software supplied by them.

20. The successful Bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed software including licensed utility software and other licensed software. The documents at a minimum should include hard copies and soft copies (two sets each) to be supplied along with ERP product licenses and associated solution software of the Following.

- Technical manuals.
- Installation guides.
- User manuals.
- System administrator manuals.
- Toolkit guides and Troubleshooting guides.

21. ERP Solution Implementation: The bidder shall be responsible for go-live / realization of the end to end ERP solution as per the functional and technical requirements defined in this ERP document, including the following key activities.

- Project Initiation
- Business Blueprinting
- Technical Solution Design
- System Development
- Testing
- Data Migration
- Trainings and Change Management

- Cutover and Go-Live
- Post Go-Live Stabilization support

22. The Bidder shall ensure integration across modules, with existing NID AP software, and third- party software. It is expected that the bidder shall follow good programming practices as part of customization and development activities, and leading practices for implementation, both from ERP solution and industry perspective.

23. NIDAP reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the bidder. In case it is difficult to arrive at the reasonableness of these requirements on customization during the implementation, the same shall be resolved through discussions. In case the issue is not settled, the same shall be referred to a designated Committee and the decision of the said Committee shall be final. NID AP reserves the right to get the Business blueprint and effort reviewed by an external consultant.

24. Customization: All custom developments should be carried out in a controlled and planned manner with adherence to ERP prescribed Coding Standards and Naming Conventions.

25. Bidder shall implement the changes as per the Business blueprint and Technical Design provided by NID AP in order to achieve the desired functionality. However, the same must be tested, accepted and approved by NID AP.

## 26. **COMPREHENSIVE WARRANTY**

The Service Provider will be required to maintain the installed equipment / software for the period of **Three years** after the successful installation of the system i.e. Go-Live date.

### **WARRANTY TERMS AND CONDITIONS**

- (a) The Service Provider shall be solely responsible for the maintenance, repair of the whole system/software supplied and integrated. NID AP shall not be liable to interact with any of the partners/ collaborators of the Service Provider.
- (b) The Service Provider shall have adequate Technical Support Centre to meet the criteria for fault restoration/faulty unit repair times as mentioned in the **Scope of Work**. The Service Provider shall furnish the names, locations, complete postal address, Mobile numbers and email addresses of all Technical Support Centre at the time of signing the Contract.
- (c) The Service Provider shall also provide the name of alternate contact person or Technical Support Centre with address & Mobile numbers and email addresses, which may be contacted by NID AP or its authorized staff for support in case of no response/poor response from the designated Technical support Centre. This, however, shall not preclude from imposing the penalties, if any, as applicable as per the terms& conditions of this tender.
- (d) Any change in Address, Phone number, Fax Number etc. shall have to be intimated in writing by the Service Provider to NID AP.
- (e) Service Provider shall ensure that all the Technical support centres are manned by fully competent and responsible Engineers and are capable of attending faults / supporting their engineers at the NID AP.
- (f) Service Provider shall provide, after complete installation, 01(One) Person to ensure smooth functioning of Enterprise Resource Planning (ERP) Solution, to give technical assistance and training.

## **WARRANTY SERVICE LEVEL REQUIREMENTS**

**Service Hours and Preventive Maintenance:** The Service window for the supplied and installed equipment / software would be 24x7x365. For first 03 years preventive maintenance/ updating of software is to be carried out on 06 monthly basis, or as and when required by NID AP.

### **Scheduled Downtime**

- (a) Scheduled downtime is defined as the period when the software's are not functioning on account of Holidays.
- (b) It will be expressed in Hours.
- (c) The maximum scheduled downtime for software would be 4 days every calendar month.
- (d) The preventive maintenance would be carried out with a minimum advance notice of 24 hours in writing and subsequent acceptance of the same by NID AP.

### **Mean Time to Resolve (MTTR)**

- (a) MTTR is defined as the arithmetic average of the time taken to attend to resolve the issues logged over a defined period of time.
- (b) The Severity Levels for measuring MTTR are provided in the following table:

<b>S. No.</b>	<b>Severity Level</b>
1	High
2	Low

## **27. Annual Maintenance Contract (AMC)**

- a) The selected bidder shall have to maintain and upgrade the ERP solution (onsite/remote site) for the period of next five years under the Primary AMC (including cloud hosting) from the date of completion of Warranty period for which separate cost as percentage of the cost of ERP Solution (to be quoted in Financial bid format) shall be paid per annum.
- b) The services of primary AMC will be mandatory for the successful bidder else the performance security of the bidder shall be forfeited.
- c) The selected bidder shall have to maintain and upgrade the ERP solution (onsite/remote site) for the period of next five years under the Secondary AMC from the date of completion of Primary AMC contract (five year) for which a fixed % of the cost of ERP Solution or primary AMC cost (whichever is lower) shall be paid per annum to the selected service provider.
- d) The secondary AMC charges shall not be more than primary AMC charges quoted by the bidder in any case.
- e) The Secondary AMC period shall be optional for the bidder, if the Successful bidder is not willing to provide ERP Maintenance services for secondary AMC period, the source code of the ERP solution shall be handed over to the Institute for the maintenance and upgradation of ERP solution.



## **TECHNICAL SPECIFICATIONS OF ERP/ INSTITUTE MANAGEMENT SYSTEM (IMS)**

- (i) The work involves **implementation** of **ERP or Institute Management System** for complete automation of the Institute such as Administration, Stores, Accounts, Admissions, Academics, Staff & Student Management, Examination & Hostel Management, Alumina and different Reports required for on-time retrieval of the information asked for.
- (ii) The IMS shall be Browser enabled **WEB based Multi-User and Unicode Supported Multi- Lingual integrated with the existing Biometric Attendance System.**

### **BROAD FUNCTIONAL REQUIREMENT SPECIFICATION**

<b>Module</b>	<b>Brief Description</b>
<b>Admin/Establishment (HR) Module</b>	<p>This module shall support complete faculty and non-faculty life cycle management, from recruitment to separation, including career development of employees through promotions, appraisals and tracks the parameters such as induction, leave, attendance, loans, qualification, claims, project research and consultancy (for faculty) training records.</p> <p>This module shall support:</p> <ul style="list-style-type: none"> <li>(i) Recruitment and Employee Maintenance: Complete online recruitment process, with ability for eligible candidate to apply online, online fee payment, screening of applications, issuance of admit card, examination, evaluation, result, joining letter, . Leave and Attendance: Capture of attendance through bio-metric or direct attendance upload Leave management System.</li> <li>(iii) Employee Benefits: Provision to define claims like Medical/newspaper/ Telephone/CEA or various advances and loan.</li> <li>(iv) Training: Provision to prepare training courses, training calendars and plans, faculty details, training budget details, capture training attendance, employees' feedback about training, maintain training history.</li> <li>(v) Intimation of training/workshops / symposium / seminar/conferences for various level officials with auto information to all, online permission for registration, permission, outcome and entry in service book and personal records and also in Annual achievement data to be included in</li> </ul>

	<p>annual report</p> <p>(vi) Performance Appraisal and Promotion: Performance appraisal</p>
	<p>of employees.</p> <p>(vii) Self-service, request, grievances, retirement benefits calculation, nomination</p> <p>(viii) Employee Service Book</p> <p>(ix) Leave Travel Concession etc.</p> <p>(x) Biometric Integration: Should support recording of employee attendance with biometric systems and integrated with leave and pay module so that attendance/ without pay leave can be calculated automatically. However, the same will be applied with the prior approval of the official have the authority over establishment module.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<p><b>Payroll Processing</b></p>	<p>This module shall provide complete payroll processing support. Ability to define salary payments with all other applicable allowances and deductions of taxes/house allotment module. Generate salary slips and mail to employees. Generation of TDS calculation text file to submit online income tax returns. Support for professional tax/TDS calculation, auto reminder to the employees for any default, synchronized with leave management, generation of Form-16, 16 B, yearly Investment declaration. Should be integrated with Employee Management module to take employee attendance to compute payroll. Should be integrated with Finance and Accounting module to direct post salary data.</p> <p>(The Scope of this module is only indicative in nature and shall</p>

	<p>becustomized as per the requirement of the Institute)</p>
<p><b>Procurement and Inventory Management</b></p>	<p>This module shall support complete procurement cycle since from indent to payment to vendor and also helps in managing and monitoring inventory across the organization. This shall provide support for managing vendor quotations, automatic generation of purchase request when item inventory goes below the minimum stock level. Material code creation, requisition, purchase order, goods receipt, issues to the indenter, maintenance of fixed assets register, returns, scrap sales, depreciated value of fixed asset, end-to-end E-procurement, etc.</p> <p>This shall support;</p> <ul style="list-style-type: none"> <li>(i) Procurement: Raising purchase requisition, approval process</li> <li>(ii) Creation of Vendor data: - vendor data with all previous purchase order for various Goods &amp; Services with further creation of vendor data entry facility</li> <li>(iii) Purchase enquiry: - Automated purchase enquiry email to selected vendors for their response.</li> <li>(iv) Purchase Order creation and approval and automated reminders to the vendor.</li> <li>(v) Inventory – Support for automated inventory management. Unique identification number of each fixed assets with bar-code reading facility, Goods Receipt Note (GRN), unplanned/cash purchases, indent raising, dispatch of items, stock adjustments, Fixed assets register entry, life cycle of the assets, auto alert facility for replacement of assets which likely to complete its life cycle, records of the AMC of the fixed assets and its management and renewal alert.</li> <li>(vi) (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</li> </ul>
<p><b>Infrastructure Management</b></p>	<p>This module should map all physical infrastructures of the Institute as per their usage. It should be able to automate the process including availability calendar, booking requests, approvals etc. The module should help increase utilization, reduce downtime, and improve ease of access. This will include:</p> <ul style="list-style-type: none"> <li>-</li> <li>1) <b>Estate Management</b> – Maintain dimensions and coordinates of available spaces, bookings and room / quarter allocations, generate various notices, recovery of</li> </ul>

damages, record warranty details of fixtures and fittings, rent roll recovery (electricity, water, license charges), quarter allocation, etc.

- 2) **Asset/Inventory Management-** Material planning, manpower planning, resources and tools planning (Issue/Return), Preventive maintenance schedules, indication for renewal, approval of maintenance contracts, generate maintenance work orders, integration of estimates with Schedule of Rates, Measurement Book, etc.
- 3) **Vehicle Fleet Management-** Generation of vehicle requisition (official/personal), approval for vehicle requisition, ability to schedule vehicle and drivers , approval of vehicles by vehicle department/In-charge, track and reconcile distribution of fuel cards, track performance of vehicle service provider, allocation of vehicle for personal usage, calculation of charges for personal usage and deduction from salary through pay roll module.
- 4) **House allotment Management-** Display of vacant quarters details to all, Quarter inventory list, Online houseallotment request submission, allotment list as per eligibility criteria, display of allotment list with wait list, issue of allotment letter, deduction of License fee/Water charges/electricity charges, vacation report, no-dues certificate on vacation of residential accommodation, visitor records etc.
- 5) **Postal Management:-** Unique inward number to all inward letters/communications, digitization of letters, online submission to concerned officials for process, Track and monitor all information pertaining to inward, System generated Dispatch number to all outward letters/communication, dispatch tracking through postal online portal, etc.
- 6) **Compliant Management:** - Compliant management including lodging of compliant, submission to appropriate authority, Compliant redressal system, confirmation, feedback
- 7) **Right to Information (RTI)-** Generation of RTI application receipt number, calculation of RTI application fees, assignment of applications to concerned sections / departments, etc., reminder for submission of reply, generate CPIO covering letter, generate appeal orders, document management, etc.

- 8) **Security Management:** - Maintain database for all residents including non-entitled dependents, casual laborers, security guards, outsourced workers, domestic help, hostel workers, etc. Asset security around generation of gate passes for asset movement, etc.
- 9) Covers ID card generation, allocating names to every room under academic area, monitoring and tracking of room keys issue and return, etc.
- 10) Visitor Management with system generated request from the officials for relatives/guests/visitor with details, issue of gate pass, entry and exit time, vehicle details, area of movement.
- 11) Campus security covering online visitor intimation requests, generation of visitor / contract passes, generation of scanned images, bar code scanner for recording in and out time, etc.
- 12) Hostel/Guest House Management- This module shall support in managing hostel resources, processing hostel requests for students and faculties, tracking student activity, managing resources and rooms within the hostel block (s), management of fees and various charges/fines incurred by students, marking hostel attendance, and maintaining a gate register. Hostel facility information, room allocation and availability management, attendance and visitor records, Hostel fee calculation, Mess bill calculation, collection of fees / fines, etc.
- 13) Guest house facility information, vacant room information, room allocation and availability management, visitor records, Room Rent calculation, collection of rent, Mess bill calculation, collection of fees / fines, generation of online room rent receipt etc.

(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)

Module	Brief Description
<b>Student Application/ Admission Management</b>	<ol style="list-style-type: none"> <li>1. This module shall manage receipt and processing of pre-admission enquiry, student application data, online applications process, and enable approval and rejection of applications and includes filling, submission, scrutiny, verification of admission criteria, approval, or rejection of online application.</li> <li>2. The admission module shall manage key admission activities such as processing of applicants through various admission stages including registration and admission fees payments, processing of various admission process steps along with verification of student details after admission, generation and printing of admission letters and generation of student identity cards.</li> <li>3. It shall capture relevant questions and details that an aspirant need to answer and provide as part of the requirements of the institutions. It should also include option of online payment gateways for any fees/registration payment. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</li> </ol>
<b>Student Data Management</b>	<ol style="list-style-type: none"> <li>1) The student management module shall help the institute to maintain the student records of all the students admitted into institution and make these details available to students, parents, and other stakeholders. It shall cover generation of provisional and permanent enrolment number of the student, down-loadable format of all required documents like indemnity bond/ undertakings and uploading of documents, course administration, timetable management, scholarships, examinations, course evaluation, Student various fees, Student administration, timetable management, examination management, various certificates like no dues/ bonafide student etc.. from various level, convocation, etc. It shall have a provision to keep record of the basic, academic, and personal details of the students, their 360-degree view of academic performance and all institute interactions, ability to upload student academic and extracurricular documents.</li> <li>2) This module shall help in creating and managing timetables, marking student attendance. It should have provision for daily and weekly view of timetable, automatic generation of timetable based on rules, support for student selected timetable. Provision of Self-service capabilities for students to see the timetable, their attendance with Biometric integration. This module shall have provision for students to apply for leave; view the approval status and leave history through Self Service. The leave workflow shall be configurable based on institute needs. Facility where the approver can approve or reject the request is also needed. While applying for leave, the student shall be able to view the sessions that he/she will be missing, on the academic timetable to capture student attendance is also required.</li> <li>3) This module shall provide a configurable capability to provide all the relevant student information in one place. Student shall be able to view information and also place a</li> </ol>

request like request for student letters, administrative letters, ID cards, certificates and others. There should be provision for students to apply for a letter and admin to approve or reject.

- 4) This module shall also support for efficient management of the Discipline related incidents. Support needed for applying disciplinary action, applying fine, restricting access to Library and/or Hostel, generation of Warning/Action letter.
- 5) This module shall be able to keep the all record of movement of students from 1st year (foundation course) to next year and onwards as per allotment of discipline in next year and thereafter on yearly basis.
- 6) This module shall provide an configurable capability to custom create student feedback templates. It shall help in configuring and capturing responses of students, faculty, employees, and other stakeholders of the Institutes. It should have support for analyzing feedback responses.

Student Fee Management- The Fee Management module shall cater to all types of fees to be paid by the students to the institute. This module shall be designed to be used by the student throughout their respective course of study. This module must be able to generate automatic notifications/reminders etc. and shall have provisions to automatically send them to students and parents through automated emails, automated SMS with Delay payment charges/generation of fee receipts with unique number. Also, it must be fully integrated with accounts management system of the institute. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)

<b>Academic Administration</b>	<ol style="list-style-type: none"> <li>1) This module shall comprise: Program Management, Term Management, Curriculum Management, Course administration, Timetable management, Attendance Management, Learning Management System with the provision of online learning/ blended learning, Mid-term evaluation, scholarships, Semester Examinations, Course evaluation, Performance evaluation, grade card, Course timetable management, examination management, etc. convocation, etc.</li> <li>2) The Examination and Grading module shall have provision to plan, administer, evaluate, and generate the results of students. It shall have support for various types of grading methods to cater the needs of the institute. It should be possible to manage entire examination / Jury cycle from exam roll number/enrolment number generation, registration, and enrolment, till mark sheet /reports card generation.</li> <li>3) There shall be provision to; <ol style="list-style-type: none"> <li>i. Define Exams/assignments and Configure Exam / Assignment Pattern: Based on institute's specific needs, the exam structure should be completely configurable, in a hierarchical manner.</li> <li>ii. Configure various exam related rules: Different rules regarding processing and adjustment of marks likerules for Grace Marks, Normalization, Eligibility, and Absence.</li> <li>iii. Training: Provision to prepare training courses, training calendars and plans, faculty details, training budget details, capture training attendance, employees feedback about training, maintain training history.</li> <li>iv. Intimation of in-house/external training/workshops/ symposium</li> <li>v. /seminar/ conferences to be organized for various level of officials throughout the year with auto information to all, online permission for registration, permission, outcome and entry in service book and personal records and also in Annual achievement data to be included in annual report</li> <li>vi. Support for online course development and lecture/blog/training sessions development like Moodle, Massive Open Online Courses (MOOCs), Blackboard, Canvas platforms for online courses available for anyone to enroll and all ancillary to support the requirement.</li> <li>vii. Shall be able to develop the plugins for various online open learning management sources like moodle etc.</li> </ol> </li> </ol>
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|  | <ul style="list-style-type: none"><li>viii. Define Grade and Configure Grading Scheme: Shall support quantitative and qualitative grading schemes</li><li>ix. Copy Coding: Support for copy coding of answer sheets</li><li>x. Exam Enrolment: Provision for students to register for an exam</li><li>xi. Faculty Authorization for Marks Capturing: Support to ensure only authorized faculty can capture the marks</li><li>xii. Student Score/Grade capturing: Capturing the score for batches, session wise and class wise. Support for bulk upload is needed. Provision needed to edit the captured score.</li><li>xiii. Processing Scores: Support to process the captured marks to arrive at the grade based on the grading scheme.</li><li>xiv. Customizable Report Card: Ability to create a custom report card as per design and feel approved by the Institute.</li><li>xv. Managing Student Promotion: Provision to promote or demote a student. Backlog creation to be supported in case a student fails to get the minimum grade.</li><li>xvi. xv. Publishing results: Declare results based on score. Students shall be able to see the score in their self-service module.</li></ul> |
|--|---|

(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)

<b>Finance and Accounting</b>	<p>This module should support all the Finance and Accounting needs of an institute - general ledger accounting, accounts payable, accounts receivable, taxation, fixed assets, creation and approval of vouchers and invoices. It shall also provide support for various reports related to taxation, ledgers, transactions preparation of reports and annual accounts as per prescribed format.</p> <p>It shall support: -</p> <ol style="list-style-type: none"> <li>1) <b>General:</b> Data entry through vouchers, various accounting heads, Accounts Receivable, Accounts Payable, Student Fees and Billing, Asset Accounting, Cash / Bank Management, Funds Grants Management, General Ledger, Budgeting and Planning, Student Accounts, etc.</li> <li>2) <b>Salary Unit-</b> Drawing salary including allowances, bonuses, etc. of employees of all categories –regular, contract, temporary / various advances and settlements / reimbursement of various allowances / retirements and final payments/issue of annual Form 16 / Form 16A / calculation of Lien contribution (LSPC) / payments to external guests/examiners, etc. / pay fixation and arrears payments, annual increment.</li> <li>3) <b>Retirement Benefits Unit:</b> Payment of retirement benefits i.e. gratuity, pension, family pension, commuted value of pension / leave encashment on retirement, pension revision and payment of arrears due to revision in pay / income tax calculation and issue of Form 16 / preparing budget for pensionary benefits</li> <li>4) <b>NPS:</b> Registration of employees / transfer of NPS subscription to Specified Financial Institutions subscribers account / final payment of accumulated fund through NSDL</li> <li>5) <b>BRS:</b> Monthly Bank reconciliation / preparation of final accounts / investment funds in banks / budget preparation</li> <li>6) <b>Student Accounts Unit:</b> Student fee Management, Scholarship payments, contingency payments for research scholars / student fee collection/refund of fees / student TA-DA advances and settlements, NCC and student gymkhana related expenditure / independent student activities with sponsored funding, Maintaining Entrance Examination Income and Expenditure etc.</li> <li>7) <b>Stores Accounts Unit:</b> Local purchase through purchase order / imports; payment through telegraphic transfer and through letter of credit, etc.  <b>Works Accounts Unit: Payment</b> for construction work bills / maintenance and repair bills / power supply and electrical maintenance works / interior renovation / decoration / design works / public health works, etc.</li> <li>8) <b>Final Accounts unit: Preparation</b> of final account statements as per uniform format issued by DPIIT. Generate receipts &amp; payments report, Reconcile cash book, bank, &amp;</li> </ol>
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	<p>cash balance as on monthly as well as on 31<sup>st</sup> March every year. Incorporate from sundry creditor registers of each unit of account section towards provision as on 31<sup>st</sup> March. Create Sundry Debtors register, Create Journal Entry register, consolidate various statement of accounts/reports as required by Authority, Provide depreciation, Preparation of budget/ revised estimate.</p>
	<p>9) <b>Remittances and Deposits:</b> LIC salary saving scheme, group saving linked insurance, professional tax payments, post office recurring deposit payment, postal life insurance payment, GIS retired members remittance calculation, remittance of TDS collected from employees/Suppliers, Data calculation for monthly/quarterly e-filing of GST TDS (IGST/SGST/CGST), Data calculation for monthly/quarterly e-filing of quarterly e-filing of GST on applicable services, etc.</p> <p>10) <b>Advances to Staff / Staff Welfare Fund:</b> Advances and settlement against HBA/Computer Loan and Staff Welfare Fund, accrued interest on loan, outstanding loan/interest amount, Loan completion certificate, No Dues Certificate, various statement/report etc.</p> <p>11) <b>Post-Retirement Medical Scheme (PRMS):</b> <b>Commencement</b> of PRMS subscription / maintenance of PRMS broadsheet / reimbursement for treatment / statement of accounts / investments.</p> <p>12) <b>Imprest Account, Advances, Direct Purchases: Cash</b> Imprests: Settlement and recoupment / general advance and settlement of advances –For direct purchases without PO / direct purchase: Payment to party –(Rate contract vendors and other party payments) / Inter departmental transfers, Advance sanction and settlement, penal interest, auto deduction of pending advance/penal interest from salary of official etc.</p> <p>14) <b>Taxation and Budget:</b> Support for different type of taxes, tax registers, creation and modification of the budgets and to control of operations. Generation of TDS/GST/GST TDS/Professional Tax Registers, Provision for creating a Budget and tracking it, and comparing same with actual expenses.</p> <p>(i) Creation of Chart of Accounts, Opening vouchers for General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR) and ledger wise user access control.</p> <p>(ii) Provision for creation of Journal Vouchers, creation of Purchase Vouchers, Expense Vouchers, Payment Vouchers, and Receipt Vouchers, Creation of Debit and Credit Notes, viewing sales invoices, carrying out inter unit transactions, and clearing customer balances</p> <p>(iii) Security deposits, earnest money deposits, material</p>

	<p>advances, mobilization advances, etc. / monthly remittances of income tax, work contract tax, professional tax etc./ issue of Form No. 16A for income tax and Form 402 for Work Contract Tax, etc. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<b>Project Management – Research and Development (R&amp;D)</b>	<p>Creation of project document, project proposal, Manage project payables, project receivables, fund allocations, project code creation, receipt of grants and funds, honorarium advances and settlements, investments, budgets, project monitoring and tracking, project profitability, financial statements, project reports,utilization certificate etc</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<b>Documents Management</b>	<p>1) Repository of Statutory Documents, Pictures, events, legal documents, tracking of legal enquiry, recording orders against the enquiry, etc 2) Annual Report formation- Generation of predefined format of annual report which can fetch data, documents of various events, training, visits of dignitaries, Newspaper clippings, etc. from the all modules as and when required for preparation of annual report. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<b>Committee Management System</b>	<p>This module should manage setting up and working of various committees that Institute forms. Its key functions should include. Set-up a committee with specific agenda; add/remove internal/external members Schedule meetings, define agenda, capture minutes of a meeting, periodic reminder for meeting, non-submission of reports etc. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<b>Event Management System</b>	<p>This module should manage various events conducted by the Institute. It should be able to do the following key activities: Event design &amp; planning, Formation of Committees, allocation of duties, Budgeting, Logistics Planning, Notice / Announcements, Meetings, Invitation / Posters / Brochure, Registrations, Attendance, Speakers, moderators, Summary Report, Feedback, Photographs, Press Coverage</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>

<p><b>Collaboration Platform</b></p>	<p>This module should enable faculty, staff and students with a platform to make formal/informal communication, announcements and start discussion threads. Its features should include:</p> <ul style="list-style-type: none"> <li>(i) Create announcement messages</li> <li>(ii) Birthday/New Joining/Retirement Intimation</li> <li>(iii) Select target audience: faculty, students, staff, batches, single, group, all</li> <li>(iv) Select appropriate medium: SMS, Email, Job Tray Alerts, and others</li> <li>(v) Poll facility to collect audience views/preferences/inputs</li> <li>(vi) Schedule an announcement at a later date &amp; time.</li> <li>(vii) Create a new discussion thread or topic, allow likes/dislikes/comments etc.</li> <li>(viii) Set moderators for a specific forum or topic</li> </ul> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<p><b>Address Book</b></p>	<p>Details of visit of various dignitaries/ guest faculties and other distinguished persons related to activities/mandate of the Institute, their contact number, emails. A complete data bank for sending greetings/ invitations/ communication/ consultation etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>
<p><b>Alumni Management and Corporate Relations</b></p>	<p>Automatic fetching of data from student master data from concerned module, creation of unique alumni registration number, Maintaining alumni and corporate directory, recording biographic data, tracking alumni academic / employment history, fund raising, donations, scholarships, etc.</p> <p>(The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)</p>

Notes: -The ERP must generate reports in a look/feel/format/size as approved by the Institute. The dashboard of the ERP must have the facility of graphical indication of the different modules.

In addition to above modules and provisions, additional modules/provisions may be incorporated by the institute after technical evaluation of bids but prior to issuance of financial bids.

### **Part -III Criteria for Evaluation of Bids**

1. Only those Service Providers already engaged in providing services to Central Government/ State Government/Semi-Government/ Public Sector Undertaking organizations/ establishments or Autonomous Institutions/Higher Educational Institutes of repute and of national importance and having valid registration/license and sufficient Service experience are eligible to participate and the same shall be pre-requisite to be treated as eligible.
2. Online bids (complete in all respect) received along with scanned copy of EMD, till the last date and time of tender, will be opened as per stipulated time and date indicated in Notice Inviting Tender of the tender document in presence of Bidder/ authorized representative of Bidder, if available at National Institute of Design, Andhra Pradesh.
3. The evaluation of bids will be done by a Tender opening and Evaluation Committee (TOEC) first on the basis of technical information furnished in form as per Annexure I to IX which is a preliminary round.
4. The criteria prescribed in respect of specifications of items, years of operation in the business, experience of similar class of work completed etc will first be scrutinized and the Bidder's eligibility for the work will be determined.
5. All technically qualified bidders in technical parameters, will have to present about their technical specifications, Innovations, Infrastructure, skilled & experienced Manpower, their firm's performance in the area of Customized ERP services etc. before the Committee. The bidders will have to specify the organizational chart of their Firm/Company/Organization, hierarchy of Managerial Personnel, Level of Management, Qualifications of personnel at managerial level and Qualifications of other personnel. The bidder must specify the qualification and level of expertise of the officials who will be associated with the proposed ERP development and deployment for the Institute. **The presentation shall also include Understanding of Requirements, Proposed Technical Approach, Description of System / Module design for the project and Demonstration of the working version of their similar software with at least 50% to 60 % functioning of the module's requirements as specified in the scope of work.** The presentation will be evaluated for maximum 50 marks and qualifying marks will be 30 marks. The decision on marks allotted by the committee will be final and binding. The final evaluation of Technical bid indulging Presentation will be as follows: -
  - (i) 60 % weightage to the marks obtained in Technical bid only
  - (ii) 40 % weightage to the marks obtained in Presentation only
6. After evaluating the technical bids and on acceptance only financial bids will be invited.
7. It must be kept in view that no decision will be given by the Tender Evaluation Committee. Any inferences drawn during the meeting of this Committee by the Bidders or their representatives will be their own view and the Institute will not abide by the same.

## **PART -IV -PENALTY**

1. The total implementation timelines from the date of work order till the completion of stabilization period should not go beyond 90 days. If the Service Provider fails to deliver the Services within the period(s) specified in the Contract, the Institute shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to 1% of the contract value per week and the maximum deduction is 10% of the contract value on account of non-performance or defective performance each week or part thereof of delay until actual delivery or performance. Once the maximum is reached, the Institute may consider termination of the Contract. Further, the Institute reserves the right to impose financial penalty to be deducted from the monthly bill for habitual shortcomings in desired services and for violation of any other condition which may lead to non-performance of contractual obligations. The quantum of various Service Level Requirements and related penalties in addition to any other penalty shall be as follows:

<b>Parameter</b>	<b>Details</b>	<b>MeasurementCriteria</b>	<b>Penalties per day of delay/ per fault/ per occasion</b>
Meantime to resolve	1. Within 24 hours from the call logging time-for all High Severity events.  2. Within 48 hours from the time of attending the problem for all Low severity events.	Calculation of fault duration per instance based on complaint reported/logged	(i) For High Severity events, <b>Rs. 2,000/-</b>  (ii) For Low Severity events, Rs. 1,000/-

2. The penalty will be applicable on per fault basis even if there is a commonality of fault at any point causing full or part failure of services. Penalty will be deducted from the performance guarantee submitted against due execution of the Contract or from the bill amount that is due for payment to the Service Provider.

3. After the expiry of Warranty, it shall be optional for NID AP not to enter the contract further with the Service Provider. If NID AP is not satisfied with the performance of the Service Provider during Warranty it reserves the right to terminate the same during its currency, after giving notice to the Service Provider.

4. The Service Provider has to maintain adequate spares for maintaining the SLA (Service Level Agreement) parameters as mentioned below. Any cost involved to meet the service level requirements specified above is to be borne by the Service Provider.

5. In case the Service Level Requirements are violated continuously for period of one week, NID AP reserves the right to terminate the Contract by giving a written notice to the Service Provider.

## **Part V- Special Conditions**

1. These conditions given in this **Special Conditions of Contract**, supplement the "Instructions to the Bidders" given in **General Conditions of Contract** and in case of any conflict, the conditions given herein shall prevail over those in Instructions to Bidders and General Conditions of Contract.

2. All the ERP modules/ equipment / systems / items/ software to be supplied shall conform to the relevant technical specifications as mentioned in **Technical Specifications** of this document.

3. The proposed software (ERP) should cover all the functionalities for complete automation of an educational institution.

### **4. ERP MODULES ACCEPTANCE TESTS (SAT)**

a) NID AP shall carry out all the tests detailed in the Acceptance Test Schedule to be furnished by the Service Provider to confirm that the performance of the entire installation satisfies the specification requirements. NID AP reserves the right to include any other tests which in its opinion is necessary to ensure that the equipment meets the specifications.

b) NID AP reserves the right to ask for modifications/additions to the ERP Modules Acceptance Test Procedure at any point of time till the ERP Modules Acceptance signoff of each location.

c) The ERP Modules Acceptance Tests shall cover the intended functioning of the ERP modules with proper integration with other sub-components, modules, applications and software(s).

d) The Service Provider shall carry out the ERP Modules Acceptance Tests in the presence and supervision of NID AP or its designated Officer at the site. The Service Provider, at its own cost, shall provide the testing of equipment/ instruments/ software programs necessary for performing and demonstrating the ERP Modules Acceptance Tests.

e) NID AP or its appointed testing authority shall supervise the tests at each site, as described in the ERP Modules Acceptance Test procedure and performed by the Service Provider to confirm that the complete solution at each site satisfies the requirement of specifications including the service performance.

f) The Service Provider shall rectify all deficiencies immediately, if found, in the performance of the system as per the requirement during the ERP Modules Acceptance Tests, at no monetary cost to the, NID AP.

g) Any software/ modules or components failing during the acceptance tests shall be replaced free of cost by the Service Provider. These replacements shall not be made out of spares supplied by the Service Provider as part of supplies under this Contract. This shall also not entitle the Service Provider to any extension of completion time.

h) The cost of all test and / or analysis shall be fully borne by the Service Provider.

i) The completed installation at all stages shall be subjected to checks and tests as



decided by NID AP. The Service Provider shall be liable to remedy all of such defects as discovered during these checks and tests and make good all deficiencies brought out. The complete installation/ module shall be taken over finally on successful commissioning in entirety.

**5.** Security of all material/software in the branch/ office where the work is in progress shall be the Service Provider's responsibility and he/ she shall arrange to guard the same from theft/pilferage/vandalism. In the event of any loss, the Service Provider shall be responsible for the same. Any stores lost, prior to formally taking over by NID AP, shall be made good by the Service Provider at no cost to NID AP.

**6.** The bidder must carry out technical audit of ERP implementation, at its own cost, through any other certified agency designated by NID AP during Operations & Maintenance period. Based on the findings and recommendations from such audit activities, the bidder shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document. Any deficiencies pointed out after technical audit and agreed by NID AP, shall be rectified by the bidder within time limit. Before go-live, all audit observations should be complied by the Bidder.

**7.** Above terms & conditions are in addition to the Standard Guidelines and General Terms and Conditions issued in this regard. NID AP reserve the right to include any other conditions in the letter of award to protect the interest of the institute.

**I accept the above Terms & Conditions**

**(Full Signature of the Service provider)**

**ANNEXURE I**

*(To be given on Firms Letter Head)*

UNDERTAKING BY THE SERVICE PROVIDER-BIDDER

We have carefully gone through the various terms and conditions listed above for provision of Contract for Implementing ERP at NID AP. We agree to all these conditions and offer to provide Services at NID AP. We are making this offer without any kind of pressure or influence from any source whatsoever. We have acquainted ourselves with the tasks required to be carried out and associated risks, before making this offer. We hereby sign this undertaking in token of our acceptance of all the given instructions, terms and conditions listed above.

Name & Signature Service  
Provider/Bidder

\_\_\_\_\_  
\_\_\_\_\_

Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Seal of Agency

Phone No. (O). \_\_\_\_\_

(R). \_\_\_\_\_

(M). \_\_\_\_\_

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

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

**ANNEXURE II**

*(To be given on Firms Letter Head)*

**UNDERTAKING AGAINST BLACKLISTING**

It is certified that my Firm/ Agency/ Company has never been **blacklisted** by any of the Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or state Government and no criminal case is pending against the said Firm/ Agency/ Company as on\_.

Signature of the Bidder \_\_\_\_\_ Name of the Signatory \_\_\_\_\_

\_\_\_\_\_

Name of the Firm/ Agency \_\_\_\_\_ Seal of the

Firm/ Agency \_\_\_\_\_

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

**ANNEXURE - III**

(To be given on Firms Letter Head)

**TECHNICAL BID FOR PROVIDING ERP SOLUTIONS TO NID AP**

**1. Name of the Bidder's firm:**

**2. Office Address:-**

Telephone No. :- Fax No. :-

E-mail :-

**3. Name & Designation of  
Authorized representative (s) With Ph. No.**

**TECHNICAL BID**

<b>Sr. No.</b>	<b>Documentary Proof(Self attested)</b>	<b>Details</b>
i.	Proof of incorporation/ inception of the Firm/Company/ Agency	[Upload the document & refer here]
ii.	Details of infrastructure, persons employed, and number of offices/branches available	[Upload the document & refer here]
iii.	GST registration number with copy of certificate and Copy of PAN Card	[Upload the document & refer here]
iv.	Document related to experience of minimum 10 years of experience in implementing Customized ERP solutions in Educational Institutes like NID/ IITs/ NITs/IIMs/ CFTIs/ Central/State Universities/ Autonomous Educational/ Research Institutions/ Deemed Universities.	[Upload the document & refer here]
v.	Document related to development and deployment of customized ERP/Management system for at least five (5) educational institutions out of which three must be a reputed government institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in last five years.	[Upload the document & refer here]

vi.	Document related to maintaining or have maintained such management software system in at least three educational institutions out of which two must be a reputed institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/ Research Institutions in last 5 years. Bidder must upload Annexure II along with work order and Performance Certification on Annexure VI (for each client) in support of his claim.	[Upload the document & refer here]
vii.	Document related to successfully execution of three (3) single contract for more than Rs. 50 Lakhs from similar assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions.	[Upload the document & refer here]
viii.	Document related to successfully completed/ongoing at least one (01) Cloudbased ERP.	[Upload the document & refer here]
ix.	Documents related to Bidder's own software development facility and should have experience in developing and implementing customized educational Institute management software without direct / indirect involvement of any third party.	[Upload the document & refer here]
x.	Documents related to ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for competency in software development.	[Upload the document & refer here]
xi.	Documents related to having a minimum strength of 30 technically qualified (B. Tech /M.C.A. or equivalent) professionals as on 30/09/2021 on its rolls at its development facility.	
xii.	Documents related to average turnover of minimum Rs 1 crore per year {Copies of IT Returns/ Audited accounts statement of the last three years (2018-19, 2019-20, 2010-21)}	[Upload the document & refer here]
xiii.	An affidavit duly certified by a Notary that the Bidder has not been blacklisted by any Government organization/institutions like NID/IIT/IIM/CFTI/NIT/PSU in last three year.	[Upload the document & refer here]
xiv.	Details of Earnest Money Deposit or MSME/NSIC/Start-up Certificate issued by any authority of Government of India.	[Upload the document & refer here]

**All the documents shown above are mandatory in nature and in the absence of above the bids may be rejected.**

## Technical Evaluation Scheme

SL. No.	Description	Criteria for Marks	Min. marks required in each description for Qualifying in Technical Criteria	Maximum Marks
1	Number of years of experience in implementing Customized ERP solutions in Educational Institutes NID/ IITs/NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/ Research Institutions/ Deemed Universities.	1 mark for each year of experience subject to maximum of 15 marks	10	15
2	No. of development and deployment of customized ERP/Management system in Educational Institutions including reputed government institution like NID/ IITs/ NITs/Is/ CFTIs/ Central/State Universities/ Autonomous Educational/ Research Institutions in last five years.	2 marks for each development/ deployment in Govt. Institutions and 1 mark for other than Govt. Institutions subject to maximum of 15 mark	8	15
3	No. of Contracts for maintaining or have maintained such management software system in at least three educational institutions including reputed government institution like NID/ IITs/NITs/IIMs/ FTIs/Central/State Universities/ Autonomous Educational/Research Institutions in last five years.	2 marks for each ERP Maintenance Contract in Govt. Institutions and 1 mark for other than Govt. Institutions Subject to Maximum of 10 mark	5	15
4	No. of successfully executed contract for similar nature of assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions	5 marks for each completed contract each for a value of 50 lakhs subject to maximum of 20 mark	15	20
5	No. of successfully completed similar assignments as Cloud based ERP	6 marks for each completed Cloud based ERP Contract subject to maximum of 12 Mark	6	12

6	Bidder's own software development facility and should have experience in developing and implementing customized educational Institute management software without direct / indirect involvement of any third party.	3 marks	3	3
7	Average turnover of minimum Rs 1 crore per year for last three year (i.e. 2017-18, 2018-19 & 2019-20)	3 marks for minimum turnover and 1 mark each for every additional one crore average turnover subject to maximum of 5 marks	3	5
8	ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for Competency in software development.	5 marks	5	5
9	Bidders having a minimum strength of 30 technically qualified (B. Tech / M.C.A. or equivalent) professionals as on 30/09/2020 on its rolls at its development facility.	5 marks for minimum requirement and 1 mark each for every additional lot Of 10 technically qualified professionals subject to maximum of 10 marks	5	10
10	Firms have its Head Office/Branch Office in Andhra Pradesh	5 marks	0	5
	<b>Total</b>		<b>60</b>	<b>100</b>

Note: - Bidder must upload all the relevant documents as per given formats failing which the marks will not be allowed.

The technical committee will evaluate the proposals on various parameters as detailed above at A based on the duly signed documents submitted in technical bid in .pdf format by prospective bidders. Bidders meeting the eligibility criteria and scoring a minimum mark as prescribed in each description as well as overall minimum of 60 marks out of 100 marks will be declared technically qualified. The evaluation of the technical committee is final and binding. The firms found technically qualified in this stage will be eligible for calling for presentation on next stage.

**ANNEXURE-IV**

**FORMAT FOR BIDDER'S ANNUAL TURNOVER**

(To be submitted on the chartered accountant firms Letterhead)

Respected Sir,

We hereby certify that the average annual turnover of M/s.....(Name of the Bidder) is not Less than Rs. one crore during each of the last three financial years. Details are as follows

<b>S.No</b>	<b>Financial Year</b>	<b>Turnover Rs.</b>
1	2018-19	
2	2019-20	
3	2020-21	

Yours Sincerely,

(Signature of Chartered Accountant)

**Name of the Chartered**

**Accountant: Seal:**

**Date:**



**Annexure - V**

**SIMILAR WORK EXPERIENCE**

Date:

**Subject SUPPLY AND INSTALLATION OF ENTERPRISE RESOURCE PLANNING(ERP) SOLUTION AT NID AP**

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

Sl. No.	Name of the Client Organization	Purchase Order (P.O) No. & Date of issue of P.O.	Project Value	Brief Scope Of Work	Whether the copies of the purchase orders / contracts from the client as required, isuploaded?	
					Yes/No	<b>Pg. No. on the Proposal</b>

The purposes of seeking work experience in the last three years is to ascertain the credibility of the Service Provider. If it is noticed that in any of organization as mentioned in the list, the work done was not satisfactory or the Service Provider has not complied the statutory liabilities or any unsatisfactory report, such tenders will be rejected on technical evaluation itself and will not be considered for financial evaluation. If any bidder has not mentioned such work experience or misguide the authority and any shortfall on this part is noticed, such tenders will also be rejected on technical evaluation level.

Place:  
Signatory)

(Name of the Authorized

Date:

Signature with

Seal

**ANNEXURE- VI**

(To be given on Firms Letter Head)

**MANDATE FORM FOR BANKING DETAILS**

**A. Details of Accounts Holders:-**

Name of Account Holder	
Complete Contact Address	
Mobile Number	
E-mail	
GSTIN Number	
PAN Number	
Aadhar Number	

**B. Bank Account Details:**

Bank Name	
Branch Name with complete Address, Telephone No. & E-Mail	
Whether the branch is computerized?	
Whether the Branch is RTGS enabled? If Yes then what is the branch 's IFSC Code	
Is the branch also NEFT enabled?	
Type of Bank Account (SB/Current/Cash Credit)	
Complete Bank Account No (Laser)	
MICR Code of Bank	

Place:

(Name of the Authorized Signatory)

Date:

Signature with Seal

**ANNEXURE – VII**  
**TENDER ACCEPTANCE LETTER**  
(To be given on Company letter head)

To,  
The Director  
National Institute of Design Andhra Pradesh,  
EEE & ECE Building, ANU Campus  
Nagarjuna Nagar, Guntur, Andhra Pradesh – 522510.

Sub: Acceptance of terms and Conditions of tender

Tender Reference No:

Name of the tender/work:-

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Dear Dir,

1. I/we have downloaded the tender documents for the above mentioned Tender/work from the website (s) namely:
- 
- 

as per your advertisement,, given in the above mentioned website(s).

2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No.\_\_\_\_to\_\_\_\_(including all documents like annexure(s), schedules(s), etc.) which form part of the contract agreement and I/we shall abide hereby the terms/ conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document (s)/corrigendum(s) in its totality /entirety.
5. I/we do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/ Public Sector Undertaking.
6. I/we certify that all information furnished by our Firm is true and correct and in the event the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with  
Official Seal)

## **Annexure - VIII**

### **Format for Performance Certification (Furnish this information for each individual ERP Contract)**

1. Name of the Contract and location:
2. Agreement no. With date:
3. Scope of Contract (copy of P.O.)
4. Annual Contract Cost
5. Date of start
6. Period
7. Amount of compensation/penalty levied, if any

**8. Performance Report**

- I. Quality of the solution deployed -

**a. Good / Satisfactory/ Unsatisfactory**

- II. User's satisfaction while deploying and usage: -

**a. Good / Satisfactory/ Unsatisfactory**

- III. Successful implementation in terms of completeness and timely accomplishment of the outcome: -

**Good / Satisfactory/ Unsatisfactory**

- IV. ERP Maintenance and Support Services after implementation: -

**Good / Satisfactory/ Unsatisfactory**

(Signature of the Authorized Authority of the Organization)

(Official Seal of the Organization)

Date:

**ANNEXURE – IX**

**GUIDELINES FOR TENDER SUBMISSION IN CENTRAL PUBLIC PROCUREMENT PORTAL  
(E-PROCUREMENT MODE)**

A.	<b>Submission of Tender</b>	<p>As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal URL: <a href="https://etenders.gov.in/eprocure/app">https:// etenders.gov.in/eprocure/app</a>.</p> <p>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.</p> <p>More information useful for submitting online bids on the CPP Portal may be obtained at: <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>.</p> <p>All tender documents including Technical Bid &amp; Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. <b>No manual bid submission will be entertained.</b></p>
B.	<b>Instructions for online bid submission</b>	<p>The tenders will be received online through portal <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>. In the Technical Bids, the bidders are required to upload all the documents in single pdf file.</p> <ul style="list-style-type: none"> <li>• 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 <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a></li> <li>• Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a> under the “Information about DSC”.</li> </ul>
C	<b>Submission of bids</b>	<ul style="list-style-type: none"> <li>• Bidder should log into the site well in advance for bid submission so that he/she can upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues.</li> <li>• The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.</li> <li>• All bids should be in the prescribed format only.</li> <li>• 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.</li> </ul>

**Terms and Conditions of the Tender**

1.	Earnest Money Deposit & Performance Guarantee	<p>The EMD in the form of account payee DD for Rs.3(Three) Lakh in favor of the National Institute of Design, Andhra Pradesh must be submitted through ECS/ RTGS/NEFT mode only to the following bank account. Tenders received without prescribed Earnest Money Deposit shall not be considered.</p> <p>Bank details for submission of EMD through RTGS/NEFT NID AP Bank account no. : 00000038790413981 IFSC Code : SBIN0004793 Bank address :Acharya Nagarjuna University, Guntur</p> <p>The EMD shall remain valid for a period of forty-five days beyond the final bid validity period. The EMD of the unsuccessful bidders shall be returned within 30 days of the end of the bid validity period. The same shall be forfeited, if the tenderers withdraw their offer after the opening during the bid validity period. The Institute shall not be liable for payment of any interest on EMD. EMD is exempted for Micro and Small Enterprises (MSE) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or registered with the Central Purchase Organization as on the date of submission of bids but shall furnish bid security along with their bids. In case the service provider does not take up the service or reject the order EMD will be forfeited.</p> <p>The successful bidder shall submit a Performance Guarantee of 10% of the awarded contract value by way of FDR obtained from any commercial bank, which would be released on or after 3 months expiry/termination of the contract after adjustment of dues, if any. The Performance Guarantee should be valid for three months beyond the duration of the contract. The Institute reserves the right to forfeit the full or partial Performance Bank Guarantee deposited by the Service Provider if he fails either to perform the contract or to give 3 months' notice for termination of the contract or for the breach of any terms &amp; conditions.</p>
2.	<p><b><u>Preparation of Tender:</u></b></p> <p>Intending security service providers are advised to inspect and examine the site and satisfy themselves before submitting their tenders. The tenderer shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.</p>	

	<p>The tenderer has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, and rejection of tender submitted by the firm.</p> <p>The tenders of the contracting agency/firm/company not in possession of valid statutory license / registrations are liable for rejections.</p> <p>If any relative of the tenderer is an employee of the NID AP, the name, designation and relationship of such employee shall be intimated to the Director, NID AP in writing while submitting the tender.</p> <p>No tenderer will be allowed to withdraw / alter / modify after submission of tenders within the bid validity period.</p>
3	<p><b>Technical Bid submission:</b></p> <p>The Technical bid should be complete in all respects and should contain all the information asked for. The technical bid should not contain any financial related rates/bid. The Technical bid should be complete to indicate that products and services asked for are quoted.</p> <p>The Financial Bid must give all relevant price information and should not contradict the Technical bid in any manner.</p> <p>At any time prior to the deadline for submission of bids, NID AP, 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 &amp; publish the same on website.</p> <p>Any amendments/corrigendum/modifications will be notified on <a href="http://www.nid.ac.in">www.nid.ac.in</a> and <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> websites only. Bidders are advised to regularly browse these websites till last date of submission of tender. These amendments/corrigendum/modifications will be binding on them.</p> <p>The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and terms and conditions enclosed herewith. Each page of the bids required to be signed and bears the official seal of the Bidders.</p> <p>If the application is made by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the</p>

	application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The applicant shall also furnish a copy of the Memorandum of Articles of association duly attested by a Notary Public.
4.	<b>Period for which the offer will remain valid:</b> The offer shall remain open for acceptance/validity till <b>90</b> days from the date of opening of the tender.
5.	<b>Prices:</b>  The prices quoted must be Nett considering all scope of work, terms & conditions mentioned in Annexure. <b>The prices quoted by the Bidders should be inclusive of GST and other statutory levies.</b>  All conditional tenders will be summarily rejected.  The bidder should not quote predatory pricing/abnormally low bids which may be summarily rejected as per Department of Expenditure OM No. F.12/17/2019 dated 06/02/2020.  The Institute shall not pay any amount on account of accessories required for the services. Hence, Bidder are instructed to bid a appropriate % of service charges to accommodate all these expenditures.  The service provider will not charge any placement charges or any other charges, whatsoever, including charges for uniform from the manpower deployed in NID AP from the payment to be made to the outsourced staff as per quoted rates. The contract shall be liable to be terminated, with forfeiture of security deposit and the bidder will be blacklisted if, at any stage, reports are received that the bidder has charged the manpower on any account.  The successful bidder shall pay the GST amount to the exchequer by quoting the institute GST number for claiming GST input credit of GST by the institute.  The Successful bidder shall be responsible for payment of applicable Minimum Wages on monthly basis through online remittance/RTGS/Cheque by 3rd of the following month. The Service Provider shall also deposit the PF, ESI at the prescribed dates to the respective authority and disburse the applicable Bonus to the personnel deployed by him at NID AP. The Service Provider shall claim the same along with applicable taxes and service charge to the NID AP through Bill by 7th of the month.
6.	<b>No Advance Payment will be made for the service.</b> The Payment will be made only after satisfactory completion of work and as per terms and conditions of the contract.
7.	<b>Terms and Conditions:</b> Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will likely to lead to rejection of offers.
8.	<b>Right of Acceptance:</b> The Institute reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.
9.	<b>Communication of Acceptance:</b> Letter of Intimation and acceptance will be communicated by post /email to the successful bidder to the address indicated in the bid.
10.	<b>Duration of the contract:</b>



	As mentioned in the NIT.
11.	All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through CPP portal. In terms of Rule 173(iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.
12.	<b>Conditions of contract:</b> Bidder should quote on the basis of the conditions referred to in the invitation to tender and tender papers
13.	<b>Bidder shall submit along with this Tender:</b> Name and full address of the Banker and their swift code and PAN No. and GSTIN number.
14.	<b>Jurisdiction:</b> All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction of Guntur, Andhra Pradesh.
15.	<b>Dispute Settlement:</b> <ul style="list-style-type: none"> <li>• It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Director, NID AP whose decision shall be final and binding on both the parties.</li> <li>• It is also agreed that in case of any disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Guntur. The resultant contract will be interpreted under Indian Laws.</li> </ul>
16.	<b>Breach of Terms and Conditions:</b> The Institute may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or part: <ul style="list-style-type: none"> <li>a) If the bidder fails to provide any or all of the services within the period(s) specified in the contract.</li> <li>b) If the bidder fails to perform any other obligation(s) under the contract.</li> <li>c) If the bidder has engaged corrupt or fraudulent or unethical practices in competing for or in executing the contract.</li> </ul>
17.	<b>Right of NID AP</b> <ul style="list-style-type: none"> <li>• The Director, NID AP reserves right to withdraw / relax any of the terms and conditions mentioned above during and expiry of the bid process but before the issuance of work order.</li> <li>• The Director, NID AP reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and his / her decision shall be final and binding on the Tenderer.</li> <li>• The Director, NID AP reserves the right to terminate the contract at any time without assigning any reasons by giving a one month notice to the contracting agency/firm/company.</li> <li>• The Director, NID AP reserves the right to suitably increase / reduce the scope of work put to this tender. In case of any ambiguity in the interpretation of any of the clauses in Tender document or the contract document, interpretation of the clauses by the NID AP shall be final and binding on all parties.</li> <li>• The Director, NID AP reserves the right to award the contract, either to one or more than one Service Provider / agency.</li> </ul>

	<ul style="list-style-type: none"> <li>• At any time, prior to the last date of submission of Bids, NID AP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments. In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the NID AP may, at its discretion, shall extend the deadline for the submission of bids suitably. Any amendment to the Bid document shall also be uploaded in the web site as and when it is made. Bidders who download the Bid document through internet are to take care of these amendments while submitting their bids.</li> </ul>
18.	<p><b><u>Penalty &amp; Liquidated Damages / Force Majeure:</u></b></p> <p>If the selected Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, Institute reserves the right either to cancel the contract or to forfeit the performance guarantee or impose Penalty on Selected Bidder.</p> <p>Both Penalty and Liquidated Damages are independent of each other and are applied separately and concurrently. Penalty and Liquidated Damages (LD) are not applicable for reasons attributable to the Institute and Force Majeure.</p> <p>However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Institute and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Institute's official that the delay is attributed to the Institute and/or Force Majeure along with the bills requesting for payment</p>
19.	<p>The tenderer shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by NID AP and no corrections, additions and alterations made to the same. If any deviation found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions of the contract.</p>
20.	<p>The bidder shall study the scope of work and Technical Bid in detail as given in Section II before submitting the bid.</p>
21.	<p><b><u>Public Procurement – Preference to Make in India:</u></b></p> <p>This tender will be evaluated based on Public Procurement (Preference to Make in India) DPIIT, MoCI Order No. 45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein. Accordingly, preference will be given to the Make in India products while evaluating the bids, however, it is the sole responsibility of the bidder(s) to specify the product quoted by them is of Make in product along with respective documentary evidence as stipulated in the aforesaid order in the technical bid itself. Necessary self-certification about the classification of the supplier/bidder as per the above order should be submitted by the bidder.</p>
22.	<p><b><u>PRE-QUALIFICATION:</u></b></p> <ol style="list-style-type: none"> <li>1. As per DPIIT OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, the firm should submit Certificate as per MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020 for “Bidder Not from/ from Country sharing Land border with India &amp; Registration of Bidder with Competent Authority” as per format given.</li> <li>2. The firm should submit EMD along with the bid.</li> </ol>
23.	<p><b><u>General Instructions to Bidder:</u></b></p>

	<p>a. The successful bidder should hold valid license under Contract Labour (Regulation &amp; Abolition) Act, 1970, registered with EPF, ESIC authorities, having GST registration.</p> <p>b. The successful bidder shall at their own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to NID AP and shall comply with the statutory provisions of Contract Labour (Regulation &amp; Abolition) Act, 1970; staff State Insurance Act; Workman`s Compensation Act, 1923; Payment of Wages Act, 1936; The staff Provident Fund (and Miscellaneous Provisions) Act 1952; The Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employer`s Liability Act, 1938; Employment of Children Act, 1938 and/or any other Rules/regulations and/or statutes that may be applicable to them and shall further keep the NID AP indemnified from all acts of omission, fault, breaches and/or any claim, demand; loss; injury and expense arising out from the non-compliance of the aforesaid statutory provision. Service Provider`s failure to fulfil any of the obligations here under and/or under the said Acts, rules/regulations and or any bye-laws or rules framed under or any of these, the NID AP shall be entitled to recover any of the such losses or expenses which it may have to suffer or incur on account of such claims, demands, loss or injury from the Service Provider`s monthly payments.</p> <p>c. Maintain registers and records as per all applicable Labour Laws. Observance of working hours, weekly rest and overtime payment as per minimum wages Act-1948. Send Accident report to Regional Labour Commissioner (RLC) &amp; ESI authorities</p> <p>d. The successful bidder shall furnish necessary certificate about police verification of character and antecedents of the manpower to be engaged for security duty. He/ She will also provide a complete list of the manpower to be deployed in this office indicating their names, father's name, local address, permanent home address, mobile number, Bank Account Number, ESI Number, EPF Number etc to NID AP. Any changes in the list will be immediately informed subsequently with all the above details. He/She shall issue photo-identity cards to the manpower deployed in the Campus for performing duty, which will be signed by him/ her and displayed by the personnel while they are in the premises of NID AP.</p> <p>e. The successful bidder shall maintain register for marking the attendance by Guards deployed by him/ her, and other labour records as per Contract Labor (Regulation and Abolition) Central Rules, 1971 which can be seen/ verified by an authorized officer of NID AP periodically.</p>
24.	<p><b><u>Termination Clause</u></b></p> <p>(i) The contract may be terminated in any of the following contingencies:-</p> <p>a. On the expiry of the contract period, without any notice ; OR</p> <p>b. On giving one month notice at any time during the tenure of contract, in case the goods or services rendered by the are not found satisfactory and in conformity with the general terms and conditions of the contract and the standards prescribed by the Institute; OR</p> <p>c. Failure to perform the given Scope of Work or on violation of any of the</p>

	<p>stipulated terms and conditions, without any notice OR</p> <p>d. On the successful bidder being declared insolvent by the competent court of law, without any notice.</p> <p>e. Either party can terminate the agreement by giving 1 (one) month notice in advance. If the successful bidder fails to give 1 (one) month notice in writing for termination of the contract, then Performance Bank Guarantee (PBG) will be forfeited.</p> <p>(ii) That on the expiry of the contract, unless extended formally, the successful bidder will withdraw all its personnel and clear their accounts by paying them all their legal dues.</p>
25.	<p><b><u>Number of Bids and their Submission:</u></b></p> <p>The bidders should submit the bids in two bid system as detailed below:</p> <p><b><u>Bid I - Technical Bid</u></b></p> <p>The technical bid should consist of Pre-Qualification, scope of work and additional Terms &amp; Conditions of this tender (as per Annexure).</p> <p>The bidder should go through the scope of work and additional Terms &amp; Conditions given in Annexure of the tender document, understand the requirement of the Institute and submit the technical bid covering the following details along with all relevant document proof in the proforma given.</p>
26.	<p><b><u>Evaluation of Bids:</u></b></p> <p>Bid Evaluation will take place in two stages.</p> <p><b><u>Stage I: Technical Bid evaluation</u></b></p> <p>Pre-Qualification will be evaluated first and those bidders who have complied with Pre-Qualification criteria will alone be evaluated for Technical Bid offered by the bidders as in Annexure.</p> <p>The technical bid submitted as per Annexure will be evaluated and those bidders who have fully complied Technical Bid will be considered for opening of price bid.</p> <p><b><u>Stage II: Financial Bid Evaluation</u></b></p> <p>The lowest financial bid amongst those qualified in the Technical bid will be declared as successful bidder (L1) and the contract will be awarded to the successful bidder (L1) subject to other usual conditions.</p> <p>In case one or more bidders quoted lowest price, if tie, the lowest bidder will be selected on the basis of the following conditions in sequence:</p> <p>a) Annual value of turnover: Bidder having a larger turnover will be given preference b) Number of years of experience. c) Value of similar works executed: Bidder having large value of similar works executed will be given preference.</p>
27.	<p><b><u>Execution of Contract and Security Deposit:</u></b></p> <ul style="list-style-type: none"> <li>• A formal contract shall be entered into with successful security service provider.</li> <li>• Declaration of Non-Black listing to be executed &amp; attested by Public Notary / Executive Magistrate on Rs.100/- stamp paper by successful bidder as per</li> </ul>

	<p>Annexure.</p>
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- The Security deposit will be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contract and loss or damage, if any, sustained by the Institute on account of failure or negligence on the part of employees of Service Provider.